

## **JOB DESCRIPTION**

**JOB TITLE: EPCT Clinical Lead – Community Health Newham (CHN) Directorate**

**BAND: 8a / 37.5 hours/week**

**REPORTING TO: Locality General Manager**

**ACCOUNTABLE TO: Relevant Professional Lead**

### **Job Summary:**

The post holder will provide managerial, operational and clinical leadership to all clinical staff at all levels within one of the multidisciplinary EPCT Teams. They will work as a team to ensure 24 hour service provision. Through proactive management of a high-risk caseload with the multidisciplinary team they will prevent avoidable hospital admission, facilitate discharge and ensure that patients at the end of life can be cared for at home if that is their wish.

The post holder will actively manage resources including staff, material, financial and monitor staff performance. The post holder will play an active part in collection of data for audit purposes and in the management of patients through agreed pathways.

The post holder will identify opportunities for more preventative interventions to meet peoples' needs by coordinating deployment of multidisciplinary teams, as well as close involvement of patients and their carers in setting goals and planning care.

The post holder will support the implementation and maintenance of effective governance arrangements whilst ensuring that clinical care is of the highest possible standards at all times with particular emphasis on dignity and compassion.

### **Key Working Relationships:**

- Extended Primary Care Teams (EPCT) and Locality General Manager
- General Practices
- London Borough of Newham services
- CHN Continuing Care Team
- Newham Hospital Emergency department, Urgent Care Centre and Consultant teams
- East Ham Care Centre services and wards

- CHN Specialist Nursing and Therapy teams
- St Joseph's Palliative Care team

**Key Responsibilities:**

**Leadership/Management**

- Act as a role model through the provision of effective professional leadership for clinical areas and demonstration of competent and accountable clinical practice
- Manage and clinically supervise registered and non-registered healthcare professionals within the EPCT Team.
- To lead on the appraisal process providing feedback on performance
- to lead on the recruitment and selection process
- Initiate the development and review of policies, procedures and guidelines ensuring they are implemented and monitored
- Act as an advocate for patients to obtain optimal treatment and symptom control improving the quality of life
- Positively advocate for the service and organisation at all times
- Take responsibility for out-of-hours cover and on-duty service provision for a 24 hour period
- Ensure all staff have access to and act within Trust/Local policies and procedures
- Be responsible for overseeing and ensuring the development of all staff across areas of responsibility
- Support senior members of the team to ensure they are developed to undertake management and leadership responsibilities to enable effective running of the caseload
- Using the Trust HR policies and procedures manage clinical and non-clinical standards of poor performance within area of practice
- Resolve complaints as they arise through face to face communication as necessary and when appropriate investigate complaints relevant to remit and write responses.
- Address any problems/issues identified. If unable to resolve, escalate appropriately.
- Be responsible for the team working within the agreed budget by optimising available resources.
- Have detailed understanding of KPI's and other performance indicators for the team, ensuring that these targets are met.

### **Clinical Practice**

- Working as part of the MDT the post holder will provide advanced clinical advice and support for health professionals caring for EPCT patients.
- To take a comprehensive history, perform a comprehensive and systematic physical examination and establish baseline data to inform the development of a comprehensive individually tailored care plan.
- Analyse signs and symptoms, laboratory tests and other measures of function, to formulate diagnostic reasoning and aid diagnostic decision making.
- Provide evidence based treatment plans based on sound clinical decision making, including knowledge of the unique presentation of illness and response to treatment of elderly people and those with chronic disease
- Collaborate with GP/Hospital Consultant to plan and implement treatment for acute illness/injury/chronic illness as required, using skills in non-medical prescribing (if applicable to profession) and medicines management
- Monitor indicators of chronic disease, anticipating possible decline and proactively managing this to enhance well-being, and maintain independence
- Plan interventions in light of patients expressed wishes and goals of care, facilitating discussion with the family and significant others concerning end of life care plans
- Ensure a robust process is in place to review care/treatment plans
- Take an active role in auditing and monitoring all components of care delivery
- Review and develop competencies as required to support clinical practice
- Ensure all clinical records are kept in line with Professional and Trust guidelines
- To work towards acting in the capacity of Advanced Practitioner within the frail elders unit providing prescribing and advanced physical assessment services.
- To be proficient in End of Life care catering for the needs of the individual patient and their families
- Promote self-care and supported self-care for patients with long-term conditions

### **Care Co-ordination**

- Regularly review the high risk patients and co-ordinate their care as appropriate
- Identify when patients need referral on to other services. Ensure referrals are made in a timely fashion.

- Integrate care across all settings preventing duplication, fragmentation and delay as patients move between care settings
- Build relationships across professional and organisational boundaries breaking barriers to smooth the patient journey
- Work together with other professionals to provide care in the most appropriate and least invasive manner possible.

### **Quality**

- Ensure that care provided is of the highest quality and in line with the Trust's clinical governance policies
- Develop and maintain systems which proactively seek clients and carer's views on the service
- Regularly review the quality of service provided and initiate service improvement
- Ensure that regular clinical audit takes place and that action is taken to promptly enhance performance in areas of concern
- Adhere to the Trust complaints process and enable clients and carers to comment on the service provided
- Demonstrate knowledge of contemporary clinical practice, explore new ideas and introduce positive, evidence based change in line with local and national initiatives e.g. NICE guidelines.
- Gather and input data to enable the service to be monitored against agreed outcomes

### **Communication**

- Actively engage with GPs and their teams to ensure seamless care delivery
- Establish the dynamic process of understanding and reflecting, listening and checking understanding, thus developing a therapeutic relationship with patients
- Enable and support integration of patient's wishes into care planning for present and future needs
- Disseminate information throughout the multidisciplinary team while taking into account the need for confidentiality
- Work with colleagues and partner organisations to plan effective care plans for clients
- Communicate effectively with EPCT colleagues by listening, reflecting and checking understanding
- Be able to feedback positively and in a constructive manner to colleagues
- Utilise communication skills and knowledge to promote patient and family abilities to make informed decisions and participate in care planning

### **Professionalism**

- Remain updated and ensure that clinical practice is evidence based
- Have a personal development plan and professional portfolio
- Accept professional accountability for own actions

### **Education**

- Identify any training needs for the team. In conjunction with the Lead Practise Educator the post holder will have responsibility for development, implementation and evaluation of training programmes for all members of staff in their team
- Participate in the development of the team's knowledge about disease processes and treatments
- Provide and create learning opportunities in the clinical setting that support the wider primary care team
- Continue to develop own expert clinical practice
- Critically evaluate research and integrate evidence into practice
- Ensure clinical competence of team members in the light of evidence based practice
- Act as a mentor for learners within the healthcare environment

REQUIREMENTS	ESSENTIAL	DESIRABLE	ASSESSED
<b>EDUCATION TRAINING &amp; DEVELOPMENT</b>	<ul style="list-style-type: none"> <li>• Registration with a Professional Body i.e. NMC or HCPC</li> <li>• Commitment to undertake appropriate education at Masters level</li> <li>• Advanced physical assessment skills</li> <li>• Evidence of recent professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Accredited nurse/therapy practitioner</li> <li>• Community specialist practice</li> <li>• Palliative care qualification</li> <li>• Masters level qualification in relevant subject</li> <li>• Extended /supplementary prescriber or commitment to undertake</li> </ul>	Application form & Interview
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Evidence of working within the community / primary care</li> <li>• Managing patients / clients</li> <li>• Substantial post registration experience and experience a working as band 7</li> <li>• Involvement in an area of change and innovation in practice</li> <li>• Experience of audit</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with older people</li> <li>• Evidence of Project work</li> <li>• Leading or developing a new service</li> <li>• Experience of a leading role in audit and clinical governance</li> </ul>	Application form & Interview

	<p>and evaluation</p> <ul style="list-style-type: none"> <li>• Experience of managing conflict</li> <li>• Understanding of the wider NHS agenda</li> <li>• Demonstrate an understanding of Clinical Governance</li> <li>• Experience of managing a budget</li> <li>• Experience of working in an MDT</li> </ul>		
<p><b>SKILLS &amp; ABILITIES</b></p>	<ul style="list-style-type: none"> <li>• Ability to work across organisational and professional boundaries</li> <li>• Ability to support learning and education for patients and practitioners</li> <li>• Awareness of cultural diversity needs</li> <li>• Excellent interpersonal skills</li> <li>• Basic IT skills</li> <li>• Presentation Skills</li> <li>• Negotiation Skills</li> </ul>	<ul style="list-style-type: none"> <li>• Proven record of cross boundary working</li> <li>• Understanding of partnership working and clinical governance issues within this framework</li> </ul>	

<p><b>PERSONAL QUALITIES</b></p>	<ul style="list-style-type: none"> <li>• Enthusiastic</li> <li>• Flexible</li> <li>• Tactful</li> <li>• Team worker</li> <li>• Maintains Confidentiality</li> <li>• Trustworthy &amp; Reliable</li> <li>• Punctual</li> <li>• Effective time management skills</li> </ul>		<p>Application form &amp; Interview</p>
<p><b>OTHER REQUIREMENTS</b>                  (e.g. UK Driving Licence / Shift, weekend working / travel away from home)</p>	<ul style="list-style-type: none"> <li>• Current UK valid driving licence</li> <li>• Car driver</li> <li>• Car owner and use of car for work purposes</li> </ul>		<p>Application form</p>



## **Statement on Employment Policies**

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

**Health and Safety** Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.

**Equal Opportunities** ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.

For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.

**Dealing With Harassment/  
Bullying In The Workplace** The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.

The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.

Disciplinary action will be taken against any member of staff found to be transgressing the Harassment and Bullying Policy.

**No Smoking** To refrain from smoking in any of the organisations premises not designated as a smoking area.

**Alcohol** To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.

**Confidentiality** As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.

To safeguard at all times, the confidentiality of information relating to patients/clients and staff.

**Data Protection Act** To maintain the confidentiality of all electronically stored personal data in line with the provision of the Data Protection Act.

<b>Data Protection – Your Data</b>	<p>As part of your employment with East London Foundation Trust, we will need to maintain personal information relating to your work on your personal file. You have a right to request access to your personal file via the Human Resources Department.</p> <p>To carry out as per Data Protection Act responsibilities with regard to the access and Health Records Act 1990.</p>
<b>Safeguarding</b>	<p>All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.</p>
<b>Service User and Carer Involvement</b>	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.</p>
<b>Personal Development</b>	<p>Each employee’s development will be assessed using the Trust’s Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.</p>
<b>Clinical Governance</b>	<p>As an employee of the trust you are expected to support the Trust's clinical governance framework for monitoring and improving standards of care. You must do this by:-</p> <ul style="list-style-type: none"> <li>• taking part in activities for improving quality</li> <li>• identifying and managing risks</li> <li>• maintaining your continuous professional development</li> </ul>
<b>Professional Standards</b>	<p>To maintain standards as set by professional regulatory bodies as appropriate.</p>
<b>Conflict of Interests</b>	<p>You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.</p>
<b>Risk Management</b>	<p>Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.</p>
<b>Personal and Professional Development/Investors in People</b>	<p>The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust’s training programme as identified within your knowledge and skills appraisal/personal development plan.</p>

## Infection Control

Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities:

Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.

Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy.

Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.