NHS TAYSIDE - AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION | Job Title | District Nurse | |
|  | Department(s)/Location | Dundee Health and Social Care Partnership – Dundee Community Nursing | |
|  | Number of Job Holders |  | |
| JOB PURPOSE Responsible and accountable for the delivery of nursing care at home/community over the 24-hour period to the practice/geographical population (and wider locality at weekends). Work in collaboration with the Primary Health Care Team, wider District Nursing Team, Enhanced Community Support MDT, NHS24, and Out of Hours Nursing Service and other agencies involved in the delivery of care in the Community.  Plan, manage and organise a defined caseload providing leadership and clinical supervision to the District Nursing Team as well as case supervision to junior members of the District Nursing Team.  Engage in assessment of individual and/or family care needs in conjunction with the clients and within available resources plan, implement and evaluate health care programmes conducive with meeting their needs, referring to other team members and agencies when appropriate.  Support Public Health Agenda.  Providing expert and specialist nursing care and when appropriate take on role of lead assessor | | | |
| ORGANISATIONAL POSITION Locality Manager  Community Nurse Manager Community Nurse Manager    Team Leader Team Leader Team Leader Team Leader    **This Post** | | | |
| SCOPE AND RANGE • Staff Management, including staffing levels   * Supervisory responsibilities for the team including annual appraisal of junior members * Demonstrate awareness of financial budget for district nursing team, staffing, prescribing, stock control and ordering equipment * Size of Patient Population is approx: 168,000   Providing service to patients within home/community settings to patients and carers registered with the GP Practices/Health Centre within the defined geographical area.  Responsibility for assessing, planning, evaluation and providing the best possible level of care to a diverse client group with complex health and social care needs Providing a wide range of healthcare options to the practice population, which complies with current NHS Tayside clinical guidelines and local and national legislation. Public Health/Health education is essential and every opportunity should be taken to promote a healthy lifestyle.  Liaison and collaboration with other agencies both voluntary and statutory to provide a seamless service to patients and their carers being cognisant of local and national health policies including joint futures.  Provide specialist advice and consultation on community nursing issues to other professionals and service users. | | | |
| MAIN DUTIES/RESPONSIBILITIES  1. Responsible and accountable for the ongoing assessment, development, implementation and monitoring of health care ensuring that the highest standard of service and care is delivered in a consistent and safe manner, primarily within the home and a wide range of community and clinical settings. 2. Maintain accurate up to date clinical records including electronic records and care plans in accordance with local policy, GP practice requirements, legislation, good practice and patient confidentiality. 3. (a) Undertake a range of clinical duties which may include working within the Single Point of Referral, Enhanced Community Support MDT, Complex Care Team and other areas which are under the umbrella of Community Nursing (Adult Services)   (b) Participate in shift pattern to provide 24 hour cover to the Service, this will be planned in advance with the appropriate Team Leader.   1. Participating in development of guidelines and protocols and ensuring all protocols and policies are implemented and adhered to. 2. Support and educate patients, relatives and carer’s in order to achieve optimum health and independence.   6. Develop and participate in the Health Improvement plan, promotion of healthy lifestyles, prevention of disease to support the Public Health Agenda. Participate in work related to the General Medical Contract for housebound patients with chronic disease.   * 1. Initiate, establish and maintain good working relationships with patients, carers and members of the Primary Health Care Team to support multidisciplinary working.   2. In line with clinical governance to audit agreed standards of care, measure clinical outcome and implement any required change. Participate in and support research and development projects.   9. Establish and maintain effective communications and relationships with statutory and voluntary agencies, which promotes collaborative working and effective co-ordination of services for individuals and groups. This may require participation in effective discharge planning procedures and development of care packages. Attends and/or organises case conferences appropriately.  10. The post holder is required to comply with all Statutory Policies and Procedures of NHS Tayside the Board and the Nursing Midwifery Council Code, Guidelines and Standards.  11. The post holder is required to take responsibility for his or her own professional development in discussion with and with the agreement of the Service Manager.  12. Provide management, leadership and mentorship to the District Nurse team. Participate in the teaching and clinical supervision of staff, and students.  13. To participate in the recruitment and selection of new staff within the service and take an active role in their induction/orientation program  14. By personal example ensure that the highest standard of clinical care and professional conduct is maintained at all times   1. To assist in the investigation and resolution of complaints in line with local policies. 2. Responsible for the ordering and maintenance of stock supplies at base and within patients’ homes e.g. dressings and ensure equipment is maintained to the appropriate standards. 3. To maximise all available physical and human resources to meet continuing patient need 4. Planning and organisational skills for effective caseload management and appropriate delegation and deployment of District Nurse team members. 5. Develops specialised individual patient programmes of care/care packages including risk assessment. 6. The post holder should demonstrate competence in delivering new models of care and patient pathways e.g. Deteriorating Patient and NEWS2 following appropriate attendance at relevant training sessions 7. To assist in the investigation and resolution of complaints in line with NHS Tayside Policy and national directives from Scottish Public Services Ombudsman 8. Liaison and co-ordination of services to deliver complex care packages in line with the joint future agenda 9. The post holder is required to take responsibility for his/her own professional development and clinical competencies to identify own continuing professional development needs through annual appraisal and maintain a personal development plan 10. Participate in a model of reflective practice e.g. clinical supervision 11. Support for patients and carers following receipt of bad news and providing holistic palliative care and bereavement support. 12. Support managers in ensuring patient and public involvement in service delivery, design and change as appropriate | | | |
| 6. COMMUNICATIONS AND RELATIONSHIPS The Post Holder will regularly communicate confidential, complex and sensitive information with various people through face-to-face, on the telephone or in written correspondence maintaining confidentiality at all times (daily basis).  The ability to establish and maintain good relationships between the nursing team and wider multidisciplinary team is essential and includes communications with public health care team and other health, welfare, social services and voluntary agencies (daily basis).  The ability to work effectively with clients, carers and relatives individually, either as a family unit or as a community in order to promote positive relationships.  Essential communication skills would include tactful persuasion, motivation, negotiation and empathy as well as diplomacy leading to informed patient choice.  A very high level of interpersonal skill is required when communicating in an emotive or hostile atmosphere with various patient groups and the ability to maintain professional boundaries is paramount in such situations.  **KEY CONTACTS**:   * Medicine for the Elderly colleagues * Senior Nurses with Management responsibilities * GPs and Primary Care and Community Staff * Community Rehab team * Acute Frailty Team * Pharmacists * Equipment store staff * Community based ANPs and Nurse Consultants * Minor injuries units, out of hours nursing and medical staff and Community Hospital Staff * Senior Nurses with management responsibility * Practice Nursing Staff and Marie curie staff * Community and GP practice Administration Staff * Support services in the area e.g. dieticians and or podiatrists and those allied health professionals in relation to patient condition/care. * Prevention of admission and intermediate care services including intensive home care services. * Pharmacists – practice based and community pharmacists * Local Authority specifically Social Work * Patients/Relatives and Carers/ persons with Power of Attorney * Other NHS Boards/NHS 24 * Other Statutory and Voluntary Agencies * Patient participation and public involvement groups * Institutes of higher education * Hospital based nurses, doctors and clinic staff * Care Home staff | | |
| 7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB  * Registered General Nurse * **Registered Nurse with valid UK NMC Registration** * Recognised qualification in District Nursing registered with the NMC: * BA/BN Specialist Practitioner Qualification (Community Nursing in the Home) * Post graduate diploma in Advanced Nursing Practice in District Nursing (Level 11) * District Nursing Certificate or Diploma * Evidence of Continuous professional development * Active Nurse Prescriber status   **Competencies:**  Holistic assessment skills  Knowledge of People Protection agenda  Role modelling  Highly developed communication, interpersonal skills, and problem-solving skills  Highly developed organisational skills  Clinical skills relevant to area of practice including experience in delivering palliative care, the management of chronic diseases/co morbidity, NEWS and deteriorating patient  Leadership skills with ability to work well under conflicting pressures  Ability to work on own initiative and delegate determining priorities and making efficient use of resources  IT skills including knowledge of key electronic systems e.g. eMIS, Datix, ELMS2  Ability to introduce and manage change within the District nursing team  Maintaining mandatory training requirements  Teaching skills  Mentorship of pre and post registration students | | |
| 8. SYSTEMS AND EQUIPMENT Responsible for the safe use of patient related equipment e.g. hoists, therapeutic mattresses, syringe drivers, Doppler machines.  Responsible for the initial instruction in the use of equipment to those carers currently involved with the patient  Responsible for the ordering of appropriate equipment to meet patient need e.g. hospital beds, recliner chairs  Ensure that all relevant equipment is regularly checked. In accordance with local policy  Participate in the Single Shared Assessment system in place  Personally generated clinical notes both paper and electronic  Responsible for personally generated clinical notes both paper and electronic in line with local policy including data protection and NMC standards  Organises team workload, staff meetings, rotas and adjusts as necessary  Consideration given to deployment of staff in relation to travel costs  Efficient use of mobile telephones issued for the service  Overall responsibility for stock control both at base and in patients homes **Responsibility for Records Management** All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. | | |
| 9. PHYSICAL DEMANDS OF THE JOB A broad range of specialist and or technical skills requiring dexterity and accuracy e.g. administration of prescribed medications, removal of sutures, urinary catheterisation  **Physical Demands: these are very regular and ongoing**  Initial set up of heavy equipment in patients homes e.g. mattress variator, Pegasus mattress.  Working in, cramped awkward positions often kneeling and bending.  Carrying equipment daily, bag, scales, etc.  Patient movement with use of mechanical aides, manoeuvre patients daily or more often, in confined spaces.  Kneeling/stand/walking for the majority of shift.  Requirement to travel on a daily basis between patients homes and maintain service provision during adverse weather conditions –this may necessitate walking to patient’s homes.  Working a varied shift pattern according to Service needs including evening, weekends and overnight 365 days a year  **Mental Demands: these are daily demands of the post holder**  Responsible for high level decision making and judgments in relation to all aspects of patient care.  Concentration required when checking documents/patient notes, drug dosages (including times of being single nurse giving controlled drugs), scheduling visits, writing prescriptions, complex care planning.  Requirement to prioritise own work and that of others including co-ordination of the off duty rota  Unpredictable workload and work pattern.  Utilising resources efficiently.  Mentoring of staff / students  Use of IT systems daily basis  Adapting to changes in Service delivery e.g. Locality working and supporting staff through the process  To be a consistent role model for the DN team and wider MDT  Requirement to deal with urgent situations and respond to those patients contacting through the rapid response system e.g. during terminal illness.  **Emotional Demands: these are regular and ongoing**  Communicating with distressed/anxious/aggressive patients/relatives.  Caring for patients who are in the last hours/days /weeks/ months of their lives and supporting their relatives, carers and often including children.  Caring for patients following receipt of prognosis/breaking bad news.  Regular and ongoing support of staff involved in distressing situations/general support  Bereavement support; patients, relatives, carers and staff  Management of conflict within the team.  Clinical Supervision.  Effectively leading and managing the DN team through periods of change  Investigating complaints and adverse clinical events  Stress of travelling between calls when under pressure  **Working Conditions:**  Exposure to body fluids, several times each shift.  Exposure to poor social circumstances (daily).  Requirement to work in confined spaces (patients’ homes).  Lone working daily.  Working in isolated communities daily.  Working in vulnerable situations daily.  Adverse and unpredictable weather / travel conditions  Verbal/physical aggression at least weekly but can be daily  Exposure to passive smoking within patients’ home environment occurrence variable.  Exposure to animals e.g. aggressive domestic pets.  Travelling between calls when under pressure.  You must be willing to travel across the locality | | |
| 10. DECISIONS AND JUDGEMENTS Working as an autonomous practitioner workload will be self-generated and referrals may come from other sources e.g. via Single Point of Referral, GP’s, Social Work, other Healthcare Hospital Teams, Patients and Carer and other professionals  Work will be carried out and reviewed in accordance with NHS Tayside Policies and procedures and the Health & Social care Partnerships joint policies and procedures.  The line Manager will undertake an annual performance review and appraisal in accordance with Personal development policy.  Assessing and interpreting a wide range of acute/chronic conditions, whilst making relevant changes to patient care/ management and completing episodes of care as required.  To make independent decisions in relation to non medical prescribing as part of holistic care and in line with legislation and remit  Prioritise and decide when to refer to other healthcare professionals and statutory and voluntary services.  Management and coordination of other team members. Taking action as required resolving staff disputes/ problems within own team and wider zone.  Take a proactive part in the recruitment, interview and selection process for new staff within community teams.  The Postholder will have a named manager who can be contacted for support and advice when necessary. | | |
| 11. MOST CHALLENGING /DIFFICULT PARTS OF THE JOB Being able to manage the organisation of the district nursing role within the GP practices, while maintaining continuity of care and improving quality of patient care within the home and other community settings.  Working as a key part of the Health & Social Care Partnership and ensuring that the District Nursing role is central in a community based MDT environment  Being able to meet the needs of a diverse client group and demands from other agencies and professionals whilst balancing conflicting priorities in addressing the health challenges within NHS Tayside.  Working in a changing environment as Health & Social Care Integration is evolving  Self-development and contributing to service developments by participation in working groups/committees whilst supporting the DN Team to do likewise  Meeting clinical and managerial responsibilities ensuring that high standards of care are maintained. This includes responding promptly to informal complaints, reporting incidents appropriately and participating in adverse incidents reviews when called  Maintaining and demonstrating positive role modelling behaviours at all times | | |
| 12. JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each post holder to whom the job description applies. | | |

JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT

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| **Post Title** |  |
| **Reference Number** |  |

The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to seek further clarification on any issues contained within the documents. Should this be necessary please identify an appropriate Manager and Staff representative who can be contacted.

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| **Responsible Manager** |  |
| **Contact No.** |  |
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| **Staff Representative** |  |
| **Contact No.** |  |

I/we the undersigned agree the attached document is an accurate reflection of the requirements of the post. The essential additional information provides accurate information of additional job related factors.

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| Signed :- (Manager) |  |

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| Staff Members: |  |  |
| NAME  (BLOCK CAPITALS PLEASE) | SIGNED | POST NO.  (office use only) |
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