**Job Description - -** SC06-1203

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| **1. JOB IDENTIFICATION** | Job Title | **Team Leader (Health Visiting) (Children, Young People, Women & Families)** |
| Department(s)/Location | **NHS Tayside** |
| Number of Job Holders |  |
| 1. **JOB PURPOSE**

The Team Leader is expected to work for the clinical and business success of the Organisation and to contribute to the success of the Children, Young People, Women & Families Clinical Care Group. This will require innovation and may include participation in the development of Clinical Care Group policies and guidance, supporting and implementing changes to local services in line with the Clinical Care Group and Division decisions. To provide clinical leadership to the Health Visiting (Named Person service) workforce within the Clinical Care Group community sites to deliver frontline professional and operational priorities and support the Senior Nurse to ensure the safe, effective and person centred care of Children, Young People, Women & Families across the Clinical Care Group.Within this role the Team Leader will:* Support both junior and senior colleagues across a spectrum of general and operational management issues.
* Facilitate staff and team development and ensure effective communication systems operate within the Clinical Care Groups community, linking with the management and business systems, including the required skills and competencies to deliver high quality care.
* To provide safe and effective line management of Health Visitors within a specified geographical area in Tayside and operationally manage all resources within delegated authority level.
* Proactively support community based operational capacity ensuring safe and effective decision making throughout national and local pathways of care for Children, Young People & Families.
* Provide clinical and professional leadership to support the development and capacity and capabilities of the workforce to ensure best value and high standards of compassionate person centred care.
* To support the Senior Nurse with the delivery of the clinical governance, quality assurance, service development agenda in line with national and local strategies.
* Facilitate staff and team development and ensure effective communication systems operate within the reach of the community Children, Young People, Women & Families Clinical Care Group.
* Provide professional representation and contribution on key groups/committees as required on clinical and care governance, professional standards and practice and professional development for the Health Visiting workforce.
* Undertake managerial responsibility for staff aligned to the post holder including associated HR and financial functions.
* Support the management of staff budgets in collaboration with the Senior Nurse to ensure that resources are deployed effectively in line with budgets.
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| 1. **ORGANISATIONAL POSITION**

**Lead Nurse / Named Person Services**Children, Young People, Women & Families Clinical Care GroupClinical Care Group ManagerTriumvirate Lead NurseClinical Lead (Medic)Associate Director (Division)Associate Nurse DirectorAssociate Medical Director**Team Leader Health Visiting (This Post)****Senior** **Nurse** **Health Visitors** |

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| 1. **SCOPE AND RANGE**

Tayside Health Board is responsible for commissioning health care services for the residents in the geographical local government areas of Angus, Dundee and Perth and Kinross. The Board’s boundaries are coterminous with these local government areas, which have a combined population of 414,000; this includes services for residents of North East Fife.The Clinical Care Groups are based on a service line model with devolved accountability from the Operational Leadership Team, ensuring clear lines of accountability for clinical care quality, operational and financial performance, staff governance and management of front line clinical services, through the site management teams. They will actively engage in and support collegiate working across the whole organisation with visible leadership and management of services on a pan-Tayside basis to promote safe integrated patient pathways and efficient and effective use of resources. The role of the Clinical Care Group is to work in a single system with secondary care colleagues, Health and Social Care Partnerships, Primary Care Services and other partner organisations to provide health care services, thus strengthening the interface links and integration between clinical services to provide jointly planned community based care whenever possible, with fully developed integrated patient journeys. The Health Visiting service is Tayside wide and part of the Children, Young People Women & Families Clinical Care Group.The role of the Team Leader is to: * Operationally line manages and leads the Health Visitor teams with local budgetary responsibilities as delegated by the Senior Nurse.
* Provide cover by working clinically for up to 40% of their role with Children, Young People & Families, coordinating the identification and addressing of health needs for pre-school children & their families and the community during periods of staff absence. This includes where appropriate, representing and supporting the Named Person to ensure continued service provision as per the Health Visiting Service Specification.
* Be professionally accountable in line with current legislation (Children and Young People (Scotland) Act 2014), NHS Tayside and the Nursing and Midwifery Council (NMC)
* Work in partnership with existing voluntary and statutory networks in line with Getting it Right for Every Child (GIRFEC)
* Undertake area wide portfolios of work related to children & families as defined by the Senior Nurse.
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| 1. **MAIN DUTIES/RESPONSIBILITIES**

**Person Centred Care** – The Team leader will ensure:* That nursing care across services for pre-school children & their families is person centred, of a high quality and contributes to an improved client and or carer experience.
* They are flexible and adaptable to ensure service delivery focuses on the needs of children & families.
* They advocate on behalf of children & their families, challenge practice and systems and uphold NHS Tayside visions and values to promote safe and effective person centred practice.

**Clinical and Professional Leadership** – The Team leader will:* Provide clinical leadership which inspires others, empowering them to ensure all practitioners have the authority and support they need to improve patient care, and to resolve clinical issues e.g. complex child protection issues.
* Act as a role model for Health visitors by representing the values and beliefs of the Health Visiting profession as well as those of the organisation promoting staff to work within professional codes legal and ethical framework.
* Ensure appropriate education and learning opportunities are undertaken to reflect the changing needs of the service to maintain appropriately skilled workforce, thereby promoting staff retention.
* Provide professional advice, support and supervision to Health Visitors through NHS Tayside guidance e.g. Managerial Supervision, Child Protection Caseload Supervision and identify and monitor themes emerging from supervision to influence local improvement plans to support Health Visitors in their role.
* Promote professionalism amongst practitioners and undertake clinical work to maintain their professional competence, authority and credibility.
* Demonstrate a clear understanding of organisational objectives and participate, where appropriate, in their development and implementation.
* Ensure that effective and robust communication systems are in place for clients, carers and staff, and promote a culture of health education and ill-health prevention.
* Be proactive in seeking service user’s views and ensure that feedback from clients/carers is valued and acted upon and lessons learned are disseminated, to enable changes in practice where necessary.
* Support practitioners to continuously seek client feedback to support the Senor Nurse to improve services and care standards.
* Act as a link between their area of responsibility and the Complaints and Feedback team, Chaplaincy and other services to support clients, families and their carer’s.
* Encourage all staff within the sphere of responsibility to take a proactive approach to the resolution of issues, which may give rise to dissatisfaction from clients/carers or relatives, ensuring effective action is taken to any concerns expressed.
* Promote a presence and visible leadership to the designated nursing team ensuring robust communication systems are in place.
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| **A Culture of Team Work, Communication and Collaboration** – The Team leader will:* Promote a culture that is flexible and positive to change, where staff feel valued and where opportunities are actively created for individuals to maximise their potential and excel.
* Support, sustain and review with the Senior Nurse working in partnership with individuals, groups, communities and agencies.
* To represent the Clinical Care Group in relation to health visiting and children & families on specific forums/working groups as requested.
* Support the development of teams with a focus on the skills of the Team as a whole, working where appropriate ensuring appropriate delegation, support and professional governance.
* Involve and engage patients/clients/carers and relatives in the assessment, planning, delivery and evaluation of care.
* Ensure effective communication with and work collaboratively between nursing teams, clients, carers, health colleagues and partner agencies.

**Continuing Professional Development (CPD)** – The Team leader will:* Ensure that the Health Visitors are equipped with the key skills and competencies as required to deliver high quality nursing care to children & families.
* Identify and lead Health Visitors towards improvement in training uptake and clinical outcomes in response to the analysis of their identified training needs.
* Identify areas for service development and support the Senior Nurse with meeting these requirements.
* Ensure that staff learning is optimised through CPD opportunities.
* Support learning and share good practice throughout the Clinical Care Group.
* Support pre and post graduate nursing/medical and other students/learners and create a positive learning environment to enhance their learning experience.
* Take responsibility for own continuing professional development to enhance and support knowledge, skills and values, NMC revalidation, through participation in TURAS appraisal and personal development plan process.

**Research and Practice Development** – The Team leader will:* Promote and support a culture to enable and support staff to undertake and disseminate research as well as apply evidence based practice.
* Participate in research, promoting a research culture, which supports staff to take a questioning approach to their practice and enables nursing research.
* Promote a culture of clinical supervision and learning to ensure appropriate audit mechanisms are in place, in order to compile evidence to support any changes in practice required.
* Participate in and facilitate staff in the conduct of research in order to improve the evidence for quality improvement in nursing practice related to children & families.
* Participate in the review and update of clinical policies and protocols in order to reflect the latest evidence.
* Undertake record audits and support the audit process, taking responsibility for the implementation of areas for improvement to ensure standards of best practice.
* Maintain requirement of NMC to support learning and assessment in practice.

**Safe, Effective and Reliable Care** – The Team leader will:* Identify practice issues against local and national Key Performance Indicators, and escalate to Senior Nurse to support action to continually improve performance.
* Investigate complaints in accordance with NHS Tayside procedures and report findings to the Senior Nurse to prepare a response to written complaints to support the Clinical Care Group triumvirate and ensure that the NHS Tayside policy for handling complaints is adhered to, response times are met, and lessons are learned and disseminated appropriately.
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| * Promote that client/service user care is evidence based, monitored and reviewed, instituting appropriate improvement when required, in order to provide high standards of care to all.
* Providing clinical and professional advice involving the development and implementing of pathways of care e.g. Universal Health Visiting Pathway Pre-birth to Pre-School.
* In partnership with other disciplines, support and develop pathways of care that will ensure the smooth transition of the client’s journey and ensure children & families receive care within an optimum time-frame.
* Act as a resource and provide advice on nursing care in relation to clinical interventions, policies, service development and delivery.
* Challenge traditional practice, ensuring that best practice is identified and shared throughout the Children, Young People, Women & Families Clinical Care Group and organisation as appropriate.
* Support the implementation of local and national initiatives, for example, Excellence in Care and nursing audit in close collaboration with Senior Nurses to ensure client needs are being adequately met.
* Provide leadership and management advice to nursing teams with regards to NHS Tayside Policies and Procedures.
* Advocate for children, carers and families.
* Ensure own effective, accurate and contemporaneous documentation is maintained and managed in accordance with national/local/professional policies, guidance, data protection and Freedom of Information Act.

**Capacity and Flow** – The Team Leader will:* Support the Senior Nurse in the safe management of the operational Health Visiting service provision liaising with senior colleagues in order to achieve optimum service level delivery.
* Take a team overview of staffing establishment, redeploying staff as appropriate to minimise clinical risk in line with the service escalation plan.
* Identify capacity issues and support decisions in conjunction with Senior Nurse regarding staff deployment.
* Attend and /or where appropriate, lead safety and risk management meetings in accordance with local Business continuity plan/escalation policy.
* Maintain continuous monitoring and review of operational activity, to inform forward planning.
* Contribute to the development and application of the service escalation plan as part of the Children, Young People, Women & Families Clinical Care Group Escalation Plan.

**Responsibility for Policy/Service Development** – the Team leader will:* Adhere to local and national policies and participate in the effective implementation of them.
* Ensure all NHS Tayside Policies and procedures e.g. Health and Safety, Promoting Attendance at Work and Data Protection are understood and implemented within the Health Visiting team.
* Contribute to the development of operational policies and shared protocols with other specialities within NHS Tayside; partner Health and Social Care Partnerships and external bodies. This includes reviewing and updating the local PGD’s, SOP’s, service specifications, pathways for children and families.
* Ensure all untoward incidents and near misses are reported by staff within the area of responsibility in accordance with NHS Tayside policy, and that appropriate mechanisms are put in place to investigate serious clinical incidents under the direction and guidance of the Senior Nurse and Clinical Governance team, following which appropriate action plans are developed and implemented, and lessons are learned and disseminated.
* Support Local Adverse Event Review (LAER) and contribute/gather data necessary to undertake a LAER, implementing action/improvement plans arising from the LAER and any resulting Significant Case Review.
* Be responsible for the ongoing assessment, development, implementation and monitoring of health care ensuring the highest standard of service and care is delivered in a consistent and safe manner within the home, clinical settings and wider community.
* To contribute to the development of specific programmes/pathways of care aimed at improving health, increasing social inclusion, preventing ill health and reducing inequalities, for example the poverty strategy.
* Contribute to the long-term strategies of the service, including major operational changes, service reviews and developments.
* Support the development and implementation of the NHS Tayside Nursing and Midwifery Strategy within the Children, Young People, Women & Families Clinical Care Group.
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| 1. **COMMUNICATIONS AND RELATIONSHIPS**
* Establish and maintain good working relationships with all disciplines and professions both internal and external to NHS Tayside and ensure that an open communication pathway is maintained.
* Key relationships will be formed with other professionals, voluntary and statutory agencies, both internal and external, including the Clinical Care Group Lead Nurse, Senior Nurses, Senior Midwifes, Senior Charge Nurses and Team Leaders and other relevant key personnel across services within the Clinical Care Group/NHS Tayside and Health and Social Care Partnerships.
* Ensure all communications and interactions demonstrate a level of awareness and skills in working and communicating safely, including sharing sensitive information across different organisational/personal cultures, adhering to codes of corporate governance.
* The need for leadership, interpersonal, communication and presentation skills are essential in the presentation of sensitive and highly complex information to individuals, teams, Senior Nurse and Nurses/Midwives/Lead Nurses and large groups of staff. The post holder will be required to convey information which will be contentious, including information related to child abuse, domestic violence to clients which requires empathy and reassurance.
* The post holder will be required to manage sensitive and highly charged situations including staff personal and professional support or conduct and capability or dealing with complaints. These may include where people are stressed, anxious or bereaved and occasions where people may be challenging and aggressive.
* Meet and work with staff side representatives at a local level to promote/ensure harmonious working relationships between managers and staff.
* Inform the Senior Nurse of complex cases or adverse incidents and attend local adverse event management meetings.
* Communicate regularly and participate in joint working with partner agencies. Disseminate information to staff including minutes and actions from meetings both internal and external within the Children, Young People, Women & Families Clinical Care Group.
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| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**
* Registered Nurse with active NMC registration.
* Specialist Practitioner qualification in Health Visiting/Public Health Nursing.
* Educated to Degree level.
* 1st level Registered Nurse/Registered Midwife.
* Post Graduate Certificate in Child Care & Protection or willing to undertake.
* Evidence of continuous professional development.
* Highly developed specialist knowledge underpinned by theoretical knowledge and relevant practical experience.
* Experience of leading a service at community level.
* Evidence of post graduate education equivalent to or working towards Masters Level with a formal qualification or able to demonstrate the acquisition of professional knowledge in clinical practice (equivalent to a Masters Level).
* Robust understanding of Child and Adult Protection agenda demonstrated through work experience, CPD or qualification.

**Experience**The post holder must have previous experience and evidence of continuous professional development which demonstrates a range of competencies/skills in:* Knowledge, understanding and interpretation of the professional nursing/midwifery agenda
* Operational management desirable
* Leadership experience
* Risk management experience
* Application of policies and related legislation
* Ability to support others within the context of a rapidly changing environment
* Meeting timescales and delivering within resources allocated
* Negotiation, influencing and conflict resolution skills
* A range of functions including clinical delivery, research, education, service development, human resources, budget management and change management

**Skills*** Communication, interpersonal and presentation skills
* Ability to handle conflict and facilitate resolution
* Ability to operate within a multiagency/multidisciplinary environment
* Ability to set and implement standards of care
* Ability to work autonomously and accountable for actions and decisions
* Ability to coach and empower staff
* Proven ability to work as a team player
* Analytical and critical appraisal skills
* Ability to effectively delegate and support/empower others
* IT skills

**Other*** Solution focused, self starter and disciplined
* Recognition of own strengths and limitations, seeking advice and support when appropriate
* Genuine commitment to the principles of diversity and equality
* Commitment to lifelong learning
* Understanding and commitment in reducing health inequalities
* Ensure self support maintaining reflective skills to improve practice
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| 1. **SYSTEMS AND EQUIPMENT**

The post holder will:* Access and utilise IT systems on a daily basis for the purposes of communication, reviewing data, analysing reports, contributing to the local Clinical Care Group improvement plans, sourcing research and evidence bases.
* Ensure that staff and self are aware of their responsibilities in the maintenance, safe use, transportation and storage of equipment in accordance with local guidance e.g. weighing scales, display boards, IT equipment, health promotion materials, computers etc.
* Maintain effective and safe systems of communication.
* Maintain accurate and up-to-date records complying with the requirements for patient confidentiality i.e. record patient related information within relevant recording systems for example EMIS Web.
* Collating verbal and written reports including investigation of risk management issues, complaints, workload data.
* Compiling statements/reports as requested.
* Utilise multimedia equipment for presentations e.g. PowerPoint.

**Information Technology*** Keyboard skills, phone, photocopier
* Word Processing
* Database and spreadsheet management, development and analysis
* Presentation software
* Internet skills for extracting evidence based information
* Adverse Incident Management System
* Duty rostering systems e.g. SSTS
* Datix/E-Expenses
* Patient records
* Intranet, email

**Moving & Handling*** Small loads for group facilitation
* Rearranging furniture to facilitate effective small group work/training

**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 1937. 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. |

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| 1. **PHYSICAL DEMANDS OF THE JOB**
* The post holder is required to travel across the geographical reach of NHS Tayside to venues within Tayside as required in changing and seasonal weather conditions.
* Ability to transport basic equipment such as laptops, projectors and files to a weight maximum of 12 – 14 kg on an infrequent basis.
* Mental effort is required with frequent response to telephone calls/interruptions from professionals/clients/carers about issues/crisis situations which means work plans need to be changed.
* Mental effort is required to frequently manage interruptions to recording records/GIRFEC assessments, staff, supervision, meeting with individual staff members.
* The post holder will be required to change tasks frequently throughout the day in order to respond to individual, service need. This may include managing competing demands and achieving tight deadlines as part of daily work.
* Dependent upon clinical commitments, the post holder will be required to undertake clinical work which may include patient handling, dealing with bodily fluid, use of clinical equipment and administration of medicines.
* The post holder is frequently required to give advice and support to professionals/clients/carers, which may be unplanned and involve communications made in person, by phone or email. Aggression can be experienced occasionally whilst dealing with non compliant/distressed clients, domestic abuse/child protection. The advice given may be unwelcome and may require to be given under situations of stress and where conflict is present.
* The post holder is required to carry out sensitive investigations into complaints and to investigate governance issues arising within the Health Visiting practice which may lead to disciplinary measures being taken against individual members of staff.
* Accompanying staff when attending to clients in their own homes (and lone working) and are exposed to variable environmental conditions e.g. variable personal and home hygiene, body fluids, smoke, substance misuse equipment, pets, client aggression etc.
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| 1. **DECISIONS AND JUDGEMENTS**

The post holder:* Is directly and professionally accountable to the Senior Nurse who will be responsible for appraisal, objective setting and performance review.
* Provides professional leadership to Health Visitors demonstrating advanced decision making skills commensurate with complex situations including multi-agency partners and role.
* Is expected to make clinical and professional decisions on a daily basis to ensure a safe level of care is provided referring to the Senior Nurse as appropriate.
* Applies a degree of autonomy and responsibility for interpreting and implementing organisational policies and expectations applicable to the Health Visiting workforce.
* Identifies gaps in service provision and resolves then in collaboration with the Senior Nurse.
* Anticipate, respond to and resolve staff performance issues. More complex problems will be resolved in collaboration with the Senior Nurse.
* Make decisions in conjunction with other professionals regarding the referral , support and management of children and young people and families where there are child protection issues.
* Make decisions regarding assessing and interpreting client need and responding appropriately.
* Use analytical and judgemental skills to deal with complex facts or situations including workload data, investigative incidents and complaints.
* Required to work autonomously and use judgement on a daily basis regarding staff deployment and specific leave requests sometimes as a matter of urgency using the freedom to act without direct supervision.
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| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**
* Prioritisation of workload and conflict between clinical and operational requirements and responding to a rapidly changing agenda and environment (both internal and external) which impacts on the professional development and support of health visitors during organisational change.
* Leading, supporting and developing staff to maintain positive relationships whilst managing difficult issues and situations, for example supporting staff to resolve team conflicts.
* To ensure a high quality safe and effective service is provided by skilled practitioners who are both knowledgeable and empowered to deliver the service within existing resources.
* To be supportive to staff and the Senior Nurse during periods of change and redesign from both local and national perspective.
* To be able to work under pressure and be responsive to operational demands posed by large staff groups.
* Support the Health Visiting workforce to demonstrate direct and measurable outcomes and benefits to children and families through care provided.
* Managing and competing priorities whilst maintaining a work-life balance for self.
* Collaborative working across Women, Children, Young People and Families and the range of nursing/midwifery and other disciplines and associated partner organisations.
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| 1. **JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off 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** | **Team Leader Health Visiting**  |
| **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 Post holder representative who can be contacted to provide this clarification. (This may be one of the undernoted post holders or a staff side representative who has been involved in agreeing the job description)**

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| **Responsible Manager** | **Senior Nurse** |
| **Contact No.** |  |
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| **Post holder 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:** |  |  |
| PAY NUMBER | NAME: **(BLOCK CAPITALS)** | SIGNED: | POST NO.(office use only) |