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#### **JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION |
| Job Title: **Flow Navigation Clinical Nurse Co-ordinator**    Responsible to: Senior Charge Nurse  Department: Urgent Care  Directorate: Unscheduled care  Division: Acute  Site/Service: Forth Valley Royal Hospital  Job Reference: BN-N-21-09a  No of Job Holders:  Last Update (insert date): |
| 2. JOB PURPOSE |
| * This flow navigation clinical co-ordinating skilled nursing role is to support the multidisciplinary team within the flow navigation hub. * The Post Holder will have a range of clinical expertise, including a background in either NHS24, emergency or urgent care. * The post holder will provide real time support for the flow navigation team. * Patient consultations will require specialised clinical judgement and experience to make a differential diagnosis in order to flow the patient to the appropriate healthcare professional safely, supporting the right place, right time, and right person approach. * The post holder is responsible for managing the day to day clinical aspects and clinical governance issues arising around safe clinical pathways in Flow Centre care i.e. ensuring patients are triaged safely, clinical pathways are adhered to and up to date and that patients are reviewed by the appropriate specialism. * Patient consultations will take place via telephone triage. * The post holder will have oversight and coordinate all urgent care activity within the flow and navigation hub including referrals from NHS24 and the GP, whilst working within their competence and within the NMC code of professional standards at all times. * The post holder will require extensive clinical knowledge and skills and applying this knowledge to the patient’s urgent care needs while ensuring safe, patient centred and effective scheduling, assuring an appropriate journey of care for all patients presenting to the flow navigation hub and to the Urgent Care Department. * The post holder will function in a dynamic way, ready to adjust to the changing care needs of the client group and activity real time. * Through leadership, teaching, research and audit function to provide comprehensive, co-ordinated and effective nursing advice and support. * The post holder provides clinical and managerial leadership for the delivery of patient care within area of responsibility. * Liaising with members of the multidisciplinary team, external health professionals, site and capacities to optimise patient safety and maximise service provision. * The post holder will have responsibility creating, reviewing and/or delivering clinical education of both clinical and non clinical staff within the Flow Centre/Urgent Care Department.   . |
| **3. DIMENSIONS** |
| * The post holder will work in conjunction with the Senior Charge Nurse to have devolved clinical responsibility for the Flow Centre and Urgent Care team including clinical and non clinical staff. Other key staff in which the post holder will interact with includes: Medical, Education Facilitators, Health & Safety and Risk Management. * To provide safe, patient centred and effective evidence based triage via the flow navigation hub to the population of Forth Valley. * To provide safe and effective clinical leadership and support to the Flow and Navigation Hub and Urgent Care Department. * To ensure that effective communication is established across all professional boundaries. * Will work autonomously within a multidisciplinary health care team consisting of ED Clinicians, NHS24, GPs, ANPs ENPs, UCPs, Advanced Paramedic Practitioners, Nurses, HCSW and Call Handlers. The composition of this team will vary from shift to shift and the flow navigation clinical co-ordinator must be able to communicate effectively and professionally with all staff members. * The post holder will deal with calls of a very diverse nature covering all clinical aspects and issues, from an infinite variety of callers, whose cultural, social and emotional diversities require acknowledgment and taken into consideration during the consultation. * Will be required to use a multi skilled approach. Whilst using the available technology, the flow navigation clinical co-ordinator will use effective listening and communication skills in order to make clinical decisions, create records and refer to clinical reference literature during the consultation period. |
| 4. ORGANISATIONAL POSITION |
| Head of Acute Services  I  Service Manager  I  Operational Manager  I  Senior Charge Nurse  I  Band 6 Nurse |
| 5. ROLE OF DEPARTMENT |
| * To provide a high quality Urgent Care service to the population of Forth Valley. * To provide a multi-professional service, which is supported by medical, nursing, call handlers and admin staff. |
| 6. KEY RESULT AREAS |
| Managerial:   * Lead by example and act as a positive role model for all staff, promoting team working and managing the department skill mix to deliver clinically effective, high quality, safe, person centred care. * Ensure workload is completed effectively within allocated timescales and work in partnership to ensure targets are met as required. * Work in conjunction with members of the multidisciplinary team and directly with Senior Charge Nurse to deliver the service needs through effective leadership, multidisciplinary team working, leading the team to ensure clinical, information, financial and staff governance is achieved and maintained. * Actively contribute to the creation of an environment that supports assessment and learning of all staff providing mentorship and clinical supervision, to enable all team members to continuously update, develop and implement current knowledge and skills to meet changing needs of the service. Deliver and contribute to teaching / mentoring / coaching sessions as required including encouraging innovation. * Support the Senior Charge Nurse to resolve complaints in line with NHS Forth Valley. Understand and share the learning points emerging from the investigation of complaints ensuring structured feedback systems are in place and support implementation of action plans to enhance the delivery of the service and improve patient / carers experience * To participate in specific projects regarding future service development, developing and implementing identified changes to the outpatient/clinic routine and delivery of patient care including audits, research and interaction with other services and disseminating information gathered where appropriate. * Deputise for the Senior Charge Nurse as required in their absence, act as a source of advice, providing clinical support and guidance to team members and ensuring that a cohesive multidisciplinary team approach is maintained and alternative clinical pathways are maximised appropriately.   Clinical:   * To fully assess patients, plan their appropriate clinical pathway, implement and evaluate programmes of care and consult / involve patient / carers at all stages of the referral process so patients receive the optimal pathway at point of referral. Ensure clinical pathways reflect the individual needs of the patient while maintaining optimal governance and safety standards are in place in the designated clinical area. * Support and contribute to continuous quality improvement of patient care through the use of audit and monitoring compliance to service and professional standards for example Clinical Quality Indicators (CQI’s) working in conjunction with the Senior Charge Nurse to implement corrective action plans, including outcomes of Patient Quality Indicator audits (PQI’s). Ensure clinical audits such as hand hygiene, environmental, sharps and management of patient equipment are undertaken and implemented. * Support the Senior Charge Nurse to undertake risk assessment (including patient pathways, transport and working environment) and incident management at Flow Centre level including implementation of agreed action plans and associated learning to ensure ongoing compliance with related legislation and guidelines, including Health and Safety at Work Act and NHS Forth Valley and Safety policy and reporting systems, to safeguard patients, visitors and staff. * To maintain effective written and verbal communications with patients, relatives, carers and other members of the multidisciplinary team to ensure patient needs are met and appropriate information is shared and documented. * To support NHS Forth Valley values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behavior and attitudes. |
| 7a. EQUIPMENT AND MACHINERY |
| * The post holder will be expected to be responsible and knowledgeable in the safe use of all clinical equipment used within the area when undertaking clinical duties, ensuring these are checked and maintained and where problem are identified these are resolved so that all equipment is fit for purpose. * **Note**: New equipment may be introduced as the organisation and technology develops, however training will be provided |
| **7b. SYSTEMS** |
| The following are examples of systems which will be used when undertaking the role:-   * Trak patient management system * Adastra * HR systems for recording of all staff information, training activity, pay information * Supplies and equipment ordering systems * Range of systems/databases for report writing as required in role * Risk Assessments * Staff bank ordering * **Note**: New systems may be introduced as the organisation and technology develops, however training will be provided. |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| * Workload is determined by the needs of the service. * The post-holder will work without direct supervision and will delegate work to staff within the Urgent Care Department and Flow Navigation Hub including trained clinical staff /HCSW/ non clinical staff as necessary. * The post holder will be responsible to the Senior Charge Nurse for clinical guidance and professional management, work review and formal appraisal of performance. |
| **9. DECISIONS AND JUDGEMENTS** |
| * The post holder will provide clinical leadership and judgement, on a daily basis, anticipate problems or needs in clinically managing the Flow Centre or directorate and resolve them autonomously e.g. clinical pathways for patients, clinically assess/triage, clinical management of clinical and non clinical staff , utilisation of resources. * The post holder has discretion to make decisions regarding clinical pathways within clinical/professional guidelines and as part of the multidisciplinary team; including making a clinical judgement on the flow of the patient’s journey. * The post holder will escalate clinical pathway issues as identified to the Flow Centre with the Senior Charge Nurse and / or Clinical Manager. * The post holder utilises resources and deploys nursing staff to ensure correct and effective use of available skill mix. |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * To use negotiation and communication skills to advise referring clinicians of the appropriate clinical pathway especially when the appropriate and safest pathways differs from the referring clinician or patients preferred option. * To meet the patients’ care needs by using the available clinical pathways and resources appropriately and effectively and to negotiate and problem solve when unusual or challenging situations arise. * Work in conjunction with the Senior Charge Nurse to motivate and inspire the multidisciplinary team to ensure effective collaborative working is achieved. * Addressing the equality and diversity needs of patients and staff. |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * Communicate verbally and in writing to members of the multi-disciplinary team- members of Primary Health Care Team, Health and Social Care; statutory and non statutory services with the ability to express professional views within group settings and support client advocacy. * In addition to the above other contact falls into the following main categories in relation to healthcare, staffing and service issues:- * The post holder will be expected to communicate, negotiate and liaise with:- * Referring clinicians including GPs, Consultants, Medics, NHS24, Paramedic Specialists, District Nurses, Advanced Nurse Practitioners, Nurses, HCSW, Call Handlers and the multi-disciplinary team involved in the provision of care * Partners within the Flow Centre including Paramedic Advisor and other members of the clinical and non clinical teams within Scottish Ambulance Service * Clinical and non clinical staff regarding patient care, allocation of work, workload issues * Other relevant departments within the division e.g. Facilities, Estates, Domestic Services * Partnership, Trade Union and Professional Organisation representatives in relation to service and staffing issues * The Clinical Nurse Advisor is responsible for ensuring a multi-disciplinary team approach including interacting with key staff in service delivery including: Medical, Therapists, Finance, Procurement and Support Services, Education Facilitators, Health and Safety and Risk Management. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| * Examples may include:- * **Physical Skills**: * Sitting for long periods of time inputting at keyboard and dealing with electronic communication, attendances at meetings and interviews. * Very occasionally: Moving and handling of patients. * **Mental Demands:** * Frequent concentration required whilst undertaking both managerial and clinical aspects of role which may be unpredictable and complex. * The post holder will be subject to frequent direct and indirect interruptions. * **Emotional Demands** * Communicating with distressed/anxious/worried patients/relatives. * Communicating complex issues with the multi-disciplinary team. * Communicating with patients following receipt of bad news and supporting relatives. * Personal/interpersonal stressors. * **Working Conditions:** * Exposure to verbal aggression high frequency. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB – | |
| * Registered nurse. * Evidence of further education including post-graduate certification/diploma/continuous Professional Development in relevant area. * Relevant experience appropriate to the role with ability to demonstrate appropriate skills and knowledge. * Evidence of education and training * Excellent communication and negotiation skills * Ability to demonstrate time management skills. * Excellent IT skills. * Audit experience. * Evidence of problem solving skills. | |
| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each job holder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |