



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

Job Description

SECTION 1

JOB DETAILS

Job Title:	Complex Care Liaison Nurse
Contract Type	12 Month Secondment
Contract Hours	37.5 hours/week
Division/Directorate:	Localities
Department/Ward:	Complex Care Liaison Service
Responsible to:	Lead Nurse – CHC / NHS FNC
Accountable to:	Senior Nurse – CHC / NHS FNC
Base:	To be confirmed
Band:	6

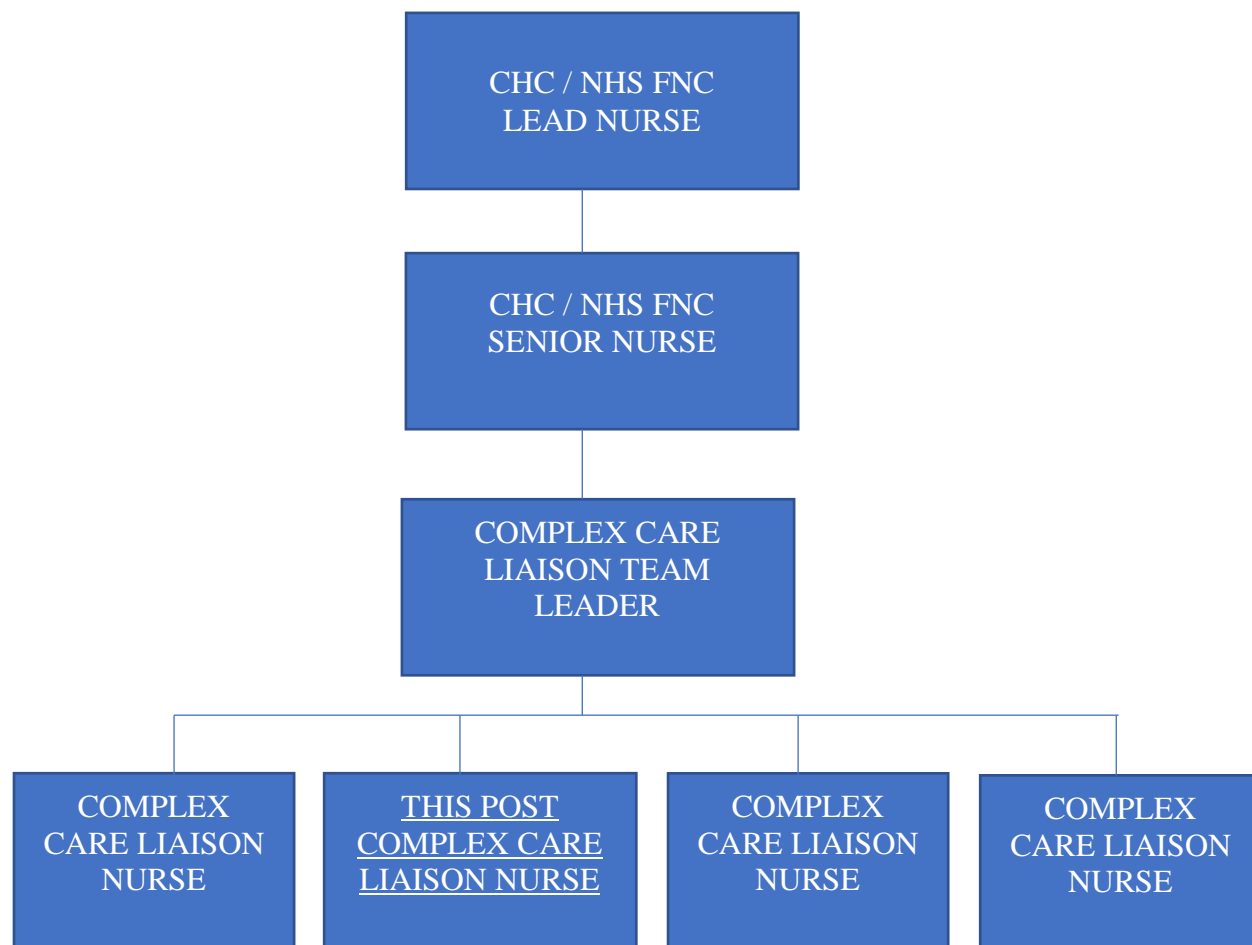
Main Purpose of the Job:

The Complex Care Liaison Nurse is responsible for complex care liaison rotating between acute hospitals, community hospitals, and Local Authority sites for adults, including supporting the safe and timely discharge/transfer of care for complex cases, implementation of systems to enhance and facilitate patient flow and the generation of information that can be utilised to strengthen and influence hospital discharge practice/policies and continuity of care for complex cases.

Principal Duties:

- Responsible for the delivery of high standards of care within the team, monitoring standards on a regular basis, undertaking regular audits of practice and presenting this information to a wider audience
- Using own initiative and working with the team leader and senior nurse, to develop innovative ways of working, implementing change effectively and monitoring outcomes
- Allocating and prioritising caseloads of team members when periods of absence arise ensuring adequate support for staff
- Ensuring the delivery of innovative, clinically excellent evidence based care
- Working with the team leader, plan, deliver and evaluate the complex care liaison service at a team level working with statutory and voluntary agencies
- Work as part of the team
- Contribute to clinical supervision to team members

Organisational Chart:



SECTION 2

1. Communications and Relationships skills

The post holder will:-

- Assist the team leader and senior nurse and work collaboratively with the multi-disciplinary team, ward managers and other team leaders to ensure the delivery of equitable, high quality services
- Communicate information in a sensitive way when dealing with issues that are contentious e.g. disputed decisions related to nurse assessment outcomes
- Delegate duties as appropriate to members of the team
- Work collaboratively and maintain effective communication with other key health professionals to ensure the provision of a high quality service by the team for example Ward Managers/Team Leaders within the District Nursing service

- Liaise and communicate effectively with multi-agency teams, statutory and voluntary agencies; maintaining effective internal and external networks to enhance service delivery
- Actively work with partner agencies to support and maintain safe and timely transfers of care establishing links within the University Health Board, Local Authority, Third Sector Organisations, Independent Contractors and the Private Care sector
- Attend professional meetings and groups as required by the Health Board and/or partner agencies, for example joint health and social care meetings
- In consultation with patients and their carers and members of the multi-disciplinary team provide specialist advice to support the planning and implementation of individual programmes of care that promote safe and timely hospital discharge/transfers of care
- To frequently communicate sensitive issues in an empathic manner e.g. reporting assessment outcomes in relation to eligibility for continuing health care
- To act as a specialised resource for primary care staff, secondary care staff, statutory and voluntary agencies
- To regularly offer advice to the team and other professionals and be able to manage complex and/or contentious information in a sensitive manner
- To prepare reports for senior management and external agencies regarding delayed transfers of care
- Contribute to and attend multidisciplinary case conferences for complex cases and be involved in the planning of safe and timely hospital discharge/transfers of care
- Responsible for providing specialist advice to support the planning and safe transfer of care of complex cases
- Attend supervision sessions as and when needed
- Maintain contemporaneous records, which accurately reflect the multifarious components of the multi-disciplinary assessment outcome and care package which have been discussed and agreed (or not agreed) with patient and their carers
- Consult with families and carers to overcome problems concerning the discharge process, these can be extremely sensitive and require high levels of understanding and communication skills, when dealing with individuals who may be angry or upset.
- Attend, and chair meetings, as and when appropriate.
- Attend and chair case conferences as and when appropriate.

2. Knowledge, Training and Experience

- Registered Nurse

- Post registration qualification to degree level or relevant post registration experience
- Experience of change management and managing difficult situations
- Professional knowledge acquired during nurse training and further specialist training
- Undertaken mandatory training provided by the CTMUHB and other agencies
- Undertaken relevant specialist courses
- Experience in implementing evidence based practice and practice development
- Experience of multi agency working
- Participate in continuing professional development/training opportunities
- Liaise with Higher Education Institutes to maximise the learning potential of students
- Implement child protection and vulnerable adult procedures where indicated

3. Analytical and Judgmental Skills

- Identify and complete risk assessments relevant to field of practice
- Regularly evaluate own professional practice and maintain expertise including participation in reflective practice and clinical supervision
- Work unsupervised
- Prioritise complex care cases and provide specialist support and advice to enable safe and timely hospital discharge and transfers of care
- Work across professional boundaries contributing to the identification of need, assessment and risk in vulnerable adults and their families
- Assess and prioritise specific complex care cases and facilitate multi-disciplinary assessments/continuity of care
- Working as specialist in hospital discharge and continuing health care when assessing complex care needs
- Analyse and quality assure a range of assessments in line with the continuing health care policy
- Provide specialist advice to staff to ensure safe and timely continuing health care plans which have been negotiated with service users
- Identify vulnerable adults who are at risk of abuse, and take action according to the agreed procedures

- Prioritise cases on the basis of complexity and need, for example, adult protection and end of life care
- Analyse existing practice, identify new ways of working and implement change within the team
- Undertake audit of practice within the team, identify excellence and areas of poor performance, and be able to design programmes to address any short falls
- Undertake investigations at team level
- Evaluate risk and implement systems to eliminate or reduce risk to a minimum within the team

4. Planning and Organisational Skills

- Demonstrate good organisational skills with responsibility for ensuring efficient and effective use of resources within the team
- attend team meetings on a regular basis
- act as a role model to ensure the maintenance of high standards of care
- Work closely with and report to the team leader
- Accept referrals from other agencies and refer to other professionals and organisations as appropriate
- Work in partnership with statutory and third sector organisations in planning, delivering and evaluating practice with the specific aim of ensuring safe and timely discharges/transfers of care and maintaining patient flow
- Working with others, plan and organise new service developments to improve and promote hospital discharge practice/transfers of care
- Set up systems to support and facilitate the timely collation, analysis and reporting of DTOC data
- Working with others, plan and organise “in house” and joint education and training initiatives
- Make presentations to other professionals on a variety of topics within sphere of practice
- Coordinate multi-disciplinary meetings for those presenting with complex care needs
- Contribute to and attend multi disciplinary case conferences for those presenting with complex care needs
- Undertake mandatory training provided by the CTMUHB and other agencies

- Initiate practice development with the team and participate in wider service development
- Maintain a training register
- Coordinate the safe transfer of care for individual's presenting with complex care needs ensuring effective communication with colleagues and families
- Manage and maintain an e diary of all work activities, making it available for audit as necessary

5. Physical Skills

- Specific observational skills to identify non-verbal communication indicators
- Uses computer/IT equipment to record and receive client information, generate delayed transfers of care data (DTC) and other reports and to prepare training presentations
- Effective keyboard skills
- Skills concomitant with the team leader role for the complex care liaison service

6. Patient/Client Care Responsibilities

- Provide evidenced based care
- Work within their professional boundaries
- Ensure delegation is undertaken as per the all Wales delegation guidelines
- Support the Team Leader in responding to complaints, clinical incident investigations
- Provide an environment that meets the required standard of cleanliness and ensures all equipment is maintained in good working order and checked as necessary
- Ensure the environment is safe and user friendly
- Encourage the patient and their carers to develop strategies to manage their own health
- Participate in the delivery of evidence-based care ensuring consistency and continuity in the quality of care provided
- Provide direct support and specialist advice to patients and their carers, staff and colleagues regarding the continuing health care policy
- Increase the knowledge and skills of carers enabling them to understand and better manage complex care needs
- Participate in the provision of health promotion to individuals and groups in line with local and national public health initiatives and targets

- Work with both staff and families identifying obstacles and constraints preventing early discharge, and streamlining the discharge process to prevent delayed transfers of care
- Act as an advocate for patients and relatives, seeking independent advocacy if appropriate
- Adopt the role of complex care co-ordinator for complex cases, transferring this function to a named individual on discharge
- Expedite the timely and safe discharge of patients who have expressed a wish to die at home (end of life care pathway)
- Liaise with the Continuing Health Care team regarding the Continuing Health Care process, the Continuing Health Care Review Procedure and Continuing Health Care Dispute Procedure
- Provide specialist advice and support to staff regarding the application of the Continuing Health Care policy

7. Policy and Service Development/Implementation

- implements policies to ensure safe and effective discharge practice/continuing health care practice
- Identification and implementation of evidence based practice
- Act in accordance with legal or statutory regulations in relation to practice and comply with policies and procedures
- Uphold and comply with vulnerable adult protection procedures
- Participate in the UHBs clinical governance quality improvement activities including clinical incident reporting, clinical audit, risk management and changes in practice as appropriate
- Comply with the requirements of the Health & Safety at Work Act and related CTMUHB Health & Safety Policy
- Undertake project work within a defined period of time to support the development and implementation of specific service directives/health improvement programmes as requested by the Senior Nurse
- Evaluate the Complex Care Liaison service through the provision of patient/carer satisfaction questionnaires, direct observation and discussion with health care professionals and others
- Design, write and produce abstracts/poster presentations, which demonstrate the nursing involvement in innovative developments, at local and national

conferences/events

8. Financial and Physical Resources:

- Responsibility for ensuring the safe and effective use of equipment
- Work with the Team Leader to plan and manage resources which delivers the best possible healthcare within the available resources
- Ensure budgetary pressures are identified and reported to the Team leader

9. Human Resources:

- In the team leaders absence, organise and deploy staff according to competency and workload thus meeting identified family needs and priorities
- Partake in staff appraisal, identify own training needs and personal development plan in accordance with organisational objectives
- Provide mentorship for members of the team
- Work with others to ensure the development of induction and mentorship of staff
- Provide clinical supervision for team members as and when required
- Attend multi-disciplinary meetings with junior staff if necessary
- Enable learning opportunities for members of the team
- Participate in recruitment and selection of staff as requested by the Team leader
- In partnership with the Team leader, devise and provide training packages, development, and workshops for clinical and non clinical staff as required and potentially at all levels
- Plan and prioritise own workload, ensuring sufficient time is allocated to all aspects of role
- Mentor student nurses and where appropriate co-ordinate and evaluate placements within the service
- Ensure own personal practice and professional development is planned and achieved in line with PREP requirements

10. Information Resources:

- Maintain accurate individual patient records in accordance with the NMC guidelines and CTMUHB policy having regard to confidentiality and safekeeping
- Provide statistical information by electronically recording daily activity
- Provide information as requested by the team leader or Senior Nurse, the Locality/University Health Board e.g. delayed transfers of care
- Monitor standards of service delivery within the team, reporting any variations to the team leader or Senior Nurse
- Maintain accurate records of all service related activity including informal and formal discussions

11. Research and Development:

- Contribute to undertaking clinical audit and research activity within the team, promoting a positive attitude towards the implementation of evidence-based practice
- Contribute to the development, implementation and audit of policies, guidelines and procedures ensuring practice is evidence based within sphere of practice
- Identify opportunities for developing the service provided to the local population with the team leader
- Assist in the development of and deliver specific and relevant teaching programmes for disciplines within scope of practice
- Support, supervise and assess clinical competencies of members of the team
- Maintain accurate records and provide necessary data for statistical analysis
- Implement research findings appropriate to practice
- Raise quality issues and report related risks within the CTMUHB to address poor standards and incidents

12. Freedom to Act :

- Empower patients and their families allowing them to make informed choices regarding hospital discharge/transfers of care and continuing health care

- Provide specialist support and advice to enable safe and timely hospital discharge/transfers of care in conjunction with members of the multi-disciplinary team
- Act on own initiative to differentiate appropriately between those issues which need to be referred to others for a decision from the issues upon which the post holder can exercise appropriate decision making
- Has freedom to practice/act within parameters and is guided within broad occupational policies, protocols at a local and national level and by Code of Conduct
- Appropriately deal with concerns related to performance within the team and escalate these concerns when necessary to their line manager or more senior nurse
- Voice concerns if concerned with standards or practices within their workplace

Effort & Environment Factors:

The information requested below is for supplementary purposes, to support an accurate job matching outcome, by clearly identifying the post holder's exposure to certain conditions whilst undertaking the job role.

13. Physical Effort

Required to travel extensively during the course of carrying out their duties.

Combination of sitting and walking throughout the day.

Requirement to move between different sites during the working day.

Physical effort required for clinical duties.

14. Mental Effort

Maintain a work pattern that requires frequent concentration where the work pattern is unpredictable due to frequent demands on the service.

Regularly alter work schedules at short notice to encompass urgent issues which must be prioritised.

Manage a complex, varied and often unpredictable workload, with conflicting demands and pressures, in a professional and structured manner.

Regularly analyse complex issues, information and situations and take any necessary corrective action.

Regularly utilise high level literacy, numeracy and analytical skills in the compilation of reports and the management of information and data.

Apply concentration and focus in order to deliver the full requirements of the role.

Analyse data and compile reports in the context of frequent daily interruptions and whilst dealing with very regular urgent or emergency situations requiring immediate action.

Be flexible to meet the demands of the environment, including unpredictable work patterns, deadlines and frequent interruptions.

15. Emotional Effort

The post holder will experience frequent exposure to distressing/emotional circumstances and will be required to demonstrate their ability in managing complex or stressful situations e.g. deal with potential or actual conflict situations involving patients, staff and members of the public.

Ability to deal with difficult and sensitive staffing issues related to performance,

absence etc.

Provide pastoral support to staff who may be experiencing personal difficulties which may impinge upon their work.

Use appropriate strategies to manage aggressive behaviour within the workplace and take steps to protect staff, patients, visitors and carers.

16. Working Conditions

Be based within their area of responsibility, either office based or ward based.

Be required to visit clinical areas, which may result in exposure to bodily fluids, including visits to home and clinical environments.

SECTION 3

KSF Post Outline

Dimension Type	Dimension Number	Dimension Name	Foundation Gateway (Subset Outline)		Second Gateway (Full Outline)	
			Level	Indicator(s)	Level	Indicator(s)
Core	C1	Communication	4	ABCDEF	4	ABCDE
Core	C2	Personal and People Development	3	ABCDEFG	4	ABCDEFGH
Core	C3	Health, Safety and Security	3	ABCDE	4	ABCDE
Core	C4	Service Improvement	3	ABCDEFG	3	ABCDEFG
Core	C5	Quality	3	ABCDEFG	3	ABCDEFG
Core	C6	Equality and Diversity	3	ABCDE	3	ABCDE
Specific	G5	Services and Project Management	3	ABCDEFG	3	ABCEDEFGH
Specific	G6	People Management	3	ABCDEFGH	3	ABCDEFGH

NB This Outline is **not** a substitute for a complete KSF post outline which must be approved via the e-ksf tool. No post can be advertised without an approved KSF Outline and matched Job Description.

SECTION 4

Normal Hours

Performance Appraisal

You will be expected to participate in the Performance Development Programme, a part of which is Performance Appraisal.

Registered Health Professional

All employees of Cwm Taf Morgannwg University Health Board who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.

Lease Car

Not applicable.

Job Limitation

At no time should you work at a level outside your level of competence. If you have concern regarding this please discuss immediately with your Line Manager/Supervisor. All staff therefore have a responsibility to inform those supervising their duties if they do not feel competent to perform a duty/task.

You must be aware of your Terms and Conditions of Service (read your Statement of Main Terms and Conditions)

If relevant to your role access advice and support from appropriately qualified persons in respect of on-site, on-call and call in arrangements.

Staff have a responsibility to access Occupational Health and other support for advice in times of need.

Risk Management/Health & Safety

The Cwm Taf Morgannwg University Health Board is committed to protect its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the relevant Risk/Occupational Health & Safety Policies, actively participate in this process and have responsibility for managing risks and reporting exceptions.

Records Management

As an employee of Cwm Taf Morgannwg University Health Board, you are legally responsible for all records that you gather, create or use as part of your work within the Organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records, and you have a legal duty of confidence to service users. You should consult your manager if you have any doubt as to the correct management of records with which you work.

Confidentiality of Information

Any matters of a confidential nature must not be divulged or passed on to an unauthorised person(s) or third party under any circumstances either during or after employment except in the proper course of your employment or as required by law, by Cwm Taf Morgannwg University Health Board or both. Any such breach of confidentiality may be regarded as gross misconduct and may lead to disciplinary action.

Training & Development

All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.

Review

The duties of this post are not inflexible and will be reviewed periodically and may be changed to be consistent with the grading of the post as the organisation develops following consultation with the post holder.

Equality

The Cwm Taf Morgannwg University Health Board will take all practicable steps to ensure that staff are recruited, managed, developed, promoted and rewarded on merit and that equal opportunities are given to all staff. Each employee is responsible for his or her own professional and personal behaviour and there is a requirement of all staff to conduct themselves in a manner, which does not cause offence to another person. The Cwm Taf Morgannwg University Health Board is also committed to providing a safe, healthy and fair working environment and will take all practicable steps to avoid and eliminate harassment of any kind of its employees at work.

Signed: (Post Holder)

Date:

Signed: (Directorate Manager)

Date:

Signed: (Divisional Manager)

Date

Date Job Description compiled:

Date for review:

Person Specification

Job Title: Complex Care Liaison Nurse		Band: 6		
Department: Community Resource Team Responsible to: Team Leader				
Area	Essential at recruitment	Desirable	Fully competent	Assessed by
1.Education/ Qualifications / Training	<ul style="list-style-type: none">Registered Nurse and or Midwife.NMC registration qualification.Post registration qualification to degree level or relevant experienceEvidence of Continuing Professional DevelopmentHR Skills training and/or management training	<ul style="list-style-type: none">Post registration qualification to masters levelClinical Leadership qualification and/or trainingClinical Supervision qualification/trainingPost Registration qualification in Education, for example PGCE		Application Form Interview Certificates Registration References
2. Experience	<ul style="list-style-type: none">Skilled Practitioner embracing clinical governance and clinical effectivenessRelevant post registration experienceExperience of multi-agency workingExperience of managing innovation and change in clinical practiceEvidence of dealing with difficult	<ul style="list-style-type: none">Experience of partnership working with Higher Education InstitutionsExperience of interagency working and initiating developments across organisational boundaries		Application Form Interview References

	<p>situations</p> <ul style="list-style-type: none"> • Experience of managing staff, leading teams, and managing resources • Experience of implementing innovation and change in clinical practice • Experience of undertaking clinical audit and/or research in clinical practice 			
3. Skills	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills – verbal and written. • Team player. • IT skills. • Negotiation skills. • People management skills. • Teaching skills. • A clear vision of best practice and positive management of change • Organisational and line management skills. • Clinical supervision skills. • Capable of initiating change. • Ongoing self-development in clinical practice. • Use of personal and emotional resources in dealing with distressing circumstances. • Forms effective objective judgments in complex situations. • Ability to organise a wide range of concurrent programmes and activities coping with constant 	<ul style="list-style-type: none"> • Project Management skills • Presentation skills 		<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>readjustment.</p> <ul style="list-style-type: none"> • Use of personal and emotional resources to negotiate with self and others when dealing with verbal aggression • Organizational, interpersonal and operational skills needed for post, for example:- • Management of staff and other resources • Clinical Leadership skills • Organisational and time management skills • Excellent verbal communication skills with staff, patients, relatives, members of the Primary Care Team and Multidisciplinary Teams • Ability to prioritise and problem solve • Keyboard/word processing skills • Ability to present information clearly • Risk Management skills 			
4. Knowledge	<ul style="list-style-type: none"> • Specialist knowledge of field of practice • Working knowledge of the Continuing Health Care Guidance/ policy documentation and the Welsh Government Hospital Discharge Planning guidance • Working knowledge of safe and effective "Transfers of Care" including discharges from in- 	<ul style="list-style-type: none"> • Welsh speaker/learner • Awareness of wider health and social care agenda • Knowledge of audit tools 		<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>patient settings</p> <ul style="list-style-type: none"> • Knowledge of the National Service Frameworks • Knowledge of NICE Guidelines • Knowledge of Audit and Research. • Knowledge of Adult Protection and Child Protection policies and procedures • Knowledge of Clinical Governance and its application in practice • Knowledge of Infection Prevention and Control Procedures 			
5. Personal Attributes	<ul style="list-style-type: none"> • Flexible approach to the needs of the service. • Ability to work under pressure and to unplanned deadlines. • Ability to use own initiative. • Assertive and Diplomatic. • Confident. • Approachable. • Versatile and adaptive. • Honest, trustworthy, motivated and possess a non-judgemental attitude towards others • Work well both as an individual and as part of a team, always acting in a professional manner. • Demonstrate a positive and caring attitude to all patients, relatives and members of staff in a calm and professional manner. • Be an effective team player with ability to enthuse and develop potential in others 			<p>Application Form</p> <p>Interview</p> <p>References</p>

	<ul style="list-style-type: none"> • Self-motivated, proactive and innovative • Possess a strong commitment to improving patients' experiences and care 			
6. Circumstances e.g. Mobility/availability -special attendance requirements	<p>The post holder must be:-</p> <ul style="list-style-type: none"> • Flexible to meet the demands of the organisation and service • Responsive to change and new challenges • Be able to travel throughout the UHB in a timely manner and often at short notice. 			Application Form Interview
7. Physical Requirements and attributes	<ul style="list-style-type: none"> • Able to undertake the full duties of the post. 			Interview
8. Any other special requirements not covered by 1-7 above	<ul style="list-style-type: none"> • Ability to work autonomously without supervision • Fully aware of current professional issues • Professional accountable • Successful DBS Check 			Application form Interview

Essential: Attributes under this heading are essential for adequate job performance upon appointment: - the job cannot be performed unless these factors are present.

Fully competent: - Attributes under this heading are expected to be achieved by the final KSF review in order to progress through the 2nd (final) gateway

Desirable: - Attributes under this heading are not explicitly needed for the post, but which may be used for short listing for interview

Signed: (Post Holder)

Date:

Signed: (Directorate
Manager)

Date:

Signed: (Divisional
Manager)

Date

Date for review: