

## JOB DESCRIPTION

### CARDIFF AND VALE UNIVERSITY HEALTH BOARD

09431

#### JOB DETAILS

|                        |  |
|------------------------|--|
| <b>Job Title:</b>      | Advanced Pain Management Practitioner (Primary Care Cluster) |
| <b>Pay Band:</b>       | 7  |
| <b>Department:</b>     | Central Vale Cluster   |
| <b>Directorate:</b>    | Vale Locality  |
| <b>Clinical Board:</b> | Primary Community & Intermediate Care Clinical Board         |
| <b>Base:</b>           | Barry and Sully  |

#### ORGANISATIONAL ARRANGEMENTS

|                                       |  |
|---------------------------------------|--|
| <b>Managerially Accountable to:</b>   | Central Vale Cluster Lead (GP), Vale locality Management |
| <b>Reports to:</b>                    | Central Vale Cluster                                     |
| <b>Professionally Responsible to:</b> | Central Vale Cluster Lead (GP), Vale locality Management |

#### Our Values: 'CARING FOR PEOPLE; KEEPING PEOPLE WELL'

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

|  |   |
|--|---|
| <b>We care about the people we serve and the people we work with</b> | Treat people as you would like to be treated and always with <b>compassion</b>                              |
| <b>We trust and respect one another</b>                              | Look for <b>feedback</b> from others on how you are doing and strive for <b>better</b> ways of doing things |
| <b>We take personal responsibility</b>                               | Be <b>enthusiastic</b> and take responsibility for what you do.   |
| <b>We treat people with kindness</b>                                 | <b>Thank</b> people, celebrate success and when things go wrong ask 'what can I learn'?                     |
| <b>We act with integrity</b>   | Never let structures get in the way of doing the <b>right thing</b> .                                       |

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high-quality services to patients.

## **JOB SUMMARY/JOB PURPOSE**

To act as specialist practitioner within the field of pain. The postholder will undertake advanced clinical assessments for patients with chronic pain, on behalf of the Central Vale GP Practices, with a view to helping patients better manage their chronic pain condition.

They will be responsible for coordinating and delivering specialist pain clinics within the Cluster footprint where they will develop, implement, and evaluate pain management initiatives on behalf of the GP practices. They will carry a mixed caseload of chronic pain patients, presenting with complex medical histories associated with both MSK and non-MSK pain

This role will form part of the Clusters growing multidisciplinary team where they will be expected to initiate, develop, and implement local policies/clinical guidelines relating to pain across the Cluster and deliver key objectives in liaison with the nominated Clinical Lead.

The post holder must be able to support patients with chronic pain who require on-going management, utilising a bio-psycho-social framework approach. The post holder should be able to carry out physical assessments as required.

### **About Central Vale Cluster**

The Central Vale Cluster consists of 7 GP practices who serve a combined population of 64000.

This role will act as an extension to the General Practice Team, building on existing partnerships that exist within the team, including First point of Contact Physio, Mental health Liaison Services, and 3rd sector partnerships such as MIND and Wellbeing4U.

#### **Key relationships**

- Cluster Lead
- Central Vale Locality Management Team
- Cluster GP Practices
- Cluster Multi-Disciplinary team
- Secondary Care Pain Service/team
- Community Teams/Services

## **DUTIES AND RESPONSIBILITIES**

- To act as an expert practitioner in the management of patients with Chronic Pain.
- To have the relevant skills and prescribing qualifications to undertake medication reviews and initiate or amend pain medication regimes in accordance with agreed formulary and local guidelines.

- Maintain expert practice in all aspects of chronic pain management, extending scope of practice and developing an advanced level of professional autonomy and accountability in the provision of such care.
- To take a lead role in the high dose opioid reduction clinics.

### **Clinical Practice**

- Apply expert practice, ideally at master's level, to patient assessment and the development and execution of specialised clinical pharmacological and/or non-pharmacological management plans including the use of specialist physical and psychological techniques.
- Advise on/order investigations, prescriptions, make further referrals, and offer specific, often complex advice and strategies to ensure continuity of patient care.
- Establish and deliver a range of clinics (including face to face, telephone/virtual consultations, follow up and treatment clinics) for patients with chronic pain.
- Develop management plans with challenging patients to provide basic counselling techniques to help patients manage their pain experience.
- Assess patients' description of pain and clinical history in order to make a diagnosis and manage appropriately.
- Implementing clinical care/treatment/therapy programmes/packages.
- Provide clinical/therapeutic advice to patients/clients.
- Maintain accurate records of patient management strategies for the purposes of patient review and audit.
- Undertake individual health assessments with patients and their families/carers carrying out holistic assessments to determine the most appropriate intervention required
- Provide input into local policies that may be used within the Cluster. Implement and comment on local policies within the Cluster.
- To be able to maintain expert practice in all aspects of chronic pain management, extending scope of practice and developing an advanced level of professional autonomy and accountability.
- During every day clinical practise, the interpretation of patient history and analysis of physical and psych-social assessment, interpretation of medical investigations all require constant skills of analysis and judgement to expert level.

### **Communication and Relationship Skills**

- Establish and develop close links with Cluster GPs and wider Cluster MDT to provide expert advice, where appropriate, in the review of patients with mental health and/or long-term conditions and complex, chronic pain problems.
- Work closely with the multi-disciplinary team to initiate and deliver pain management courses where appropriate.
- Establish and build links with Secondary Care Pain Team and other partners including 3rd sector agencies, local authorities, and local communities.
- Understand barriers as patients may have deep rooted entrenched beliefs, helping patients overcome and understand pain.
- To provide patients and their carers/families with highly complex information providing empathy and reassurance whilst ensuring any barriers to understanding have been overcome.
- Providing general non-clinical advice or information directly to patients/clients.
- To ensure effective communication with patients and their carers, including the provision of patient and carer education emotional support and health promotion.
- To provide psychological and practical advice/support to patients' carers/families whilst respecting patients' confidentiality.
- Ensure patients and their carers are consulted when service developments are planned.

### **Professional**

- To act as a positive role model within and outside the Central Vale Cluster and Health Board.
- Contribute professional expertise at wider forums and committees as agreed with the Lead GP.
- Maintain confidentiality in accordance with Data Protection Legislation.
- Be accountable for own professional actions and decisions.
- Ensure professional registration/revalidation is up to date.
- To actively participate in own Values Based Appraisal process.
- To be responsible for annual update of independent prescribing scope of practice.
- Ensure there are processes in place to receive feedback from patients/carers/families with regard to their experience.

### **Education**

- Disseminate best practice across the Cluster and contribute to the development of local policies and training programmes.
- Deliver formal training programs to other professions within the Cluster as part of the Pain Management service.
- Work with the Community Pain Management Practitioner to facilitate patient support groups, e.g. fibromyalgia.
- Provide education and information for patients, and/or their carer's in the use of pain management techniques.

### **Planning and Organisational Skills**

- Develop and co-ordinate regular multidisciplinary meetings within the Cluster footprint.
- Manage and co-ordinate own clinic timetable / working times in liaison with GP Clinical Lead.
- Educate patients, relatives and carers in ways, which empower them to make informed choices about their healthcare and actively promote their wellbeing and pain management.
- Provide clinical and management support to the Community Pain Management Practitioner, including:
  - Absence management
  - Initial stages of any employee relations matters
  - Performance management
  - Personal development
- To provide all aspects of clinical and professional supervision to the Team. There may also be a requirement to provide training and education to other professional groups within the Cluster.
- Identify any training and development needs through the personal Values Based Appraisal (VBA) process in partnership with the GP Clinical Lead and/or professional supervisor.

### **Research**

- To take a lead role in facilitating best practice, service development; clinical audit and research relating to cluster pain services.
- Carry out and Participate in clinical trials as the opportunity arises.

### **Audit**

- Involve patients and user groups when reviewing, evaluating or planning services.
- Identify and participate in audit and research-based studies to evaluate the effectiveness of care interventions that promotes the development of services and the sharing of best practice.
- Identify and carry out audits/surveys and undertake benchmarking activity to ensure best practice is adhered to and practice is adapted accordingly. Evaluate the effectiveness of care interventions that promotes the development of services and the sharing of best practice. To take a lead role in facilitating best practice, service development; clinical audit and research relating to cluster pain service.
- To actively monitor clinical activity within the services to ensure that services are efficient and cost effective.

### **Quality and Safety**

- Maintain accurate written and electronic records of all patients seen and document any interventions in the patients' health record.
- Responsible for ensuring legal requirement for record keeping and documentation are maintained.
- Ensure appropriate reporting of clinical incidents.
- Responsible for maintaining a safe environment for patients.
- Be responsible for ensuring that equipment is maintained and exercises a duty of care when using and storing resources.
- To develop protocols and procedures to support safe, effective and efficient service delivery across the cluster

### **Financial**

- Purchase equipment and order drugs as required.

### **Information Governance**

- Be responsible for records management and security in accordance with organisational policy and professional body for record keeping.

### **Physical effort**

- Standard keyboard skills are required to update patient records.

- There is a requirement to assist bariatric patients, lifting/moving a patient's limb to carry out treatment. Also pushing or moving wheelchairs. Manoeuvring patients in a careful and controlled way to minimise or exacerbate pain.
- Commute between Clinics and appointments.

## GENERAL

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
- **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and

to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.

- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.
- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the UHB.
- **Registered Health Professionals:** All employees 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.
- **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219
- **Equality and Diversity:** We are committed to promoting inclusion, where every staff member has a sense of belonging. We welcome applications from everyone and actively seek a diverse range of applicants. We value our differences and fully advocate, cultivate and support an inclusive working environment where staff treat one another with dignity and respect. We aim to create an equitable



working environment where every individual can fulfil their potential no matter their disability, sex, gender identity, race, sexual orientation, age, religion or belief, pregnancy and maternity or marriage and civil partnership status

- **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Standards and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

**Date Prepared:** November 2020

**Prepared By:** Community Director, Central Vale Cluster

**Date Reviewed:** June 2022

**Reviewed By:** Interim Deputy Locality Manager

## PERSON SPECIFICATION CARDIFF AND VALE UNIVERSITY HEALTH BOARD

|                   |  |                        |                                     |
|-------------------|--|------------------------|-------------------------------------|
| <b>Job Title:</b> | Advanced Pain Management Practitioner (Primary Care Cluster) | <b>Department:</b>     | Central Vale Cluster, Vale Locality |
| <b>Band:</b>      | 7  | <b>Clinical Board:</b> | Primary Care                        |
| <b>Base:</b>      | Barry and Sully  |                        |                                     |

|                       | ESSENTIAL   | DESIRABLE   | METHOD OF ASSESSMENT                            |
|-----------------------|---|---|---|
| <b>QUALIFICATIONS</b> | <p>Relevant 1st Degree/ MPharm (master's degree)</p> <p>Registered practitioner with; NMC, HCPC, GPC</p> <p>PGDip/MSc in Pain Management</p> <p>Registered Independent prescriber or working towards</p>  | <p>Counselling qualification</p>  | <p>Application/Interview/ Certificate check</p> |
| <b>EXPERIENCE</b>     | <p>People management</p> <p>Behaviour change techniques</p> <p>Experience working as an autonomous practitioner</p> <p>Evidence of practically applied appropriate extended scope practitioner skills</p> <p>High standard of clinical skills, demonstrating complex analysis and judgement</p> <p>The ability to manage complex and competing issues</p> <p>Excellent inter-personal skills</p> <p>Ability to integrate evidence based/research/guidelines into practice</p> <p>Good personal organisational skills, to be able to work autonomously as well as part of a wider team</p> | <p>Expert teaching skills (Informal/Formal)</p> <p>Evidence of ability to integrate evidence-based research/guidelines into development of local pathways of care</p> | <p>Application/Interview</p>                    |

|   |   |   |                       |
|---|---|---|-----------------------|
| <b>EXPERIENCE Cont.</b>                     | <p>Expert communication skills</p> <p>Good information technology skills</p> <p>Able to present at meetings</p> <p>Lead through empowerment and role modelling to inspire others</p>  |   |                       |
| <b>SKILLS</b>                               | <p>Counselling skills</p> <p>Leadership skills</p> <p>Demonstrates expert knowledge and skills regarding the principles of pain management</p> <p>Has sound knowledge of the key issues and developments in chronic pain both locally, nationally and internationally</p> <p>Good understanding of clinical governance, risk management and safeguarding</p> <p>Current knowledge of NHS and government issues and associated initiatives, and their implications for chronic pain services</p> | <p>Evidence of involvement in practice development and quality improvement within previous roles</p> <p>Report writing skills</p> |                       |
| <b>SPECIAL KNOWLEDGE</b>                    | Bio psychosocial model/approach to pain management  |   | Application/Interview |
| <b>PERSONAL QUALITIES</b><br>(Demonstrable) | <p>Evidence of delivering high standards of care</p> <p>Patient and carer centred approach to care</p> <p>Demonstrate personal and professional pride in your role and the NHS</p> <p>Clear evidence of adaptability and flexibility as a professional</p> <p>Creative, innovative and flexible</p>   |   | Application/Interview |
| <b>OTHER</b><br>(Please Specify)            | Evidence of on-going personal and professional development in line with advanced practice frame works/models  | Welsh Language skills – verbal/written  | Application/Interview |

|                       |         |   |
|-----------------------|---------|---|
| <b>Date Prepared:</b> | Nov2020 | <b>Prepared By:</b> Community Director for Central Vale Cluster |
| <b>Date Reviewed:</b> | Nov2020 | <b>Reviewed By:</b> Workforce Planning Manager                  |

