



Job description and specification



Band 6 Caseload Manager/ District Nurse



JOB DESCRIPTION

JOB TITLE: District Nurse/ Caseload Manager

BAND: 6

RESPONSIBLE TO: Operational Lead Planned care

KEY RELATIONSHIPS:

Internal	External
Own Team Line Manager Nursing colleagues Operational Lead Specialist Nurses Allied Health Professionals	GP Collaborative Care Social Services Acute Hospital Voluntary Services

CONTROLS ASSURANCE STATEMENT:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:

The Caseload Manager/ District Nurses will be expected to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

The post holder will be a Registered Nurse (RN12-NMC) who will have significant Community experience or transferrable skills. The post holder will be responsible for leading nursing care for a designated team/caseload. The post holder will be professionally and legally accountable for all aspects of care relating to clinical areas. Responsible for patients allocated to them and will assess, manage and deliver care to meet the complex needs for those patients requiring intermediate care and primary care services. The post holder will be able to manage and support their peers, working on their own initiative and but also an effective team member along with the requirements of pre-registration students. They will be committed to working



collaboratively, actively supporting and liaising with other health, social professionals and other agencies.

Key Responsibilities:

1. To be responsible for organising and prioritising own and others workload and day to day allocation of work along with forward planning and delegation relating to service delivery.
2. To act when required as manager for the team of clinical staff which may include registered nurses and health care assistants.
3. To organise team off duty and annual leave and ensure others are not disadvantaged.
4. To ensure that Health roster and e-expenses are completed and submitted on time.
5. To have organisational knowledge relating to trust protocols and procedures and ensure these guide staff.
6. To be able to deal with minor grievances and be guided by trust policy where appropriate.
7. To be responsible for providing accurate documentation for audit purposes.

Leadership

1. Exercise leadership skills and be aware of position as a role model, to manage own boundaries and be aware of area of competence and seek clinical and management supervision on a regular basis.
2. Influence others on the development of a productive team and working relationships.
3. Actively promote integrated professional working relationships both in and externally.
4. Develop and support the ethos of “team culture” and ensure that all team members deal effectively with potential conflict.
5. Take an active interest in working parties and groups within the trust to develop and improve on service delivery protocols and guidelines.
6. Participate with the audit process and link with the clinical governance agenda.
7. Advise, encourage and share knowledge through peer review.

Clinical Skills

1. Act as an autonomous registered practitioner, legally and professional accountable for one's own unsupervised actions guided by the professional code of conduct, trust guidelines and protocols.
2. The post holder will hold a current NMC PIN Number.
3. Responsible and accountable for service/care delivery to clients.
4. Autonomously assess and develop specialist plans of care to meet the complex needs of patients for a variety of conditions include chronic acute and palliative care patients. Continuously assessing and evaluating and acting on outcomes and initiating referrals to other agencies as required.
5. Provide patients and relatives with information and education thus ensuring they have meaningful choices promoting dignity, independence and quality of life.
6. Responsible for patient allocation and staff rotas.
7. Support new initiatives in practice.
8. Influence others to ensure practice is supported by research and evidence based practice is sought through both literature and peer review.
9. Actively support colleagues and peers both formally and informally through clinical practice groups.



Computer/Administration

1. Ensure accurate recording of patient records and documentation at all times.
2. Responsible for the day to day running of the inpatient group.

Communication

1. Have knowledge and experience a wide range of approaches to managing and communicating for patient care.
2. Develop effective communication between team members, peers, senior managers and clinical leads within the trust.
3. Foster communication and active working relationships with other disciplines, agencies and health professionals along with administration and maintenance staff.
4. Able to communicate highly complex, patient information facilitating positive outcomes ensuring collaborative working.

Training

1. Act as a mentor to student nurses providing effectively education facilitating their development and promoting high standards of nursing care.
2. Ensure own Continuous Professional Development and to support others.
3. Assist in the planning and mandatory training and workshops for the team.
4. Support and undertake appraisal and personnel development plan ensuring clinical competencies and professional development in the role.
5. Support and organise new staff through integration and induction.
6. Reflect on practice regularly and plan professional development in order to achieve growth and development. Access Clinical and managerial supervision to enhance reflection on practice.



Additional Information

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs.

Risk Management

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents

Safeguarding Children and vulnerable adults

North East London NHS Foundation Trust (NELFT) is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

Standards of Business Conduct & Conflict of Interest

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

Sustainability

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.



Smoking Policy

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

Codes of Conduct

North East London NHS Foundation Trust (NELFT) requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;
- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development

Data Protection

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter

Information Security and Confidentiality

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.

You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.



Equality and Diversity

North East London NHS Foundation Trust (NELFT) is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

Key Performance Indicators (KPI)

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.



Person Specification

	Essential	Desirable	Measurement
Demonstration of Trust Values			
Putting people first	✓		Application Form Interview Assessment
Prioritising quality	✓		Application Form Interview Assessment
Being progressive, innovative and continually improve	✓		Application Form Interview Assessment
Being professional and honest	✓		Application Form Interview Assessment
Promoting what is possible, independence, opportunity and choice	✓		Application Form Interview Assessment
Qualifications			
NVQ level 2 or equivalent standard of literacy and numeracy	✓		Application Form Assessment
RGN	✓		Application Form Interview
Bsc Hons Community Specialist Practice or equivalent		✓	Application Form Interview
Nurse/Prescriber/Non-Medical Prescriber		✓	Application Form Interview
Evidence of updating professional knowledge and skills	✓		Application Form Interview Assessment
Relevant post registration course and experience		✓	Application Form Interview
Mentor Qualification		✓	Application Form Interview
Specialist Community Practice Teacher		✓	Application Form Interview
Experience			
Significant previous post registration experience	✓		Application Form Interview
Interagency and collaborative working	✓		Application Form Interview Assessment
Teaching and assessing individuals	✓		Application Form Interview Assessment
Providing complex packages of care and innovative practice	✓		Application Form Interview Assessment
Manage staff conflict and difficult situations		✓	Application Form Interview Assessment



Knowledge			
An awareness of NHS Plan, NSF and clinical governance priorities	✓		Application Form Interview Assessment
Awareness of the content and application in practice of the NMC Code of Professional Conduct	✓		Application Form Interview Assessment
Understand the importance of disease management and rehabilitation in the community	✓		Application Form Interview Assessment
Make recommendations to improve service delivery	✓		Application Form Interview Assessment
Involvement in providing learning environment for students.	✓		Application Form Interview Assessment
Developing client centred approach	✓		Application Form Interview Assessment
Skills			
Basic awareness of IT and IT skills	✓		Application Form Interview Assessment
Excellent interpersonal, communication and leadership skills	✓		Application Form Interview Assessment
Excellent range of clinical skills	✓		Application Form Interview Assessment
Good organisation skills and ability to prioritise	✓		Interview Assessment
Ability to work on own initiative and exercise leadership	✓		Interview Assessment
Effective management of team and prioritising workloads	✓		Interview Assessment
Maintain accurate and contemporaneous records	✓		Interview Assessment
Other			
To be aware and demonstrate the Trust Values	✓		Application Form Interview Assessment
To be able to travel efficiently throughout the area	✓		Application Form Interview
Positive role model	✓		Application Form Interview Assessment

