

## **Job Description**

### **Virtual Ward Clinical Lead (Quality)**

#### **Band 7**

Do you want to help shape the future of patient care in a virtual ward environment? Come and join our virtual ward service, which is due to open in order to support Staffordshire and Stoke-on-Trent's urgent care needs. We are looking for a number of roles to join one of our Community based Virtual Ward Teams and help shape the future of patient care.

This is a partnership between the University Hospital of North Midlands (UHNM), University Hospital of Derby and Burton (UHDB), Royal Wolverhampton Trust (RWT) and Midlands Partnership Foundation Trust (MPFT). The successful applicants will join an integrated, collaboratively focused team, employing proactive clinical practice and knowledge, to provide clinical assessment, monitoring and support, as part of our urgent care pathways.

Our General Acute Medicine and Frailty Virtual Ward is a new and innovative Service, that has an agreed admission criteria and works in partnership with supporting care services to deliver acute care in the patient's own home. The aim of a virtual ward is to reduce length of acute hospital stay and/or avoid hospital admission; this leads to quicker recovery and reduces disruption to patients', and their carers' lives. This means we can proactively manage people living with frailty at home, and for those that have a sub-acute episode we can improve a patient's experience and outcomes. In addition, this means we have more space in our hospitals for acutely unwell patients and reduces the pressure on urgent care.

**Division:** MPFT

**Job Title:** Virtual Ward Clinical Lead (Quality)

**Band:** Band 7

**Location:** North (Stoke-on-Trent, and North Staffordshire)  
South East (Lichfield, East Staffordshire, Burton, Tamworth)  
South West (Stafford and Seisdon area, Cannock District and South Staffordshire)

Hours: 37.5hrs

Managerially accountable to: Virtual Ward Modern Matron

Professionally accountable to: Virtual Ward Modern Matron

### Role Summary

Has delegated responsibility for the management of the clinical areas including assessment of care needs, the development, implementation and evaluation of programmes of care and the setting of standards on a shift basis.

Will participate in innovation and evidence based nursing practice through professional leadership and supporting the clinical team in close liaison with the Virtual Ward Matron and Advanced Clinical Practitioner .

Will act as a credible and professional role model and encourage and empower other staff to develop both personally and professionally to achieve their maximum potential.

Will lead on the implementation and development of care standards to reflect the “Proud to Care” initiative and will ensure that nursing practice is evidenced based according to Professional and National guidelines, eg roadmap to Quality, High Impact Actions, Safety Express.

Will lead on the implementation of education and development plans which involve the induction, mentoring, preceptorship and the on-going professional development of all staff on the Virtual Ward. This will also include ensuring robust systems are in place to record and monitor ward performance against agreed targets for Mandatory training.

### **Key Areas/Tasks**

- Exchanging verbal and written information with patients, staff and carers requiring tact and diplomacy. The post holder needs to ensure that all barriers to understanding are overcome by using differing strategies to meet individual need,
- Providing and receiving complex, sensitive information that then is communicated to patients/carers and staff. This involves ensuring that the information is delivered in a way and format that people understand and any barriers are overcome. Demonstrating empathy, equality, persuasion and reassurance.
- Demonstrating through a high degree of experience and maturity a level of clinical expertise and leadership qualities.



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- Facilitating communication, which results in clear responsibilities being identified within the multi-professional team.
- Leading on establishing appropriate systems are in place for the Virtual Ward Service to demonstrate the quality of practice, patient voice, complaints and enquiries are managed within appropriate codes of conduct;
- Leading in the co-ordination and conducting of multi-agency quality audits periodically throughout the year to ensure that the Service can learn and continuously improve around patient and system benefits.
- Adhering to and applying the standards of proficiency code of ethics and professional conduct and all other relevant guidance from the Nursing and Midwifery Council (NMC) and the Partnership Trust.
- Based on their breadth of experience and knowledge confidently demonstrate their involvement in leading on multi-disciplinary teams meetings, conducting drug rounds, holding board meetings when needed.
- Establishing and maintaining effective working relationships in order to meet service requirements and support and demonstrating the Trust's equality values.
- Having expert knowledge and judgement of the range of care/support packages and treatment options available and consider each service user's personal circumstances and preferences in order to implement and adjust programmes of care and intervention.
- Maintaining and developing skills and knowledge to deliver a range of interventions and set an example of good practice to other team members including skills sharing.
- Providing teaching/training in specialist area to the wider workforce.
- When necessary, challenging historical boundaries in the best interest of the patient and service development.
- Ensuring that patient concerns are addressed on the Virtual Ward and work with the Patient Advisory and Liaison Service (PALS) and patient forums.
- Participating in the resolution of complaints / adverse incidents and support the Virtual Ward Matron in the development and implementation of action plans to prevent re-occurrence.
- Supporting the Virtual Ward Matron to ensure that ALL Virtual Ward employees take part in the appraisal process each year with the first appraisal taking place within the first 6 months from appointment.
- Working with Virtual Ward Teams to ensure the cascading of information relating to clinical standards to promote ownership amongst the clinical team.
- Providing excellent presentation skills, that meet the audience need, to deliver training and education sessions and be able to manage varying levels of understanding. The education sessions will range from one to one, small or large groups.
- Participating and co-ordinating activities in the virtual ward area to gain feedback on patient experience.
- Responsible for the development, implementation and evaluation of programmes of care in line with the Nursing and Midwifery Council (NMC) and reflect the Trust's policies, procedures standards and guidelines.
- Contributing to the principles of clinical governance ensuring that quality standards are set and monitored.
- Ensuring that clinical risk management and clinical audits are an integral part of the virtual ward function.
- Planning and facilitating education development programmes for clinical staff, liaising with link nurses within the ward area to influence a learning environment within the clinical area
- Supporting the Virtual Ward Matron and Virtual Ward Advanced Clinical Nurse in the planning and organisation of staff delegation and activity for patients, making short term adjustments to electronic duty rosters.
- Co-ordinating activities with other professional agencies.
- Following the NMC Code of Professional Conduct for Nurses, Midwives and Health Visitors and to be accountable for own clinical practice and professional actions at all times.



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- Ensuring continued and effective registration with the NMC.
- Developing specialised programmes of care / care packages providing specialised advice concerning care.
- Providing specialist advice relating to nursing care for the speciality of patient
- Implementing policies and procedures, and proposing changes to practices for own area, contributing to the development of specialist protocols.
- Assisting in the delivery of education to support staff in the adoption of new policies and procedures.
- Maintaining accurate registers of staff training and development
- Demonstrating safe working practices in the use of equipment in the clinical areas, and maintain equipment training records for all staff
- Working with the Virtual Ward Matron in providing leadership to the clinical team and identifying innovation in clinical practice
- Supporting the Virtual Ward Advanced Clinical Nurse in the performance review of all ward staff which will include annual appraisal and individual personal development plans to monitor staff performance against objectives set with them.
- Managing sickness and absence on a shift basis in line with the sickness and absence policy and the principles of safe staffing document.
- Participating in the recruitment and selection of staff for the Virtual Ward.
- Contributing to the formal induction of all new staff.
- Facilitating and participating in the preceptorship of newly appointed staff and the education of learners and clinical support workers.
- Updating and maintaining patient records
- Maintaining comprehensive records of training undertaken
- Participating as an individual in surveys.
- Participating in clinical research, audit and trials
- Leading the audit programmes for the ward in monitoring the effectiveness of Proud to Care and other areas requiring monitoring
- Leading in the development of training programmes and implementation of the training
- Dealing with distressed relatives, care of the terminally ill and deals with the consequences of terminal illness.
- Having an awareness of the Virtual Ward Service budget and informing on costs and spend.

### **Personal/Professional Development**

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

### **Health and Safety**

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.



- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

## Equality and Diversity

The University Hospital of North Midlands (UHNM), University Hospital of Derby and Burton (UHDB), Royal Wolverhampton Trust (RWT) and Midlands Partnership Foundation Trust (MPFT) is committed to the implementation of the Equality, Diversity and Inclusion Policy.

Which ensures equal opportunities for all. We are 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. All staff are required to observe this policy in their behaviour to other workers and patients/service users

## Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed have the following responsibilities:

### Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

### Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

### Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

### Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

### Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet



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## **Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality**

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

## **Safeguarding Children, Young People and Adults with care and support needs**

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

## **Sustainability**

'Our 2020 Vision: Our Sustainable Future' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchase

## **Disruptive Incident & Business Continuity**

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.



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All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

Signed Manager \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_



**Job Title: Virtual Ward Clinical Lead (Quality)**  
**Person Specification**

	Specification	Criteria		Evidence
		Essential	Desirable	
<b>Essential Qualifications</b>	Registered Nurse on NMC Register	X		Application form/portfolio of evidence
	Diploma / degree in Nursing Evidence of degree and / or masters level study in health/nursing related studies			
	ENB 998/ Mentorship module or have experience of teaching and assessing	x		
	Ability to lead change and lead new ways of working	x		
	On-going personal / professional development	x		
	Formal leadership and management training Leadership certificate Masters level study		x	



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<b>Knowledge, Skills, Training and Experience</b>	<p>Experience of teaching in clinical areas or/and to groups or staff.</p> <p>Assessment skills and interpreting conditions when visiting a patient in an acute or community setting and initiating actions as appropriate.</p> <p>Skills and experience to have the dexterity and accuracy required for procedures such as venepuncture, cannulation and administration of intravenous drugs and is able to demonstrate clinical skills</p> <p>Leading or as a key member in planning and conducting clinical audits that indicate quality assurance, compliance with quality standards, patient safety</p> <p>Standard keyboard skills, use of presentation, projection /multimedia equipment and e-learning resources.</p> <p>Managing staff and conducting supervision, and staff appraisals</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>		Application form/Interview

Personal Qualities	<ul style="list-style-type: none"> <li>• Positive mindset in respect of – Supporting organisational change; learning, and continuous improvement.</li> <li>• Effective interpersonal and intrapersonal skills including high degree of self-awareness and self-regulation</li> <li>• Takes responsibility and is accountable for delivering to their agree objectives</li> <li>• Consistently professional, collaborative and compassionate in their approach.</li> <li>• Works with patients and people at the fore – operates to a customer service ethos</li> <li>• Acts to support and enable effective teamwork</li> <li>• Delivers work of consistent and predictable high quality</li> <li>• There is a frequent requirement for prolonged concentration when facilitating</li> <li>• Emotional effort; the post holder will at times be exposed to distressing and emotional circumstances</li> <li>• Ability to travel to and work across multiple sites</li> </ul>	<p>X</p>		Application form/Interview
		X		