

Job Description

Job title:	Urgent Care Practitioner/Nurse
Directorate:	Operational Services – relevant care group
Department:	Urgent Care Services
Responsible to:	Urgent Care Services Manager
Accountable to:	Team Leader
Pay band:	6
Hours of Work:	37.5 hours per week
Contract:	Agenda for Change
On call requirement:	No
Disclosure required:	Enhanced CRB
Professional Registration:	Yes

Job outline

The role of the Urgent Care Nurse is to work in partnership with service users in the designated care group with complex health presentations, undertaking comprehensive assessments, developing formulation and care plans and providing brief interventions to support de-escalation and reducing distress.

They will demonstrate an understanding of clinical interventions relevant to the care group to include education, assessment, formulation of risk, care planning and facilitating onward discharge planning, working closely with carers, families and partner agencies to facilitate these core activities.

The post holder will work at all times to promote the safety and the well being of service users and their families/carers. The post holder will assess, plan and implement care, and provide specialist nursing advice and carry out specialist nursing procedures. They will provide clinical supervision to staff and students.

Scope & Authority

The post holder will work within a team and are expected to participate in the following duties:

- To undertake assessments of individuals and their families in the designated care group with complex health presentations, including those service users presenting with higher levels of risk. To develop alongside the service user their care plan.
- To offer specialist nursing assessment and advice where required.
- To assess and manage on going risks as identified during the assessment, ensuring that this is done in collaboration with the service user and carers. To regularly review risk

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factors and make changes to the management of them as necessary.

- To contribute to the maintenance and development of the Trust nursing strategy.
- To ensure that clinical practice is evidence based and consistent with relevant NICE guidelines and Trust policies and procedures.
- To provide supervision of junior staff and trainees where appropriate.
- To demonstrate an understanding of the Trust Clinical Strategy and the model of care developed within urgent care services
- To act within the NMC code of conduct at all times.

Key Result Areas:

Clinical Practice, including professional development

- To be a core member of the team, using specialist health assessments.
- To provide a highly specialised range of clinical interventions relevant to the care group and have knowledge of evidence based models of practice.
- To work in partnership with the individual service user and their families and carers as appropriate to ensure the delivery of the care plan, and to enable the development of a plan to facilitate their safety, promote their well being and support their independence and inclusion in the community, by using recognised age appropriate self management tools where applicable. This may include working closely with partner agencies such as voluntary sector agencies, emergency and urgent services, Trust acute and community services, specialist community based services (e.g. Lighthouse, etc)
- To develop care plans that meet the needs of the individual and their family/carers as appropriate and that are focused on strengths and are outcome based.
- To plan and implement client centred individual, family and group interventions, using graded activity to achieve therapeutic goals.
- To monitor, evaluate and modify treatment in order to measure progress and ensure effectiveness of intervention.
- To administer and monitor medication prescribed to individual service users, providing information and advice.
- Maintain the safe custody and control of medication.
- Ensure safe disposal of clinical waste.
- Implementation of all nursing policies and procedures.
- To discuss with the service user and when appropriate, with their carers, their health problems and how they see and understand them, facilitating a process of developing their understanding and maintaining their hope for the future.
- To promote the empowerment of individual service users to manage their health as much as possible and use Self Directed Support / direct payments as indicated.
- To work with carers and family members, offering carers assessments and providing support and information to them as indicated. Signposting to third sector agencies to ensure they receive appropriate advice and support. Advising them about the triggers around risk factors relating to the service user, within the boundaries of confidentiality.
- To assertively engage with service users, striving at all times to develop good therapeutic relationships.
- To demonstrate competency and skills/knowledge for physical health and to be able to incorporate this skill and knowledge to support comprehensive assessment and care planning
- To monitor; risk, progress and where necessary compliance including the service users views to their care and treatment and when appropriate to work in partnership with the

service users family and carers.

- To explain and discuss medication with the service user, including side effects they may experience and the role that the medication may have in their recovery or ongoing care.
- To carry out assessments of clients work/educational / vocational and housing needs/aspirations and ensure that these are met where appropriate.
- To carry out carers assessments and implement a plan of care accordingly.
- To work closely and in partnership with colleagues in the Assessment and Treatment Centre and other services within the Trust in a collaborative way, ensuring that decisions are made that ensure the best care for service users and that there is a seamless pathway.
- To develop professional networks and keep abreast of local resources; third sector partners, primary care, housing, education, social care and other statutory organisations in order to ensure that the service user is able to navigate the full health and social care system.
- To establish robust communication networks with clients' carers and other health workers and agencies.
- To promote awareness of the professional role within the team and across the service.
- To demonstrate effective communication skills with people in an age appropriate way and those whose understanding may be impaired.
- Communicate effectively with junior staff on a timely basis ensuring systems exist so that staff, are informed.
- To apply highly specialist skills and knowledge in order to establish professional competence and fitness to practice.
- To demonstrate ongoing personal development through participation in internal and external development opportunities, recording learning outcomes in a portfolio.
- To administer medication within NMC guidelines and the Trusts Medicines Code.

Practice Development, including professional development of others

- Ensure best practice is promoted and disseminated appropriately.
- Support a team based learning culture.
- Facilitate local multi-disciplinary learning groups and practice development initiatives.
- To contribute to the induction, training of students and other staff both within or external to the Trust.
- To be responsible for the supervision and written assessment of nursing students on placement within the Trust.
- Act as a mentor/preceptor.
- To fully participate in the Trust's performance review and personal development planning process on an annual basis.
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Review and reflect on own practice and performance through effective use of professional and operational supervision and appraisal in line with local guidelines.
- To provide effective guidance, supervision and appraisal for junior staff.
- To provide effective nursing leadership within the team, speciality groups and at professional networks.
- To represent the professional lead at meetings as required.

Research and Development

- To undertake research and/or audit projects relevant to the service area, disseminating

findings at local level.

- To broaden research and development skills through participation in local audit and research projects.
- To participate in the operational planning, implementation of policy and service development within the team, leading on delegated projects.
- To participate in the delivery of the Nursing strategy and development plan and care group strategies.
- To use research in practice and developing research work from ones own practice.

Governance – including quality, standards, documentation & ethics

- To ensure that up to date written and electronic records and activity data are maintained in accordance with Professional and Trust standards and to provide specialist reports relevant to practice setting.
- To keep accurate and timely electronic record of each contact, using Carnotes and other software programmes used by the Trust. Complete outcome measures as required.
- To adhere to the Nursing & Midwifery Council Code of Conduct, professional standards and ethics and comply with local and national standards of practice.
- To respect the individuality, values, cultural and religious diversity of clients and contribute to the provision of a service sensitive to these needs.
- To contribute in the Trust and professional clinical and social care governance arrangements and quality agenda, including the setting and monitoring of practice standards.
- To apply national guidelines/ legislation relating to health and social care in mental health service provision.
- To participate in clinical and social care governance care group forums as required.
- To ensure performance targets and standards are met.
- To complete clinical outcome measures as required e.g. HoNOS
- To ensure that professional nursing standards of practice are maintained within the clinical setting.
- To ensure that professional standards of practice are maintained amongst junior staff.

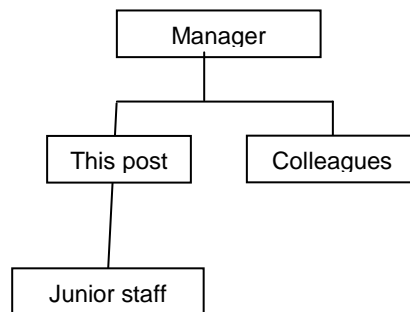
Position in the Organisation & Key relationships

DIMENSIONS:

To provide interventions for people referred to the post holder's clinical team and provide supervision and leadership for relevant junior members of staff.

RELATIONSHIPS:

Clients and their families and carers, members of the local health and social care team, nursing colleagues, assessment and treatment centres, local primary care service providers, local voluntary sector providers, local employment services, and other relevant external agencies.

**All staff are required to:**

- Abide by the standards of behaviour expected by their professional body and the standards of behaviour expected of all staff in the Trust disciplinary policy and procedure.
- Adhere to all Trust policies and procedures and are responsible for making themselves aware of these policies and procedures.
- Treat information relating to patient, employees and businesses of the Trust in the strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. At all times employees are required to comply with the provisions of the Data Protection Act.
- Maintain their own awareness of, and comply with, policies and procedures relating to Health and Safety (whether statutory or Trust), and assist in ensuring the compliance of other staff.
- Support the Trust's visions and values and in particular the promotion of a positive approach to diversity, equality, rights, and treating others with dignity and respect; to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply by adhering to the Trust's Equality and Diversity Policy.
- Demonstrate the core principles of safeguarding and protection Human Rights; treating people with dignity, fairness, equality, respect and autonomy.

- Develop and maintain positive relationships with all colleagues, taking account of their age, religion or belief, ethnicity, sex, marital or civil partnership status, sexual orientation, gender identity, pregnancy or maternity status and any disability. Ensure that they are approachable and that their conduct towards colleagues is open and honest, dealing with differences in opinion, in ways which avoid offence.
- Take responsibility for the safeguarding and protection of children and young people and vulnerable adults very seriously, as does The Trust. The Trust works with adult and children's social care to ensure that the integrated service has systems in place to equip staff with the knowledge and skills to recognise abuse, and take action to safeguard and protect vulnerable adults and children and young people. It is expected that all staff familiarise themselves with the appropriate structures and policies and with the Sussex child protection and safeguarding procedures and the Sussex multi-agency policy and procedures for safeguarding vulnerable adults and undertake the relevant essential training and further training appropriate to their role.

Person Specification

Job title:	Urgent Care Practitioner/Nurse		
Directorate:	Operational Services – relevant care group		
Department:	Relevant department		
Pay band:	6		
	Essential	Desirable	Evidenced by
A – Qualifications			
▪ Registered Nurse with current registration [mental health/LD/Adult], appropriate to the job role	✓		A / C
▪ Completion of Mentorship Course/ENB equivalent	✓		A / C
▪ Evidence of continuous professional development	✓		A / C / I / T
B – Knowledge/Experience			
▪ Significant post qualifying experience in the relevant care group	✓		A / C / I / T
<ul style="list-style-type: none"> ▪ Experience of working alongside people with complex health problems in the designated care group ▪ Experience of supervising staff ▪ Experience of working within relevant legal frameworks (e.g. MCA, MHA, etc) ▪ Experience of providing a range of clinical interventions to people in the designated care group with a variety of health problems ▪ Experience of working consultatively with professionals ▪ Experience of conducting clinical assessments including risk assessments ▪ Experience of partnership working within and across various statutory and non statutory teams and agencies ▪ Experience of working within the CPA process ▪ Understanding of clinical governance ▪ Previous experience of working in the community ▪ Contribute to the implementation of services. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	✓	A / C / I / T
▪ Lived experience of mental health issues		✓	

	Essential	Desirable	Evidenced by
C – Skills			
<ul style="list-style-type: none"> ▪ Communication/Relationship skills: ▪ Excellent written and oral communication skills ▪ Ability to communicate in a clear and unambiguous way ▪ Excellent negotiation and conflict resolution skills ▪ Ability to develop effective professional relationships with others ▪ Ability to develop good therapeutic relationships ▪ Establish and maintain communication with individuals, families, carers and groups about difficult or complex matters overcoming any differences in communication ▪ Develop own skills and knowledge and provide information to others to help their development ▪ Participate in Partnership working with individuals, groups, communities and agencies ▪ Promote people's equality, diversity and human rights 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 		A / C / I / T
<ul style="list-style-type: none"> ▪ Analytical & Judgement skills: ▪ Skills of assessing and interpreting service user conditions with appropriate actions 	<ul style="list-style-type: none"> ✓ 		A / C / I / T
<ul style="list-style-type: none"> ▪ Planning & Organisational skills: ▪ Ability to work in partnership with key stakeholders ▪ Ability to work with resistance at times, to manage own reactions to difficult situations and to act with appropriate authority and diplomacy ▪ Plan and organise complex activities or programmes requiring formulation and review 	<ul style="list-style-type: none"> ✓ ✓ ✓ 		A / C / I / T
<ul style="list-style-type: none"> ▪ Clinical Skills: ▪ Assessment, planning and intervention skills. ▪ Provision of specialist nursing advice in relation to care 	<ul style="list-style-type: none"> ✓ ✓ 		A / C / I / T
<ul style="list-style-type: none"> ▪ IT skills: ▪ IT literacy and willingness to take on new technology ▪ Able to use Word, PowerPoint, clinical systems, email 	<ul style="list-style-type: none"> ✓ ✓ 		A / C / I / T
<ul style="list-style-type: none"> ▪ Physical skills: ▪ Ability to use manual handling techniques 		<ul style="list-style-type: none"> ✓ 	A / C / I / T

	Essential	Desirable	Evidenced by
<ul style="list-style-type: none"> ▪ Abilities ▪ Undertake and record vital signs monitoring (completion of NEWS competencies) 	✓		
<ul style="list-style-type: none"> ▪ Mental Effort: ▪ Frequent and intense concentration in client assessment and formulation, both individual and group work in direct face to face client contact ▪ Liaison with multi agencies at times especially in emergencies requiring mental effort to coordinate possible management of a crisis. 	✓ ✓		A / C / I / T
<ul style="list-style-type: none"> ▪ Emotional Effort: ▪ Being with disturbed service users such as those experiencing trauma, family breakdown or domestic violence and acutely psychotic clients exhibiting extremes of behaviour, verbal and physical abuse on occasions, all of which can be potentially exhausting and skilled intervention is required to avoid burnout ▪ The ability to multi task and mental adaptation to different unpredictable situations. 	✓ ✓		A / C / I / T
<ul style="list-style-type: none"> ▪ Working Conditions: ▪ Monitor and maintain the health and safety of self and others in the working area. ▪ Required to use a PC 	✓ ✓		A / C / I / T
<ul style="list-style-type: none"> ▪ D – Approach/Values 			
<ul style="list-style-type: none"> ▪ Demonstrate support for the values and beliefs of the Care Group and those of the Trust 	✓		I
<ul style="list-style-type: none"> ▪ Demonstrate an understanding of the practices of Human Rights in the delivery of this role 	✓		I
<ul style="list-style-type: none"> ▪ Team working 	✓		I
<ul style="list-style-type: none"> ▪ Ability to travel across sites 	✓		I
<ul style="list-style-type: none"> ▪ Punctual and flexible across hours of work when required 	✓		I

To be evidenced by key: A – Application C - Certificate I – Interview T - Test

Approved by:

Approved

Manager Date