

Job Description

Job Title:	Lead Nurse for Long Term Conditions (LTC)
Job Band:	Band 7
Department:	Community with Core Clinical Services Division
Responsible to:	Operational Lead for Dudley Clinical Hub

Why join The Dudley Group?

Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high-quality patient experience in a caring and supportive environment that aligns with our vision of excellent health care, improved health for all.



Job Summary

The House of Care has been created out of a need to change the way we deal with long term conditions (LTCs).

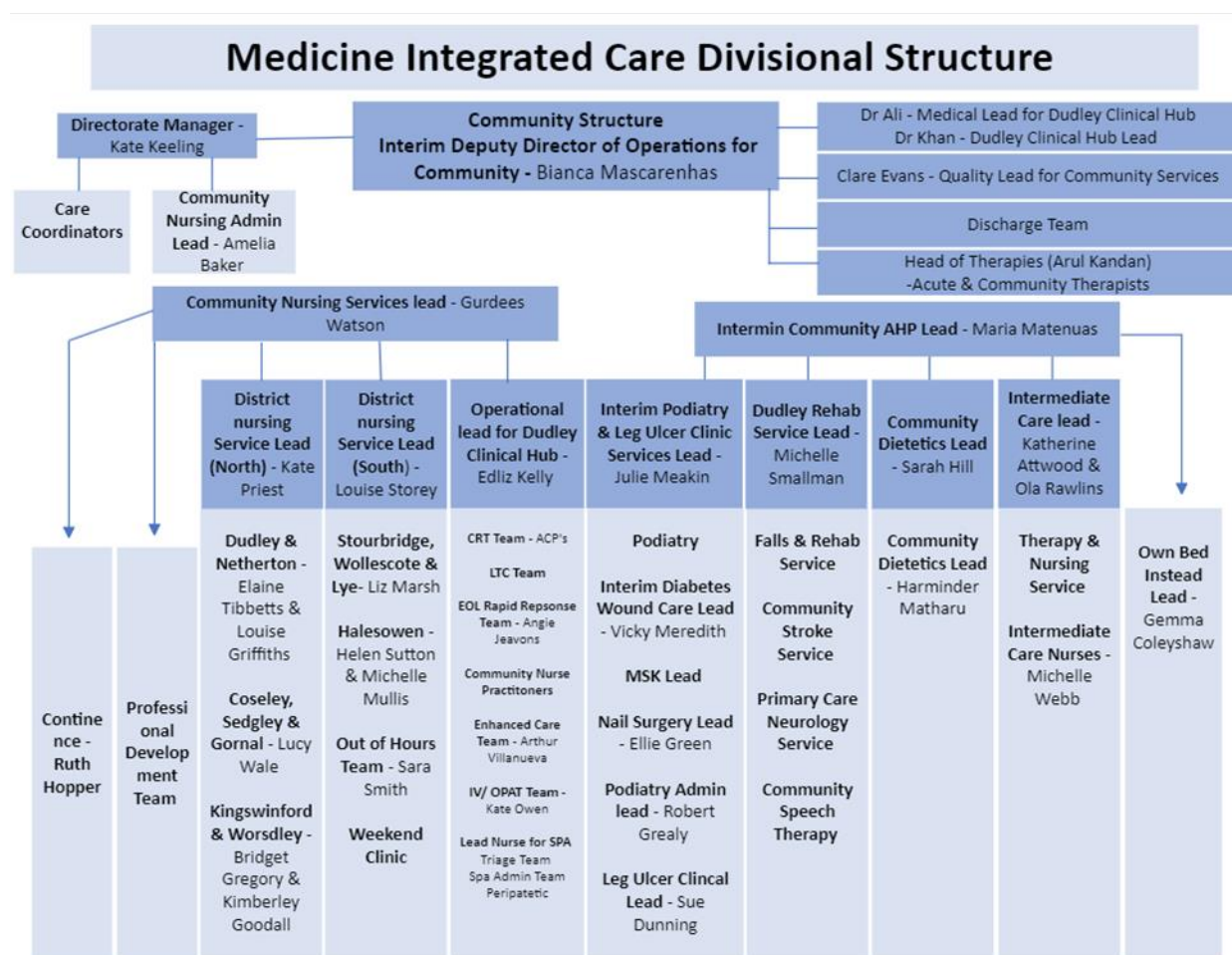
The sheer scale of the LTCs challenge for modern healthcare systems means that we need a shift – away from the ‘medical model’ of illness (which worked efficiently in the 19th and 20th Centuries to bring down mortality and morbidity) towards a model of care which considers the expertise and



resources of the people with LTCs and their communities. This will help to provide a holistic approach to their care and lives and help them achieve the best outcomes possible.

The post holder will have the responsibility to provide professional and managerial leadership including the organisation of daily LTC triage and prioritisation of activities within agreed establishments and budgetary controls. The post holder will be expected to embrace new operational challenges and proactively encourage workforce to respond positively. The post holder will work collaboratively with the Medical, Operational and Senior Practitioners to embrace changes and new ways of working, to develop and monitor services and performance to enhance and improve the quality and standard of care delivered to patients with long term conditions within the Dudley Borough.

Structure Chart



Principal Duties & Responsibilities

- To provide effective leadership to all staff within your allocated teams.



- To manage and monitor daily staffing levels and skill mix to comply with agreed staffing levels, resources to provide effective and safe service.
- To support clinically where required to cover shortfalls.
- To lead the LTC team by supporting flow of referrals into the Dudley Clinical Hub- Single point of access and ensuring LTC patients receives person- centred coordinated care.
- To initiate and manage change effectively within the Dudley Clinical Hub- Long term conditions to promote improved patient care and practices.
- To provide opportunities for all staff to develop leadership abilities.
- To assist the Operational Lead and Clinical Leads in developing the strategic direction for the service specialty.
- To lead in the development of protocols, policies, and Standard operating procedures.
- To develop and maintain effective working relationships with colleagues from other teams within the Dudley Clinical Hub.
- To be responsible for patient's progress along the agreed care pathways, which are supported by the implementation of evidence-based practices.
- To help deliver a community based integrated service that co-ordinates care and advice for patients and health and social care professionals. It receives and facilitates referrals and communication between primary care, community staff and secondary care.
- To take the lead in one or more specific initiatives for the Dudley Clinical Hub- single point of access and undertake small projects to be determined in conjunction with the Operational Lead. E.g., National standard for the 2-hour Urgent Community Response, Clinical pathways, and other national framework.
- To participate in Community Operational, Governance, performance, ICTs, and Safeguarding meeting.
- To lead in the development of links with external agencies/ networks relevant to the Dudley Clinical Hub and Community Services e.g., Safeguarding Team, Public Health, Local Authority, WMAS, GP's and social services.
- To record, report and investigate clinical incidents and complaints, taking appropriate action and providing feedback to Operational Lead and other Managers within the Dudley Clinical Hub.



- Undertake IT training specific to the department's requirements.
- There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

Governance

1. To assist the Operational Lead/ Governance and Clinical Leads in the continuous improvement of the quality of patient care through the implementation of clinical governance activities including ensuring:
 - i. Clinically effective and research-based practices are implemented.
 - ii. Audits are undertaken and actions are taken to make improvements
 - iii. Clinical and non-clinical risks are identified and managed
 - iv. Patients can give feedback on their experiences, are involved in planning and monitoring services, and are provided with information.
 - v. Information is used effectively to improve processes and practices
2. To assist the Operational Lead/ Clinical Leads in monitoring standards within the Dudley Clinical Hub by undertaking nurse management rounds daily and accompanying the Operational Lead/ Clinical Leads on rounds. These include monitoring
 - i. Generic standards of care
 - ii. Supporting staff daily in decision making
 - iii. Standards of the general environment and cleanliness
 - iv. Infection control practices and standards
 - v. Daily communication with other leads and staff around capacity managementand instigating changes to make improvements, as necessary. Ensure these rounds are undertaken in their absence.
3. To discuss patients and relatives' experiences with them to prevent complaints from developing and to assist the Operational Lead/ Clinical Leads in investigating and responding to complaints when they arise.
4. To ensure policies and practices are implemented which will promote the health and safety of all patients and staff.
5. To implement Trust policies in respect of Health and Safety management and design and implement safe systems of work within the Dudley Clinical Hub.

Resource Management

1. To effectively manage the long-term conditions team's budget to ensure agreed services are delivered and income and expenditure balance is achieved.



2. To effectively manage and deploy the team of staff and resources allocated to the other teams to ensure patient needs, service objectives and targets are met.
3. To manage individual staff performance effectively to include appraisal, Personal development plans, sickness and absence and disciplinary processes.
4. To work collaboratively with other Community, Dudley Clinical Hub Leads and specialties to ensure the effective deployment of staff within the division according to the Trust Protocol.
5. To assist the Operational Lead/ Clinical Leads in developing workforce plans for the specialty.
6. To manage the day-to-day work of the Housekeeper.
7. To ensure medical devices and other equipment are maintained appropriately.

Education, Training and Development

1. To assist the Operational Lead and Senior colleagues in identifying the education, training, and development needs of staff and in preparing and monitoring the implementation plan.
2. To create and maintain an effective learning environment for all staff including students.
3. To ensure all staff have access to appropriate support and supervision mechanisms which will enhance learning.
4. To facilitate learning for all staff.

Personal

1. To keep up to date with clinical, professional, managerial developments and relevant NHS initiatives.
2. To deputise as necessary for the Operational Lead across the full range of responsibilities.
3. To be familiar with and comply with all statutory regulations and Trust Policies.
4. To provide a positive image of the Trust.
5. To maintain and improve knowledge and expertise in current developments and future trends in relation to nursing management and practice, including the Trust's Strategy for Nursing and Scope of Professional Practice.
6. To be familiar with and comply with Trust policies to include:
 - Lone Working
 - Health and Safety at Work



- Fire
- Major Emergency
- Disciplinary Procedure
- Sickness Policy

7. To attend the following demonstrations / lectures on an annual basis:

- De-escalation and Breakaway Technique
- Fire
- Basic life support
- Medical devices

8. To maintain current registration with the NMC and to comply with standards set by them.

Organisational Values

The post holder will:

Care: You will listen, be respectful and treat others with compassion and kindness.

Respect: You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.

Responsibility: You will take responsibility for yourself and your team.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russell's Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

Code of Conduct

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.



Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

Improvement Practice

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

Prepared by:	Edliz Kelly
Date:	December 2022
Job evaluation completed:	
Job evaluation reference number:	

