

## JOB DESCRIPTION

**Post:** Clinical site manager

**Responsible to:** Matron for Capacity and Flow

**Accountable to:** Matron for Capacity and Flow

**Band:** 7

**Hours:** 37.5 Hours per week

### Primary Role:

In conjunction with other members of the Clinical Site Management team, ensure the provision of effective site management, including direct responsibility for the management and reporting of the four hour access target for the Emergency departments and the direction of bed usage throughout the Trust.

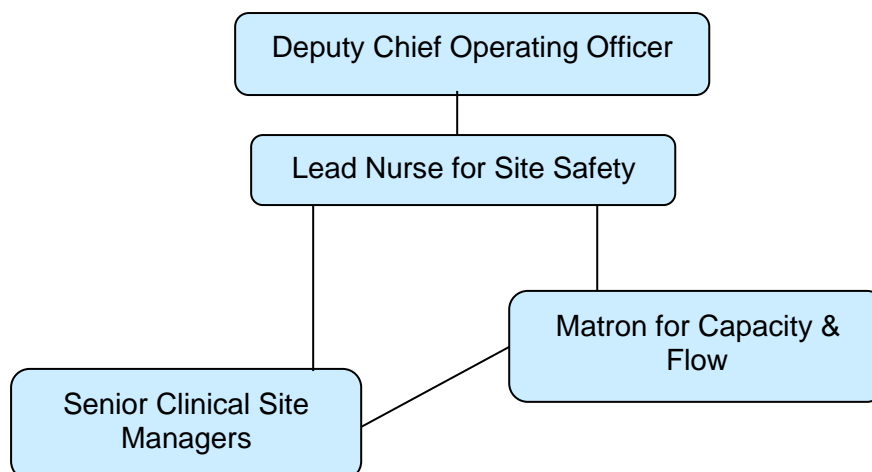
The role will cover twenty four hours a day, seven days a week working in shifts.

### Purpose of the Post:

The post involves operational management of all site issues as well as facilitating patient flow throughout the clinical areas. This is with the objective of ensuring that the patient is admitted in a timely fashion, receives the right treatment in the right place and is signposted to alternative service providers in accordance with agreed pathways and protocols of care.

The post will also act as a support for both the Hospital at Night team and ward staff out of hours, to ensure the safe and effective use of resources to provide quality patient care. Working autonomously, but with support and liaison with operational managers and off site managers the post holder will ensure the timely action and communication of all site issues ensuring services are maintained.

### Organisational Position:



## **1. Leadership and Communication**

- 1.1 To be responsible and accountable for the operational management of the hospital sites out of hours, acting as a co-ordinator of services and working closely with clinical and managerial staff.
- 1.2 Assist the clinical areas with ensuring that maximum use of beds is maintained by utilising agreed operational strategies.
- 1.3 Act as operational management support to all staff on site out of hours on behalf of line managers.
- 1.4 To maintain collaborative working relationships and effective communications between all members of the multidisciplinary team, resolving conflict and working with teams to ensure a high standard of co-ordinated patient care.
- 1.5 Take timely appropriate actions in relation to complaints, accidents and untoward incidents involving patients, staff and visitors, liaising with individual Directorates, Clinical and Non Clinical Managers on incidents within their areas and compiling statements accordingly.
- 1.6 Ensure that there is effective use of available resources, reporting areas of difficulty / concern to Directorate Managers and/or Nurse Managers and/or relevant ward managers.
- 1.7 To be a point of contact by ensuring that they are a visible, accessible and assertive figure to whom patients, relatives and staff can turn for assistance, advice and support.
- 1.8 To establish and maintain positive links with external agencies in particular care coordination centre (CCC), police, coroner, media, social services, and community nursing and domiciliary therapy services.
- 1.9 Act as Incident Control Officer during fire calls, leading and instructing staff through the Fire Policy.
- 1.10 On behalf of the Trust comply with Mental Health Act and facilitate in the care of mental health patients by receiving section papers under the Mental Health Act and process them accordingly.
- 1.11 To participate in the Major Incident procedure as set down in the local policy.
- 1.12 To ensure compliance with agreed policies and procedures.

## **2. Co-ordination and management of patient flow**

- 2.1 Be accountable for the overall co-ordination of patient flow within the hospital sites out of hours in accordance with the operational policy for the management of emergency and elective patient flow ensuring patients requiring hospital admission are placed in the most appropriate bed for their requirement.
- 2.2 Act as liaison with other clinical hospital personnel to maximise bed use and facilitate the admission of emergency and elective patients.
- 2.3 To take responsibility in ensuring staff maintain and update PAS/SEMA to support patient care
- 2.4 To understand and be able to use the Vital Pac system and the EWS scoring system to prioritise the movement of patients according to clinical need, and maintain the clinical safety of patient flow.

- 2.5 Collect and audit data related to bed availability and usage and update the appropriate personnel.
- 2.6 To take ownership and accountability for the four hour access target and advise management of potential breeches to A&E targets in a timely manner.
- 2.7 To ensure that the escalation policy is adhered to.
- 2.8 Liaise closely with the clinical staff ensuring accurate information is available which ensures timely bed allocation.
- 2.9 Maintain regular dialogue with the PRH/ RSH duty/off site managers to ensure maximum usage of beds is maintained.
- 2.10 Work at either site as required.

### **3. Discharge coordination**

- 3.1 Identify and work closely with the discharge liaison team and ward coordinators to facilitate the discharge process and maximise the use of the discharge lounge when available.
- 3.2 Work with ward staff to improve the speed, safety and effectiveness of discharges.
- 3.3 Identify problems within hospital processes that lead to delays in discharge, and Notify the discharge liaison team and/or appropriate nurse manager.
- 3.4 Employ problem solving skills and liaises with other agencies to expedite problematical discharges from hospital.
- 3.5 Undertake allocated projects and audit, in conjunction with the Emergency Care Directorate.

### **4. Clinical / Professional**

- 4.1 To ensure that all personal mandatory training requirements are kept up to date. To maintain current awareness of all relevant trust policies especially those relating to the transfer of patients, local and national targets and pathways of care. Ensure that acquiring competencies and skills for role/self development are undertaken in a timely and appropriate manner.
- 4.2 Support the Hospital at Night project, assisting in coordinating and reviewing the service with management and appropriate personnel.
- 4.3 To be a competent practitioner, with the required skills to be able to practice in the role. The postholder will act as a resource and advisor to staff working within the limitations of their professional capacity.
- 4.4 To provide managerial support and professional advice to the nursing and junior medical staff. Acting as an advisor, role model for staff in the absence of the Ward Manager, Senior Sister/Charge Nurse. Offering assistance and support where possible.
- 4.5 Support the meeting of pathways and targets treatment through understanding and ensuring requisition of tests within set clinical pathways.
- 4.6 Provide clinical support and professional advice to the nursing staff and junior medical staff.

4.7 Be familiar with the Mental Health Act and responsibilities relating to restraining orders appropriate within the general acute setting.

4.8 To share awareness and highlight issues that pertain to the Protection Of Vulnerable Adults and Deprivation Of Liberty Safeguard regulations.

4.9 To act as a member of the Trusts Resuscitation Team, Trauma Team in the absence of an appropriately qualified Nurse Practitioner in Hospital at Night or the Outreach service.

## **5 Human Resources**

5.1 To ensure that all local and national HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately.

## **6 Professional Conduct**

6.1 To conduct oneself in a manner perceived by others as constructive. Ensure that any issues with other staff members or members of the public are addressed at appropriately and documented accordingly.

6.2 To adhere to all local, national and professional guidelines in relation to conduct. To take the lead in ensuring that local incidents, complaints and issues are dealt with in accordance with Trust policy.

6.3 To adhere at all times to uniform policy

6.4 To ensure that sickness is reported and recorded according to Trust policy for both the CSM and Hospital at Night team and any direct line reports.

6.5 To ensure that documentation of site reports, breeches and staffing issues are in accordance with agreed protocols and to a professional standard that does not use colloquial language and accurately reflects performance.

6.6 Responsibility for reviewing and maintaining service provision in event of gaps in service provision due to sickness or other events.

6.7 To act as line manager and undertake all pertinent tasks for the Hospital at Night administrative workers, ensuring clear direction and support in a proactive framework.

6.8 To work as part of a team in service delivery and in reviewing standards, policies and guidelines required to meet service provision.

## **Health & Safety**

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## **Infection Prevention and Control**

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

## Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## **Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## **Continuous Improvement**

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

The above job description is a summary of the main responsibilities of the postholder, and not an exhaustive list of duties to be undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to discussion between yourself and your manager and be within your level of competence.

I confirm that I have read and understood this job description and that it is a true reflection of my duties. I have been given an opportunity to discuss the contents and implications with my manager and undertake to maintain existing skills and to consolidate these with further training to comply with all areas of my post.

<b>Manager</b>	<b>Post Holder</b>
<b>Signature</b>	<b>Signature</b>
<b>Date</b>	<b>Date</b>