

Recruitment Information Pack



About KCHFT

We provide wide-ranging NHS care for people in the community, in a range of settings including people's own homes; nursing homes; health clinics; community hospitals; minor injury units and in mobile units.

We are one of the largest providers in England, serving a population of Kent and 600,000 in East Sussex and London. 5,000 staff, including doctors, community dietitians and many other healthcare

We firmly believe our trust belongs to our we care for and the people who work here. valued asset and the best resource we have required of us. They shoulder enormous of patients and their working life must reflect trusted, have compassionate leadership and their contribution.



NHS community health about 1.4 million across We employ more than nurses, physiotherapists, professionals.

people – both the people Our people are our most to deliver all that is responsibility for the lives this; they should be be duly recognised for

Our values

KCHFT colleagues are expected to be kind and responsive, professional and informative and to contribute to the quality of our services by demonstrating our 'CARE' values:



Compassionate

This is about putting our patients and service users at the heart of everything we do so that the way we deliver our services empowers them, meets their expectations and caters for their needs. It is characterised by having a positive attitude, being kind and polite, understanding diversity and demonstrating respect, patience and tolerance. It is equally about making staff feel truly valued so they feel cared for and are engaged with our vision and values and display these values to each other, whatever their role in the trust.



Aspirational

This is about empowering and being aspirational for ourselves and our patients and service users. It is seeking and supporting continuous improvement, a focus on research, generating ideas and innovations and being adaptable to change. Sharing information, resources and ideas to deliver excellent outcomes. It is characterised by openness, transparency, and thinking creatively.



Responsive

This is about listening and acting and is characterised by effective relationships, communicating clearly, doing what we say we will when we say we will, asking and taking account of opinions, planning with patients and service users and working across organisational boundaries. It is about working with and being responsive to our commissioners and stakeholders and designing services with them. It is also about effective working relationships within teams and across internal boundaries to deliver outcomes that improve our patients' experience. It is equally about applying these principles every day, working with staff so they feel valued and empowered.



Excellent

This is about striving to deliver the best care we can. It is about providing high quality services and wanting the best for our patients. It is also about leading by example and supporting and growing a culture of excellence in our teams. It is characterised by challenging complacency, tackling inappropriate and challenging behaviour and striving for continuous improvement.

Frequent Service User Nurse Job Description

AFC Banding:	Band 6	Base:	Coxheath
Hours:	27 hours	Contract Type:	Permanent
Responsible to:		Locality/Directorate:	Adult Clinical Services

Role overview

To identify the unmet medical, psychological and social needs of patients which have led them to access urgent care services frequently. These needs will be addressed in a number of different ways including actively listening to the patient's concerns, without judgement or sanction, de-escalating evolving crises of psychological or physical health and acting as a liaison between the patient and services within the community, to reduce the risk of crises developing.

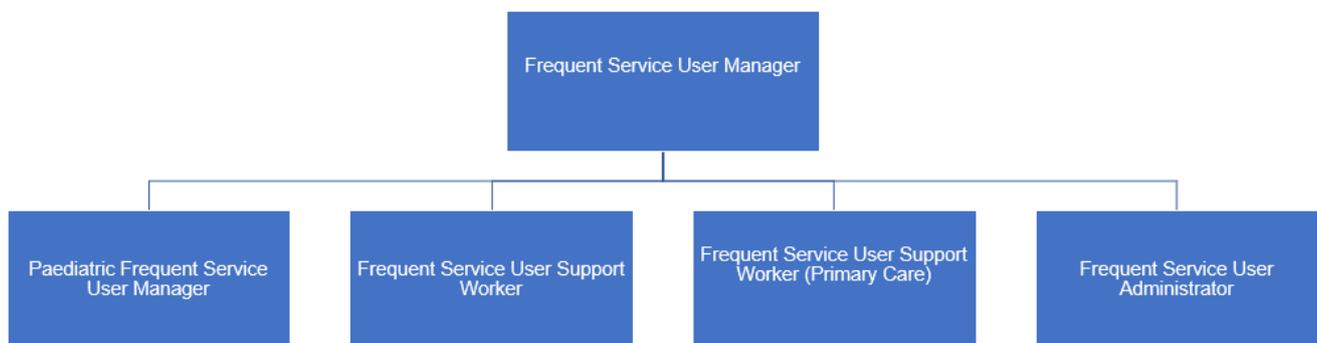
Service overview

The Frequent Service Users Service provides holistic advice and support to patients who frequently use the urgent care system in West Kent. This service has acted as a catalyst for joint and new ways of working across West Kent which needs to progress and develop to ensure continued successful service outcomes

Key working relationships

(
Internal: Patients, families, carers, health professionals, management team
External: Visitors, general public, outside agencies, other hospitals or NHS organisations

Organisational chart



Job Summary

DIMENSIONS

- To work as an autonomous practitioner with a caseload of complex patients who will be identified as frequent users of the urgent care system in the West Kent CCG area, including ambulance services, out-of-hours GP and 111 as well as A&E attendances and emergency admissions, under the supervision of the Frequent Service User Manager.
- • To work with commissioning/provider colleagues to develop innovative approaches to addressing the needs of frequent service users.
- • To address unmet patient needs and provide support, in order to help patients to reduce their reliance on urgent and emergency care services. This is not restricted to supporting patient's physical health needs – the post holder will use a holistic approach to address the patient's needs, which may include physical health, psychological, emotional and social needs.
- • To advocate for the patient in multidisciplinary meetings where appropriate, when accessing other healthcare services, and sign post/ refer to relevant services. This may include giving support to access a wide range of services, including statutory and third sector organisations.
- [To work across West Kent linking with both the Under 18's and adult arms of the service to support whole families.](#)

SPECIFIC KEY RESULT AREAS

Clinical Leadership and Team Co-ordination

- Management of the team in the absence of the ~~Matron~~, [service lead](#) ensuring patients initial assessments are carried out within 24-hrs as a minimum standard.
- To ensure and monitor and take the lead in working closely with all team members of the multi-professional team, intermediate care services, nurse specialists, specialist community teams and Social Services.
- To ensure close working with all members working in [secondary care and third sector organisations](#).~~West Kent Community Hospitals~~

Communication

- To take the lead and attend all multi-professional meetings in relation to planning patient care.
- To attend and facilitate meetings to ensure effective communication with patient's relatives and allied health professions, including case conferences, team meetings, unit meetings and any other considered appropriate by the Matron

Personal and People Development

- ~~Manage and~~ Support the staff within the team on a daily basis.
- ~~Management of junior staff within the team, including responsibility for their individual development review.~~
- To support the ~~Matron~~ [service lead](#) in identifying best practice and identifying areas where improvements to practice is required.
- ~~Act as a mentor to students and support the Matron in monitoring and maintaining an effective learning environment.~~
- Maintain a high standard of clinical and professional competencies by keeping up-to-date with nursing and health care trends and developments by reading clinical/professional literature and research, undertaking mandatory and professional study days/courses.

Quality

- Participate and lead where required in the education of qualified and unqualified staff in gaining rehabilitation knowledge and experience, including the maintenance of fundamental nursing skills.
- Monitor and ensure that records are kept up-to-date and evaluated, including the safeguard of patient's confidentiality by being aware of legal ethical responsibilities. Ensure adherence to Trust Clinical Governance requirements, NICE guidelines and Professional Codes of conduct.

Working Conditions

Physical Effort

- There will be a requirement for a combination of sitting, standing, bending, stooping and walking

	<ul style="list-style-type: none"> • There may be some requirement for physical effort in relation to patient care, in regards to frequent use of aids to support moving people. • Occasional short periods of computer use.
Mental Effort	<ul style="list-style-type: none"> • Predictable work pattern, necessitating an ability to adapt to a changing workload in the course of a day. • Periods of concentration are required on a daily basis, especially when undertaking assessments.
Emotional Effort	<ul style="list-style-type: none"> • Regular requirement to deal with emotional or distressing situations, including working with terminally ill patients and dealing with difficult family situations.
Freedom to Act	<ul style="list-style-type: none"> • Resolving routine enquires or where appropriate, using initiative to follow procedures to make judgements on the most relevant referral point for requests made via phone, email, letter or face-to-face, from patients, visitors, staff and others.
Working Conditions	<ul style="list-style-type: none"> • Occasional exposure to bodily fluids, smells, noise and violent or aggressive behaviour via telephone calls or face to face contact. • Required to use a computer periodically throughout the day

This is an outline job description designed to summarise the key responsibilities of the role and is not intended to cover every task that may be required. The post holder will be expected to be flexible to respond to change and organisational need.

Job description agreement	
Job holder's name:	
Job holder's signature:	
Date:	
Line managers name and title:	
Line managers signature:	
Date:	

Person Specification		
	Essential	Desirable
Qualifications	Registered health care professional (NMC or HCPC registration) / minimum of 3 years of experience in health improvement environment Health related degree and evidence of relevant post graduate development at Level 6 Evidence of Specialist qualifications relevant to area of practice	PRINCE 2 or equivalent project management training PTLLS/DTLLS, PGCE or Certificate in Education Management or supervisory qualification or experience of study Working towards Master level study Experience of working with both adults and children and young people
Experience	Minimum of 5 years' experience in area of practice working with patients with complex needs Practical experience in managing health related projects/complex caseloads Supporting others (mentor / educator / supervisor) experience	Experience of leading and managing teams Experience with the use of Microsoft Office and RIO
Knowledge	Understanding of National Service Frameworks and NICE guidance to relevant to care setting and its application across health care services Evidence of continued relevant professional development and implementation in practice within the last 12 months	A background in drug or alcohol misuse or mental health Experience of motivational interviewing

Skills & abilities	<p>Understanding of training needs in relation to post</p> <p>Ability to manage time effectively, priorities and work under pressure to meet deadlines</p> <p>Ability to work effectively with a variety of people at all organisational levels across different sectors including areas of social deprivation</p> <p>Ability to communicate complex, sensitive information to individuals and groups</p> <p>Strong influencing and negotiating skills</p>	
Personal attributes	<p>Ability to motivate and organise others to ensure best practice.</p> <p>Ability to manage and lead change</p> <p>Ability to work under pressure</p> <p>Flexible and adaptable</p>	
Ability to manage	<p>Able to support the implementation of local and national agendas for health under the guidance of the senior Practitioner</p> <p>Ability to prioritise care delivery in a professional manner, taking into account Trust policies and procedures.</p> <p>Ability to manage own time effectively.</p>	
Additional requirements		Experience of using a variety of IT packages (E-Pay / E-roster/ TAPS/ Rio)

Additional Information

Standards of Business conduct	<p>The post-holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, relatives and suppliers.</p> <p>All Trust staff may be involved directly or indirectly with people who are receiving a health service. Therefore, the Trust is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.</p> <p>It should also be stated here if the post holder is expected to adhere to any professional guidelines or codes of conduct, for example the Nursing and Midwifery Council Code of Professional conduct.</p>
Risk Management	<p>The post-holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.</p>
Governance Standards	<p>Comply with the relevant governance standards applicable to the Trust as communicated to the post-holder from time to time.</p>

Data Protection	To comply with Trust Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of patient information.
Confidentiality	Trust employees are required to ensure that information about patients and staff is safeguarded to maintain confidentiality and is kept securely in accordance with General Data Protection Regulations (GDPR), Data Protection Act 2018 (DPA18), the Caldicott Principles 1998 and the National Data Guardian Data Security Standards. The trust's Data Security and Protection policy and the Cyber, Network and Information Systems policy provide guidance on how this can be achieved.
Child/Adult Safeguarding	All staff must be familiar with and adhere to Trust child/adult safeguarding procedures and guidelines, in conjunction with Kent Safeguarding Children/Vulnerable Adults Board procedures and supporting policies/guidelines. All staff are required to attend child/adult safeguarding basic awareness training and additional training regarding child /adult safeguarding, commensurate to their position and role.
Records Management	To maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration.
Freedom of Information	To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures.
Security	To comply with Trust policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.
Infection Control	The post holder will ensure compliance with the Trust's Infection Prevention and Control policies and procedures and the Health Act 2006, ensuring that the risk of healthcare associated infection to service users and staff is minimised.
Freedom to Speak Up (Whistleblowing)	The post holder has responsibility for patient and staff welfare and should raise any concerns relating to a breach of NHS policies and procedures with their manager or refer to the Freedom to Speak Up Policy for alternative options.
Environmental Impact	The post holder will ensure compliance with the Trust's environmental management policies and procedures. These describe the Trust's commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards.
Performance review	<p>This Job Description will be used as a basis for individual performance review between the post holder and the manager.</p> <p>The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service. The post holder will need to take due account, in the way they achieve the key result areas, of Trust policies and procedures.</p>

Equality and Diversity

The Trust aims to maintain the goodwill and confidence of its own staff, service and users and the general public. To assist in achieving the objective it is essential that at all times employees carry out their duties in a courteous and sympathetic manner. The post holder will carry out their duties in accordance with the Trust's Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.