

JOB DESCRIPTION

1.

CARE TEAM LEADER (Swindon and Wiltshire)

Post:	CARE TEAM LEADER
Band:	Band 6 Children's Nurse
Division:	Women's & Children's
Department:	Jessie May (independent charitable organisation providing palliative nursing care service). Employment will be via UHBristol NHS Trust.
Location:	This post will be based at Jessie May's Office in Swindon, but will also need to travel to the Bristol office for training and meetings
Responsible to:	Head of Care Jessie May
Responsible for:	Caseload Management of the Swindon and Wiltshire. and participate and contribute in the service development across the areas that Jessie May covers - Bristol, South Gloucestershire, North Somerset, BANES, Line Management of a team of Jessie May Nurses and Nursery Nurses.

Job purpose

The post holder will take delegated responsibility for leading and co-ordinating the day-to-day work of a small Care Team to deliver our Community Based Palliative Nursing Care Service to families caring for children and young people with terminal and life limiting illnesses across Swindon and Wiltshire.

The post holder will provide skilled holistic nursing care and advice to children and young people on the caseload who have complex medical needs and their families, and will be responsible for the planning, implementation and the evaluation of individualised care.

The post holder will be skilled in communicating, establishing and maintaining good relationships with the children and families on the caseload, staff and work effectively with primary healthcare teams / healthcare trusts, social services, education and other disciplines.

Main duties and responsibilities

1. Managerial Responsibilities

- 1.1. Lead and co-ordinate the day-to-day provision of care to the children and their families on the caseload.
- 1.2. Provide support and supervision to staff and students in the Jessie May Care Team.
- 1.3. Represent Jessie May at meetings and fundraising events as appropriate.
- 1.4. Ensure that Health and Safety requirements are met and all accidents and incidents are reported and investigated in accordance to UHBristol and Jessie May policy.
- 1.5. Ensure that correct procedures are followed in accordance with UHBristol and Jessie May Policies and Guidelines.
- 1.6. Maintain an up-to-date knowledge of developments in children's palliative care and keep staff informed.
- 1.7. Maintain an up-to-date knowledge of UHBristol policies and Jessie May guidelines that relate to the work of Jessie May and ensure that these are adhered to in the work with children and families on the caseload.
- 1.8. Assist the Head of Care in promoting the economic, efficient and equitable use of resources.
- 1.9. Assist the Head of Care to improve services and the quality of care to children and families. This will include initiating and implementing agreed changes.
- 1.10. Assist the Head of Care with preparation of reports for Clinical Governance.
- 1.11. Act up for the Head of Care in her absence as required.
- 1.12. Provide cover for the Care Team Leaders in their absence as required.
- 1.13. Lead on the line management of the Jessie May Nurses within the designated team.
- 1.14. Participant with recruitment process.
- 1.15. Participant in the out of hours on call for the Jessie May Nurses who are providing respite and End of Life care to children and their families known to

Jessie May, dealing with advise on clinical matters following local procedures and policies.

- 1.16. Ensure that Health and Safety requirements are met and that risks to staff and children are assessed and action taken to minimise these.
- 1.17. To work in partnership with Bristol Children's Hospital, and other acute and community services and other professionals providing children's palliative care services to develop a seamless service for children and families within Swindon and Wiltshire.

2. Clinical Responsibilities

- 2.1. To deliver a high standard of individualised holistic care and support to children and their families, promoting empowerment, advocacy and partnership.
- 2.2. Communicate effectively with all members of the primary healthcare team and any other agencies involved in the care.
- 2.3. Recognise the need for specialised bereavement support, especially around the Wishes documents and funeral planning. Maintain communication with the Care Team to ensure the family receives all appropriate support as needed.
- 2.4. To act as a representative of Jessie May and participate in multi-disciplinary/ inter-agency meetings.
- 2.5. Promote evidenced based practice which is of benefit to patient care, in accordance with clinical governance guidelines.
- 2.6. Participate in standard setting and service evaluation.
- 2.7. Undertake all appropriate aspects of nursing care required within the home base setting (including advanced clinical skills having gained the appropriate training and instruction).

3. Professional Responsibilities

- 3.1. Maintain personal NMC Registration being professionally accountable recognising own limitations of work and practice within the NMC Code of Professional Conduct.
- 3.2. Take personal responsibility for attending Essential Training required by UHBristol and Jessie May.
- 3.3. Take personal responsibility for keeping up-to-date with clinical professional developments.

- 3.4. Support the aims and objectives of Jessie May at all times, working effectively within the team.

4. Educational Responsibilities

- 4.1. Take personal responsibility for your own professional development.
- 4.2. Participate in the recruitment and orientation of new staff.
- 4.3. Be a mentor for staff and students, pre-reg and post-reg.
- 4.4. Assist in the provision of a supportive learning environment and contribute to training as appropriate.

5. Research

- 5.1. Ensure that your own practice is evidenced/research based.
- 5.2. Participate in nursing research and projects as appropriate.
- 5.3. Keep up- to-date with relevant research and development.

General Information:

The Trust's Values

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

- Respecting Everyone
- Embracing Change
- Recognising Success
- Working Together

The Trust expects all staff to work in ways which reflect these values and behaviours at all times as follows:

Respecting Everyone

- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible

- We are always helpful and polite
- We have a can do attitude in everything we do

Embracing Change

- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do

Recognising Success

- We say thank you and recognise everyone's contribution
- We take pride in delivering the best quality in everything we do
- We share and learn from each other
- We encourage new ideas that help us to be the best we can

Working Together

- We work together to achieve what is best for our patients
- We support each other across the whole Trust
- We listen to everyone
- We work in partnership

In line with the NHS Constitution, all healthcare providers, registered medical practitioners, nurses and other registered health professionals have a duty of openness, honesty and transparency (candour).

Transforming Care

Transforming Care challenges everyone at University Hospitals Bristol to play their part in supporting quality changes and improvements in their work place, building efficient care systems critical for our patients and their families, both today and in the future.

The Trust's mission is to deliver clinical services, teaching and research of the highest quality. Our vision is to provide first class technical care, with humanity, compassion and sensitivity to the needs of each patient.

*Delivering best care, Improving patient flow, Delivering best value,
Renewing our hospitals, Building capability, Leading in partnership.*

These are the core elements essential to Transforming Care. Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation.

Equal Opportunities

The Trust is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory
- Does not cause offence
- To challenge the inappropriate behaviours of others
- Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Everyone has a responsibility for contributing to the reduction of infections.

University Hospitals NHS Foundation Trust is 'Smoke Free'. Smoking or tobacco is not permitted on any of our hospitals sites.

Safeguarding Children and Vulnerable Adults

University Hospitals Bristol is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness.

Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving

for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 1998.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System
- Maintain the confidentiality of their password / username and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Workplace Health and Wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

Job Description completed/reviewed by: Debbie Kesby

Managers name: Debbie Kesby, Head of Care Jessie May.

Date: 26th June 2018

All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review.

The NHS Knowledge and Skills Framework (the NHS KSF) defines and describes the knowledge and skills which NHS staff need to apply in their work in order to deliver quality services. It provides a consistent, comprehensive and explicit framework on which to base

review and development for all staff. Closely aligned with this job description is a KSF profile supporting the effective learning and development of the post holder in a variety of ways.

PERSON SPECIFICATION

BAND 6 CHILDREN'S NURSE – TEAM LEADER FOR CASELOAD MANAGEMENT

Education and Qualifications		Essential	Desirable	To be evidenced by*
Q1	RSCN\RN (Child)	✓		A,I
Q2	Educated to Diploma or Degree level or working towards this	✓		A,I
Q3	Community Children's Nursing qualification	✓		A,I
Q4	Children's Palliative Care qualification		✓	A,I
Q5	Leadership or Management qualification		✓	A,I
Knowledge and Experience		Essential	Desirable	To be evidenced by*
E1	Experience of managing a team	✓		A,I
E2	Experience of taking the lead in supporting staff within their role	✓		A,I
E3	Experience of needs assessment\care planning of complex needs	✓		A,I
E4	Experience of working in the community	✓		A,I
E5	Experience of managing a caseload	✓		A,I
E6	Experience of developing and promoting a service to a new geographical area		✓	A,I

Skills and Abilities		Essential	Desirable	To be evidenced by*
S1	Ability to organise and prioritise own\team's workload	✓		A,I
S2	Ability to manage\mentor staff and students as required	✓		A,I
S3	Excellent clinical skills	✓		A,I
S4	Up-to-date knowledge of evidence based practice	✓		A,I
S5	Good communication & interpersonal skills	✓		A,I
S6	Knowledge of Child Protection policies	✓		A,I
S7	Knowledge of The Children's Act	✓		A,I
S8	Committed, enthusiastic and motivated	✓		A,I
S9	Good time-keeping	✓		A,I
S10	Able to work flexibly – teatimes, evenings, days, weekends according to service needs	✓		A,I
S11	Mobile in and around the Swindon and North Wiltshire area. Also able to travel to UHBristol locations and the Jessie May Office in Kingswood Bristol for training, as well as the Bristol, North Somerset, South Gloucestershire and B&NES geographical areas for induction period of a minimum of 3 months	✓		A,I
S12	Able to maintain confidentiality	✓		A,I
S13	Awareness of professional accountability	✓		A,I
S14	Evidence of recent professional development		✓	A,I

Behaviours and Values	Essential	Desirable	To be Evidenced by*
B1 – Respecting Everyone	✓		I
B2 – Embracing Change	✓		I
B3 – Recognising Success	✓		I
B4 – Working Together	✓		I

Public Sector Language Competency

Be able to speak fluent English to an appropriate standard.

✓

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- * **A = Application Form**
- I = Interview**
- P = Presentation**
- T = Test**