Central London Community Healthcare NHS Trust (CLCH) is the community services provider in Barnet, Hammersmith and Fulham, Kensington and Chelsea, and Westminster

Job Description

Job Title: District Nursing Team Leader
Band: 7
Responsible to: Service Manager (Community Nursing)
Accountable to: Senior Manager (Community Nursing)

Job Purpose

- To lead and manage a community nursing team, taking overall responsibility for the assessment, management and evaluation of evidence based nursing care to patients in a variety of community settings,
- Responsible for the day-to-day management of the team.
- To promote effective teamwork within the wider Primary Health Care Team, delegating activities appropriately, to the benefit of the patient and service delivery.
- To monitor the quality of care provision and to identify and promote areas for service development.
- To be responsible for the performance of the team, and individuals within it.
- To support the Service Manager and clinical lead in delivering high quality care that delivers best value, and meets the requirements of commissioners.
- To work in partnership with key stakeholders to ensure high quality, integrated and seamless care is delivered.
- To act as a key point of contact for GPs and other general practice staff.

Key Responsibilities

Clinical

- To provide skilled, effective and evidence based nursing care to patients with complex care needs, in a variety of community settings.

- To act as an autonomous nurse taking ongoing responsibility for the assessment, planning, evaluation and implementation of nursing care to individuals, groups of patients and their families on the district nursing caseload, delegating activities as appropriate.

- To undertake comprehensive assessment of the physical, psychological and social care needs of patients using the Single Assessment Process. To include the needs of carers

- To take overall responsibility for coordinating complex health funded packages of care.
- To act as the patient’s advocate and to facilitate the patient’s own choices with regard to nursing care, promoting independence and self-care as appropriate.

- To work in a collaborative manner with Primary Care staff, Acute services, Social Services and other agencies to ensure a seamless delivery of care.

- To provide information and support to patients, relatives and other carers that promotes and optimises positive health
- To undertake health promotion and disease prevention activities such as flu immunisation, advice on stopping smoking, dietary advice and foot health.

- To have knowledge of, and be able to effectively use local services and resources to promote patient care.

- To ensure the safe handling of body fluids and contaminated sharps.

- To provide care and attention to the needs of vulnerable adults including risk assessment and taking appropriate action as required.

- To support patients and their carers with managing their medicines and undertaking medicine management reviews as required.

- To provide care to people with long term, chronic health conditions undertaking reviews in accordance with the individual care plan. Adopting a case management approach working in collaboration with community matrons and clinical nurse specialists.

- To undertake nutritional assessments and advice and support patients with their nutritional needs. For example PEG feeds.

- To undertake nurse prescribing and to ensure that all duties in relation to medicines management meet required professional and Trust standards.

- To provide specialist nursing skills such as leg ulcer assessment and management, syringe driver set up, intravenous drug administration, continence assessment and palliative care.

- To have an innovative approach to practice in response to changing service needs and priorities. Acting as a change agent and facilitating the change process.

Operational Management and Leadership

- To lead others from a base of clinical credibility in order to model and support improved practice, integrity and partnerships.

- To provide supportive and facilitative leadership to the team and colleagues.

- Manage the day-to-day, on-going delivery and development of the service within remit ensuring delivery of a service that is responsive, high quality, value for money and meets contractual obligations.
• Responsible for service delivery with the available resources, and monitoring of performance against, set targets (activity, finance, outcomes, utilisation)

• Maintain own accurate records and statistical returns and develop, maintain and monitor the effective and timely record keeping processes used by all team members including the accurate entering of data onto the Trust’s clinical systems within required time frames and ensuring that qualitative information is collected in the designated format.

• Analyse performance data highlighting areas of variance and develop action plans to address and improve performance. Implement and monitor action plans.

• Develop a working environment and culture that actively improves health, safety and security.

• Report, investigate, review and monitor complaints and clinical incidents and undertake clinical audit in conjunction with Service Manager, Clinical and Professional Leads and the Clinical Governance team and work collaboratively to develop strategies around prevention of future occurrences.

• Ensure the formal dissemination of learning in order to inform policy and practice

• Take responsibility for ensuring that patient experiences of the services are positive.

• Work with clinical, pathway and professional leads to develop and re-design care pathways with other partners and to implement best practice and ensure maximum utilisation of available resources

• Create a constructive environment in which to work effectively with commissioners and partners.

Financial & Resource Management

• Responsible for budgetary management taking responsibility for the management of staff and income and expenditure budgets within designated control levels, and for the achievement of financial balance at year end and ensuring that monthly positions are reported and actioned appropriately.

• Authorise expenditure in accordance with agreed policies and standing financial instructions and ensuring value for money.

• Ensure that the team within remit delivers in line with commissioned activity and planned income.

• Ensure the effective and efficient use of resources available including taking responsibility for the care and safe keeping of equipment issued for personal, team and/or patient use and report any defect or loss.

• Ensure adherence to procurement processes and stock management within team.
• Promote efficiency, demonstrate cost-effectiveness, and embed a culture of value for money and return on investment within the team.

• Ensure compliance of all team members with the Trust’s Standing Financial Instructions.

Human Resources Management

• Line manage all team members (both clinical and administrative) *(including hosted services where relevant – delete as appropriate)* in accordance with HR policies and procedures ensuring that good practice in recruitment, appraisal, performance management and other policies areas is maintained.

• Monitor and manage levels and standards of performance, staff conduct, standards of behaviour and staff absenteeism as appropriate ensuring the matters are dealt with effectively and in line with Trust policy and procedure.

• Manage all aspects of performance, development and training of staff in line with Trust policies, ensuring that systems are in place to ensure that all staff within remit have an annual appraisal and personal development plan and attend annual mandatory refresher training.

• Under guidance from the Service Manager, lead on recruitment and selection initiatives and the subsequent employment and induction of new staff.

• Work with Service Managers, Professional Leads and Clinical Leads to ensure efficient and effective use of the workforce and ensure that the structure and skill mix of the team reflects the activity demands and implement skill mix and staff deployment/changes as appropriate and review work allocation to meet the changing needs of patients within the financial budget.

• Ensure that all team members are offered clinical supervision and provide regular clinical supervision, mentorship and coaching to designated staff members.

• Work with the service manager, professional and clinical leads to ensure that staff are working to competencies which are regularly assessed and appropriate and in line with the Knowledge and Skills framework and are able to develop the necessary level of personal and professional capability to fulfil their roles.

• Ensure training and development needs of staff are identified and communicated to the Learning & Organisational Development and Clinical Education and Practice functions.

• Facilitate the learning placement for students on post-initial qualification/advanced learning programmes identifying appropriate mentors and practice educator support.

• Deliver both formal and informal teaching and/or training programmes and coordinate appropriate orientation programmes for all new team members.
• Communicate the Trust, Division, and Service objectives, future plans and current progress against plans to all team members and foster a sense of identity, common purpose and shared values in pursuit of goals and organisational objectives.

• Support staff engagement by encouraging team members to be involved in shaping and influencing service delivery and ensuring that the contributions and perspectives of all staff are heard, valued and influence management decision making.

• Enable effective communications within and between teams.

• Actively participate in team, locality, divisional and other relevant meetings, working groups and committees.

• Promote equal opportunities for staff in accordance with the Trust’s policies.
ADDITIONAL INFORMATION

Trust Vision, Values and Behaviours

The Trust has a clear strategic vision in place: to lead out-of-hospital community Healthcare. The post-holder is expected to have a good understanding of how this post contributes to the achievement of the Trust vision.

The Trust expects all staff to share the values which are important to the Trust and to behave in a way that reflects these values.

- We put quality at the heart of everything we do
- We value our relationships with others
- We deliver services we are proud of
- We make a positive difference in our communities

Our values and behaviours:

QUALITY:

We put quality at the heart of everything we do.
1. I take responsibility for the standard and outcomes of my work
2. I provide services which are safe, effective and deliver a good experience
3. I use best practice and feedback to innovate and constantly improve my service

RELATIONSHIPS:

We value our relationships with others.
1. I work collaboratively and in partnership
2. I am caring compassionate and kind
3. I support the development of skills talents and abilities

DELIVERY:

We deliver services we are proud of.
1. I treat people with courtesy dignity and respect
2. I work hard to achieve the aims of my service and the organisation
3. I make the best use of resources and provide value for money

COMMUNITY:

We make a positive difference in our communities.
1. I am visible accessible and approachable
2. I ensure people, partners and purchasers are actively engaged in planning service and care
3. I embrace difference, diversity and fairness

Professional Standards

All staff must comply with the Central London Community Healthcare (CLCH) NHS Trust Staff Code of Conduct and demonstrate the Trust’s Values and Behaviours. Senior Managers must also comply with the NHS Code of Conduct for Managers, based on the
Nolan principles of public accountability. All staff employed in recognised professions are required to ensure they work to the professional standards and/or Codes of Practice set out for their professional group. In addition staff are required to demonstrate the Customer Care Standards of the organisation.

**Equal Opportunities and Dignity at Work**

It is the aim of CLCH NHS Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference, or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job. To this end CLCH NHS Trust has an Equal Opportunities Policy and it is for each employee to contribute to its success. All staff should treat other staff, patients and the public with dignity and respect.

**Performance Appraisal and Development Review (PADR)**

All staff will actively participate in the annual Performance Appraisal and Development Review (PADR) process with their line manager. All staff should have SMART objectives and a personal/professional development plan. Objectives and personal development plans should be reviewed together on an ongoing basis through regular one to ones and/or supervision. In conjunction with their manager, all staff should actively identify and pursue agreed learning and development opportunities. All managers are required to carry out annual Performance Appraisal and Development Reviews with their direct reports and support their appraisee to achieve their objectives through ongoing management supervision and one to one meetings.

**Safeguarding**

CLCH NHS Trust is committed to safeguarding and protecting children and vulnerable adults. All health employees have responsibility for safeguarding and promoting the welfare of children and young people in accordance with "Working Together to Safeguard Children" HM Gov 2006. This applies to employees with both direct and indirect contact with children and families.

Employees who do not provide specific services for children and families or vulnerable adults require basic knowledge of their responsibilities to identify and refer concerns appropriately. All employees must undertake training in safeguarding children and vulnerable adults but will have different training needs to fulfil their responsibilities depending on their degree of contact with vulnerable groups and their level of responsibility.

**Confidentiality and Data Protection**

Employees will have access to confidential information and will be required to ensure that the highest level of confidentiality is maintained at all times, adhering to all policies relating to confidentiality.

Employees are required to obtain, process and/or use person identifiable information in a fair and lawful way. The use of such information is governed by the Data Protection Act 1998 (DPA) and includes both manual and electronic records. Staff are expected to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose, and to disclose data only to authorised persons or organisations as instructed, in accordance with the Data Protection Act 1998.
Access to Health Records
All staff who contribute to patients’ health records are expected to be familiar with, and adhere to CLCH’s NHS Trust Records Management Policy. Staff should be aware that patients’ records throughout CLCH NHS Trust will be the subject of regular audit. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998. All staff that have access to patients’ records have a responsibility to ensure that these are maintained and that confidentiality is protected in line with CLCH NHS Trust Policy.

Health and Safety
All staff are required to comply with the requirements of the Health and Safety at Work Act and other relevant health and safety legislation and CLCH NHS Trust Policies and Procedures. All staff are required to make positive efforts to promote their own personal safety and that of others by taking reasonable care at work, by carrying out requirements of the law or following recognised codes of practice and co-operating with safety measures provided or advised by CLCH NHS Trust to ensure safe working.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the appropriate Committee if resolution has not been satisfactorily achieved.

All staff must ensure that waste produced within CLCH NHS Trust is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

Infection Control
All staff are required to follow CLCH NHS Trust infection control policies and comply with all measures known to be effective in reducing infection risk. All staff must complete infection control training at induction, and all staff whose duties involve patient contact must also complete infection control refresher training annually.

No Smoking Policy
There is a no smoking policy in operation in CLCH NHS Trust. In accordance with this policy smoking is positively discouraged and is not permitted in any areas.

Engaging patients and the public
CLCH NHS Trust is committed to putting patients, their carers and the public at the heart of everything we do. Engaging People is everybody’s responsibility – regardless of the job that you do.
Everyone is responsible for encouraging people to be engaged in decisions about their care and treatment, through providing information and responding to concerns. All staff should seek people’s views about services, respond to feedback and actively involve people to find solutions to meet expectations, where possible. All staff should take part and promote Trust-wide activity, such as Patient Reported Experience Measures (PREMs) and promoting the recruitment of new Foundation Trust members. All staff should take a note of any feedback that you receive from patients and feed this back to your manager or through complaints and compliments procedures.
Job Description
The above list of duties is not intended to be exhaustive and you will be required to undertake any other duties commensurate with the grade and in line with the requirements of the post. The duties and responsibilities may be subject to change, which will be done in discussion with the postholder.

March 2012
## Person Specification

**JOB TITLE:** District Nurse Team Leader – Band 7

### Factors

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<thead>
<tr>
<th>Essential/Desirable</th>
<th>Criteria</th>
<th>Assessment*</th>
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<tbody>
<tr>
<td><strong>Education/Qualification</strong></td>
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<tr>
<td><strong>Essential</strong></td>
<td>• RGN / RN with current registration</td>
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<tr>
<td></td>
<td>• Post –registration qualification in district nursing or equivalent</td>
<td>AF/C</td>
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<td></td>
<td>• Evidence of continuing professional education and training at degree level</td>
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<td></td>
<td>• Qualification in team / service management or prepared to work towards.</td>
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<td></td>
<td>• Mentor or practice based learning training</td>
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<td></td>
<td>• Community or Independent Nurse Prescribing qualification or prepared to work towards</td>
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<td><strong>Desirable</strong></td>
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<td><strong>Experience</strong></td>
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<td><strong>Essential</strong></td>
<td>• Evidence of recent post-registration nursing experience in community nursing</td>
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<td>• Experience of negotiating and liaising within a multi-disciplinary team</td>
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<td>• Experience of working with people with complex needs</td>
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<td>• Experience of co-ordinating and managing a team</td>
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<td>• Experience of teaching others and mentoring students</td>
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<td>• Experience of evidence-based care</td>
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<td>• Experience of undertaking comprehensive health needs assessment and developing complex care plans</td>
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<td></td>
<td>• Experience of co-ordinating and delivering care for people with complex, long term conditions.</td>
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<td><strong>Desirable</strong></td>
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<td><strong>Skills and Knowledge</strong></td>
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<td><strong>Essential</strong></td>
<td>• Knowledge of principles of care for long term conditions, relevant NSFs and other national standards</td>
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<td>• Knowledge of NMC Code of Professional Conduct.</td>
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<td>• Knowledge of Personal Development Planning.</td>
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<td>• Knowledge of current health care policy and relevance to the delivery of healthcare services</td>
<td>AF/I</td>
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- Detailed knowledge of Primary Health Care and collaborative working with other care providers, e.g. social care and voluntary services
- Knowledge of the audit process
- Knowledge of evidence based practice
- Knowledge of clinical governance
- Knowledge of clinical supervision
- Knowledge of managing difficult situations and conflict resolution
- Knowledge of how equal opportunities can be implemented in practice
- Has a range of clinical skills and expertise relevant to the role
- Ability to work in a team
- Able to lead and motivate a team and implement change
- Able to work autonomously, planning and prioritising own workload and that of others
- Able to delegate work effectively and safely
- Effective negotiation skills
- Able to deal with conflict and manage appropriately
- Ability to assess a situation and act appropriately
- Ability to communicate effectively both verbally and in writing
- Able to identify learning and development needs and actively seek ways to meeting those needs
- Basic computer skills

* Assessment will take place with reference to the following AF - Application Form, I - Interview, P - Presentation, T-Test, C - Certificate
Terms & Conditions of Service

Post Title: District Nurse Team Leader
Base: Various
Band: Band 7
Contract Type: Permanent with 6 month probationary period.
Hours: 37.5
Salary: £36,552 to £46,374 pro rata per annum, inclusive of higher cost area supplement.
Pensions: You will automatically join the NHS Pension Scheme, but it is possible to opt out and make your own private pension arrangements.
Annual Leave: 27 days per year from 01 April to 31 March, increasing to 29 days after 5 years and 33 days after 10 years of service.

Sick Pay:
Continuous Employment Period | Period of Full Pay | Period of half pay
Up to 12 months | 1 month | 2 months
Over 1 year and up to 2 years | 2 months | 2 months
Over 2 years and up to 3 years | 4 months | 4 months
Over 3 years and up to 5 years | 5 months | 5 months
Over 5 years | 6 months | 6 months

Probation Period:
All posts in CLCH are subject to a 6 month probationary period, during which time you will be expected to demonstrate your suitability for the post.

Nationality:
This post is open to UK nationals, EU and certain non-EU citizens. Other nationals must be free from any restriction to reside or take up employment in the UK, in order to be considered for this post.

Notice Period:
12 weeks.

Method of Payment:
Monthly direct credit transfer into bank or building society.

No smoking policy:
The Trust has a no smoking policy.