

JOB DESCRIPTION

Job Title	Community Heart Failure Nurse Specialist
Division	Goodall
Team / Service	Heart Failure Team Camden
Pay Band	Band 7
Hours	37.5hrs per week
Terms and Conditions	In accordance with Agenda for Change
Location	St Pancras Hospital, South Wing, Camden, NW1 0PE
Reports to	Band 8a Team Lead
Manages	Band 6 Heart Failure Nurse/Health Care Assistants / Health Care Support Workers / Student nurses / Administrators
Liases with	Patients, carers, other members of the multi-disciplinary team, local adult social care services and relevant voluntary organisations

Job Summary:

As a Heart Failure Nurse Specialist you will understand the impact that heart failure can have on the quality of someone's life and the financial implications to the NHS. You will use your expertise to provide highly specialised clinical and pharmacological advice to support patients, GPs and other healthcare teams to:

- Identify new cases of undiagnosed heart failure and patients diagnosed with heart failure but not on optimal heart failure evidence based therapy
- Work collaboratively with other members of the team to treat and manage heart failure as effectively and compassionately as possible in the community.

In particular you will complete holistic assessments of heart failure patients with complex needs, interpret their clinical conditions and ensure they receive the most appropriate heart failure care.

All Band 7 nurses working for Central and North West London Foundation Trust are expected to be kind, responsive but professional, informative and contribute to the quality of the services we provide by:

- Keeping the people who use our services as safe as possible through the use of sound clinical skills and effective risk assessments
- Ensuring the best possible clinical outcomes by using up-to-date skills and adhering to evidence based policies and procedures
- Ensuring the people using our services have a good experience by respecting, empowering and working in partnership with people throughout the care planning process

We believe that the best health care is delivered by multi-disciplinary teams working well together and in partnership with other teams and services to provide seamless care. As a Band 7 nurse in the Heart Failure Team you will work as part of the team and you will contribute to its success by being an effective role model and supervising other staff i.e. nurses, healthcare assistants/support workers and students to ensure they are working to the standards that the people using our services deserve.

Values

Central and North West London NHS Trust expects all its employees to act in a way which shows you understand our core values and are willing to put them into practice with service users, their friends, family and carers and also other staff members.

As a Band 7 nurse we expect you to show COMPASSION, contribute to a caring and kind environment and recognise that what you do and say can make the lives of others better.

We expect you to RESPECT everyone and acknowledge and welcome people's differences rather than ignore them or see them as problematic.

We expect you to EMPOWER others and continually try to provide information, resources and support to help others make their own decisions and meet their own needs.

We expect you to work in PARTNERSHIP and behave in a way that shows that you recognise that commissioners and users of our services are the people who generate and pay for our work.

As a Band 7 nurse we expect you to role model these values and contribute to ensuring that they are embedded in the practice of the team.

Key Responsibilities

CNWL Foundation Trust is committed to providing safe, effective services and providing patients and their families with a positive experience.

Patient Safety

As a Heart Failure Nurse Specialist you will contribute to the provision of safe and reliable services by:

- Using your clinical expertise and risk assessment skills to keep the people using our services as safe as possible
- Safeguarding people by recognising and responding when an adult or child might be at risk from abuse but also recognising their own limits and asking for help and escalate concerns when necessary
- Escalating safety concerns and acting as effective advocates for those who use our services
- Being open and transparent about your own practice
- Supervising the work of others

- Reflecting on everyday practice to identify areas where improvements in safety or quality can be made
- Working with others to create a culture of continuous improvement
- Maintaining accurate, legible and comprehensive records
- Maintaining compliance with your mandatory training requirements.

The Nursing & Midwifery Council (NMC) plays an important role in safeguarding the public by regulating the work of nurses. All nurses, including Band 7 nurses, are expected to maintain their registration and revalidation with the NMC and adhere to the NMC Code of Conduct.

Clinical Outcomes

The Heart Failure team are expected to help meet the health needs of the population in Camden and as a Heart Failure Nurse Specialist you are expected to understand those health needs. As a Heart Failure Nurse Specialist you will often work with people who have complex needs. You will be expected to contribute to the effectiveness of the service by:

- Being a confident, autonomous practitioner who takes responsibility for the care you give to patients and seeks advice when necessary
- Adhering to Trust policies and procedures and working within your own scope of practice
- Providing highly specialised clinical advice to support patients, GPs and other healthcare teams
- Reducing the risk of deterioration of heart failure patients by reviewing management plans, participating in MDT meetings and engaging with GPs
- Assessing patients with complex needs in collaboration with other services or teams
- Working with patients and families in all stages of the care planning process including assessing risks and needs
- Acting as patient advocates in the multi-disciplinary team and overseeing the work of others to ensure that they are also responding to the needs of patients and providing clinically effective care
- Ensuring that you and other team members treat patients with respect and dignity and obtain consent as required and ensure adherence to the Mental Capacity Act
- Prescribing for patients (or work towards becoming a non medical prescriber)
- Take responsibility for overseeing the work of others in the team including less experienced nurses and staff without a professional qualification
- Contributing to creating and maintaining a high performing team by:
 - Contributing to the development of the Team by ensuring that policies and procedures are up to date and evidence based
 - Communicating well with all members of the team
 - Understanding your role in the team and how you will help the team achieve its objectives
 - Reflecting on your own practice regularly and encouraging the whole team to reflect on their practices in handovers and team meetings
 - Encouraging the team to learn from adverse events or respond to data analysis from audits or benchmarking exercises and implement sustainable initiatives which improve clinical outcomes

Patient Experience

Band 7 nurses contribute to the people using our services feeling respected and empowered to make decisions about their health and wellbeing by:

- Working in partnership with patients and their families and carers and empowering patients to understand their health and become confident partners in their health management
- Gaining consent and, as far as possible, involving people in all decision making
- Signposting patients and carers to the courses provided by the Recovery and Wellbeing College or services provided by the local authority or voluntary sector
- Reassuring people by being professional, responsive, knowledgeable and confident
- Demonstrating clinical leadership and challenging any poor behaviour to patients, families or other staff members and creating a positive, inclusive culture in which everyone is treated with kindness and respect and the Trust's values are embedded in all practice
- Responding to complaints or concerns effectively and quickly in line with the Trust policy

Supporting yourself and others

All services and teams in the Trust should be able to demonstrate that they are meeting the Care Quality Commission (CQC) standards of care. Band 7 staff are expected to be Clinical Leaders and play an active role in ensuring that the team understands the CQC standards and what individual team members do to help achieve those standards by:

- Taking a lead role in gathering and recording evidence which demonstrates that CQC and locally agreed standards are being met: assessing the performance of the whole team by using audit and benchmarking exercises and often contribute to the implementation of quality improvement initiatives
- Contributing to the performance management of teams and creating a positive culture in which the team can learn from mistakes and is enthusiastic to improve
- Deputising for the Team Lead and ensuring that there is no fall in performance in their absence. This may include managing the team and coordinating shifts.

Clinical Leadership

Engaged staff are more productive and as a Band 7 employee you will play a role in engaging other staff members in the Trust and the work we do by:

- Providing supervision and annual appraisals to individuals and giving constructive, regular feedback which helps those individuals reflect on their work, understand their objectives and the CQC standards and monitor their progress towards achieving them
- Participating constructively in your own supervision and annual appraisal processes
- Using continuing professional development funds to continue developing as a Heart Failure Nurse in order to possess relevant clinical specialism and undertake accredited leadership or management modules.

In addition you will act as a role model to other staff in the Team and provide emotional support to other Team members as they learn to manage working with people who may be in distress.

Service Specific Responsibilities

The service specific responsibilities attached to this Heart Failure Nurse Specialist post are explained in the Service Specific Section attached to this Job Description and the attached Person Specification.

The following responsibilities are applicable to all Band 7 nurses and most other staff members:

Professional registration

As a Band 7 nurse you are expected to maintain your registration with the NMC and comply with the NMC Code of Conduct. Your employment depends on you doing this and failure to remain registered or to comply with the NMC Code of Conduct may result in temporary downgrading, suspension from duty and/or disciplinary action that may result in the termination of your employment. You are required to advise the Trust if the NMC in any way limits or changes the terms of your registration. Throughout your employment with the Trust, if requested you are required to provide your manager with documentary evidence of your registration with the NMC.

Safeguarding

As a Band 7 nurse you have a duty to safeguard and promote the welfare of children and adults at risk of abuse. You should be aware of local safeguarding procedures and how to contact named professionals for advice and support as well as reporting any concerns. You will be supported with the supervision and training needed to recognise and act on welfare concerns and to respond to the needs of children and adults. You have a responsibility to ensure that you are up to date with the safeguarding training required for all staff.

Infection Control and Waste Disposal

Infection prevention and control is the responsibility of all staff. As an employee all duties must be carried out in accordance with the Trust hand hygiene and infection control policies and procedures. You must also ensure that waste produced within the 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.

Data Protection, Confidentiality and Access to Health Records

All information concerning patients/clients and other staff members must be treated as confidential and you must adhere to the policies related to this subject. As an employee of CNWL who contributes to patients' health records you are expected to be familiar with, and adhere to, the Trust's Care Records Policy and accompanying documentation. You are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act and you should be aware that patients' records throughout the Trust are subject to regular audit. You have a responsibility to ensure that patient records are maintained efficiently and that confidentiality is protected in line with the Trust's policies.

As a Band 7 nurse you are likely to have access to computerised data systems and you are required to obtain; process and/or use information held in these systems in a fair and lawful way. You must hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. Only disclose data only to authorised persons or organisations as instructed.

Promoting Equality and Diversity

CNWL Foundation Trust aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status. The Trust has a Valuing Diversity in the Workplace Policy and you are expected to adhere to the policy and support equality and value diversity by making sure that you do not discriminate, harass or bully colleagues, visitors or service users. You are also expected to make sure that you don't contribute to discrimination, harassment or bullying or condone discrimination, harassment or bullying by others. Everyone has a personal responsibility to promote and develop a culture that promotes equality and values diversity and as a Band 7 nurse you will manage and supervise others so have the additional managerial responsibility to ensure that the team you work in does not discriminate, harass or bully.

Health and Safety and Risk management

As an employee you must be aware of the responsibilities placed on you under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors. As a Band 7 nurse, like all staff members, you are accountable, through the terms and conditions of your employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required. All staff members have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff members receive appropriate training and a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Governance Committee and Risk and Assurance Committee. 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 Borough Director and the relevant governance committee.

No Smoking Policy

There is a smoke free policy in operation in the Trust and smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Staff Support

The Trust is committed to ensuring that you achieve a good work/life balance, have access to a wide range of support including flexible working options, childcare support and many training and development opportunities.

General Note

The duties and responsibilities outlined above are to be regarded as broad areas of responsibility and do not necessarily detail all the tasks which you may be required to perform. You may be expected to undertake other duties commensurate with your grade and experience. This job description may be subject to change after discussion with you. All duties and responsibilities must be carried out in accordance with statutory legislation, CNWL Standing Orders, Health and Safety regulations and the NMC Code of Practice.

This Job Description should be accompanied by a short Service specific addition and any expectations specific to this particular Band 7 nurse post will be clarified in the person specification.

Heart Failure Team (Camden) Specific Addition to the Band 7 Job Description

Description of the Service

The Heart Failure Team in Camden works as part of a diverse multi-disciplinary team in primary, secondary and tertiary care to design care plans that meet the needs of complex patients. The Heart Failure Team serves patients registered with a GP in the Camden borough. There are 33 GP surgeries in the borough of Camden. The Team aims to optimise health and wellbeing and prevent unscheduled hospital visits. As a Band 7 nurse in the team you will be a role model and clinical lead as well as using your expertise to work with patients with complex health needs and ensure that the Team collects the required evidence of efficiency and effectiveness required by the Commissioners. You will contribute to ensuring that the team has the right skills and experience to manage the caseload. You will also support the team lead to embed heart failure awareness and procedures across the Trust and participate in the development and review of local protocols. An integral part of the role is working closely with GP surgeries and supporting them to identify patients with undiagnosed heart failure and coordinate relevant tests to confirm diagnosis. This may involve regular register reviews and amendment of coding where necessary.

Position of this Band 7 Nursing post in the organisation

The Trust has a Chief Nursing Officer who sits on the Board: Maria O'Brien.
The Trust is divided into three divisions each with their own Divisional Director of Nursing.

Jameson Division

Divisional Director of Nursing: Kim Cox
Services sitting in Division A are:
Mental health Adult Services in Brent, Harrow, Kensington and Chelsea and Westminster.
Learning Disability Services.

Goodall Division

Divisional Director of Nursing: William Sakala
Services sitting in Goodall Division are:
Community Services in Camden and Hillingdon
Mental Health Services in Hillingdon including hosting the North West London IAPT Service
CAMHS
Eating Disorders
Rehabilitation

Diggory Division

Divisional Director of Nursing: James Smith
Mental Health and Community Services in Milton Keynes, Buckinghamshire, Surrey, West Sussex and a number of London boroughs
Addictions
Offender Care
Sexual Health

This Band 7 nurse post sits in Camden within Goodall Division as shown below:

