

## JOB DESCRIPTION

<b>Job Title:</b>	Community Case Manager Nurse
<b>Base:</b>	Adult Community Healthcare Team, Chalfont St Giles health centre.
<b>Agenda for Change banding:</b>	Band 6
<b>Hours of Work:</b>	As per advert
<b>Details of Special Conditions:</b>	24/7 working rota
<b>Managerial Accountability &amp; Professional Accountability:</b>	Accountable to the Locality Manager (Managerial) and Supervising Professional (Clinical)

### MAIN PURPOSE OF THE POST

To provide active case management programmes for patients with complex needs within the locality and to work with the locality manager to allocate appropriate workloads to the Adult Community Healthcare Team members and non-registered workforce.

The Case Manager will work with a range of professionals in order to ensure care is appropriate and delivered in a timely manner. The post holder will be able to demonstrate their professional skills and competence in leadership, care planning / co-ordination, medicines management, and care and treatment delivery.

### RESPONSIBILITIES

OUTSTANDING CARE

HEALTHY COMMUNITIES

AND A GREAT PLACE TO WORK

- The case management model will provide interventions tailored to meet the needs of the individual.
- To contribute to processes for proactively case finding patients who are very high intensity users of community and primary healthcare and / or are at high risk of unplanned admission to hospital.
- Assess the physical and psycho-social needs of the defined case load instigating therapeutic treatments and care delivery based on best available evidence.
- To improve health outcomes using specialist nursing skills and knowledge.
- To undertake referral management to develop and establish case management programmes for patients referred to the Adult Community Healthcare Teams.
- To manage a caseload of patients with long term conditions who would benefit from case management.
- To plan, co-ordinate and evaluate care programme delivery using the single assessment process, managing patient referrals to ensure patients are treated by the most appropriate member of the team / service.
- To develop protocols and procedures for clinical pathways.

- Assist in the development of case management protocols and guidelines within community nursing.
- Participate in weekend rotas /7 day working rotas as required.

### **Clinical Practice**

- Provide comprehensive specialist assessment, review and evaluation of the needs of patients and carers including those with highly complex presentations/multipathologies using analytical skills to formulate individual case management and treatment plans using specialist clinical reasoning skills.
- Ensure implementation of treatment plans and supervise staff delivering treatment to patients.
- The post holder will maintain clinical competency in their relevant clinical specialism, participate in professional policy making and the development of the case management model.
- Maintain and update patients record recording clinical activity electronically in accordance with Trust policy.
- Make decisions as to when interventions are required in an attempt to minimise risk for patients and staff.
- Collect, collate and evaluate patient information maintaining accurate records related to assessment and care co-ordination.
- Actively manage medication issues referring to appropriate professionals (GP, NonMedical Prescriber or Nurse Prescriber) outside own competency level.
- Empower patients and carers through appropriate support and education, ensure care provided and service delivered are in line with National Service Framework, NICE Guidelines, trust policies and procedures and the Clinical Governance Framework.
- Facilitate the integration of patient goals for health and social care into current care plans, clearly documented for all to follow.
- To manage the risk of complication and deterioration being responsible for the planned provision of interventions with appropriate input from other services.
- Co-ordinate interventions by acting as an interface between primary, secondary and social care – facilitating safe transfers from hospital where appropriate.
- To be responsible for planning programmes of care to promote health gain and maximise independence.
- To empower patients by helping individuals and their carers to develop knowledge, skills and confidence to care for themselves and their condition effectively.
- To promote patient self-management programmes.
- Maintain contact with patients who are admitted to hospital, ensuring the team providing inpatient care have the most up-to-date and relevant information and help facilitate discharge as soon as the acute treatment phase is complete.

### **Leadership**

- Contribute to own and others performance by maintaining evidence based clinical

**OUTSTANDING CARE**

**HEALTHY COMMUNITIES**

**AND A GREAT PLACE TO WORK**

OUTSTANDING CARE

HEALTHY COMMUNITIES

AND A GREAT PLACE TO WORK

skills and other quality assurance mechanisms as part of the clinical governance of the Trust.

- Promote the resolution and management of conflict in accordance with the Trust procedures and ensure disputes and significant breaches of procedure and codes of practice are brought promptly to the attention of the Locality Lead.
- To be responsible for the standards and supervision of those team members who are delegated tasks and interventions in the case management model.
- Assess clinical and environmental risk and communicate symptoms and findings to other clinicians / agencies and services.
- To give specialist advice as appropriate to the Adult Community Healthcare team and other services within the division and trust.
- Use effective communication, negotiating and influencing skills to introduce new systems of working to improve the pathway of patients who are very high intensity users of health care and / or at high risk of hospital admission.
- Act as the lead voice and advocate for patient/ carer negotiating and communicating with other health and social care staff to ensure the case management programme meets the needs of the patients.
- Where necessary negotiate and communicate with other clinicians and other associated staff to ensure high quality care.
- Ensure that communications are made with tact and sensitivity with staff and patients on a range of clinical and non-clinical matters.
- Promote and communicate the trust policies identified within the Diversity Equality Scheme and programmes.
- To maintain confidentiality according to trust guidelines, your own Code of Conduct and the Data Protection Act.
- Provide a safe environment for the treatment of patients and protection of staff by ensuring effective use of equipment and materials in compliance with health and safety and other relevant policies.
- Carry out Personal Development Review for a delegated number of designated team members.
- Always manage off duty for a range of staff in order to ensure the best possible clinical cover.
- To contribute to the Community Health Assistant and Practitioner training programmes developing and maintaining their competency and skills.
- Assist the locality manager with the trust recruitment process. **Education**
- Participate in induction and orientation for newly appointed staff.
- Create and maintain appropriate learning environment to meet the educational and development needs of Community Health Assistants/ Practitioners, other health professionals and members of the Adult Community Healthcare Team.
- Provide mentorship and clinical supervision of staff e.g. Community Health Assistant

**OUTSTANDING CARE**

**HEALTHY COMMUNITIES**

**AND A GREAT PLACE TO WORK**

OUTSTANDING CARE

HEALTHY COMMUNITIES

AND A GREAT PLACE TO WORK

and Practitioners.

- Contribute to any training programmes delivered to and by the Adult Community Healthcare Teams.
- Champion the role and value of case finding an intensive case management at all levels of the organisation and across all professional groups.
- Educate and empower patients and carers to identify early signs of change in condition and provide them with the necessary knowledge and skills to gain independence and make informed choices to safely manage their condition.

### **Health and Safety**

- Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974), to ensure the agreed safety procedures are carried out to maintain a safe environment of employees and visitors.
- To ensure that the Trust's Health and Safety Policies are understood and observed and that procedures are followed.
- To ensure the appropriate use of equipment and facilities and the environment is maintained in good order.
- To take the necessary precautions to safeguard the welfare and safety of themselves, patients, staff and visitors, in accordance with the Health and Safety at Work Act.
- To take the necessary precautions to safeguard the welfare and safety of themselves, patients, staff and visitors, in accordance with the Health and Safety at Work Act.
- To undertake appropriate Health and Safety training to support safe working practice including, where appropriate, its management.

### **General**

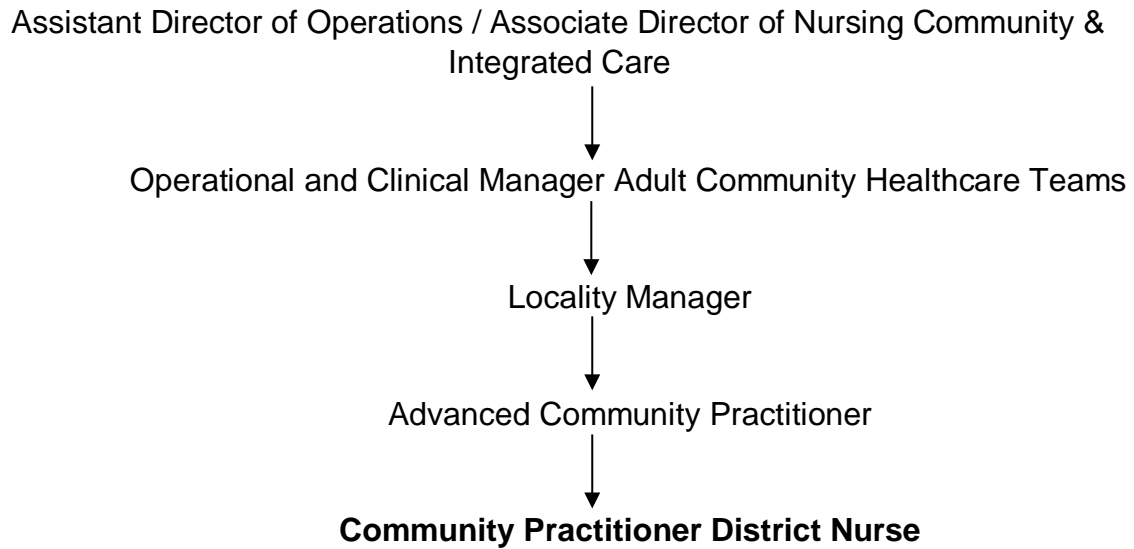
- All staff are required to respect confidentiality of all matters that they learn as a result of the employment with the Trust, including matters relating to other members of the staff and members of the public / patients.
- Buckinghamshire Healthcare Trust embraces the principles of Improving Working Lives and all staff will be required to adhere to the standards laid down, in this initiative.
- Maintain appropriate patient and clinical records in line with the Trusts policies and procedures, and in line with the agreed service specification.
- The post holder will be expected to participate in an annual appraisal of their work in line with the Knowledge and Skills Framework (KSF) where the job description will be reviewed, and objectives set. In line with the annual personal development plan the post holder will be expected to undertake any training or development required to fulfil their role.
- Ensure that all patients, clients and colleagues are treated at all times in an equitable manner, respecting diversity and showing an understanding of diversity in the workplace.
- The post holder must carry out their responsibilities with due regard to the Trust's Equality and Diversity Policies, Procedures and Schemes and must ensure that equality is promoted at all times.

**OUTSTANDING CARE**

**HEALTHY COMMUNITIES**

**AND A GREAT PLACE TO WORK**

## ORGANISATION CHART



OUTSTANDING CARE

HEALTHY COMMUNITIES

AND A GREAT PLACE TO WORK

ADDITIONAL INFORMATION

OUTSTANDING CARE

HEALTHY COMMUNITIES

AND A GREAT PLACE TO WORK

## Trust Values

This image cannot currently be displayed.

## Health and Safety at Work Act

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Buckinghamshire Healthcare NHS Trust to ensure that statutory and departmental safety regulations are adhered to.

## Confidentiality

The post holder has a responsibility to maintain confidentiality and ensure the principles of the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner are applied to patient, staff and Trust business/information.

## Equal Opportunities

The Trust welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

## Managing Risk: Maintaining skills and learning from problems

Reducing risk is everyone's responsibility. All staff in the Trust must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them. The Trust has designated the prevention and control of infection as a core issue in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

## COVID-19 Vaccinations

The [Health and Social Care Act 2008 \(Regulated Activities\) \(Amendment\) \(Coronavirus\) Regulations 2021](#) that require all persons working or deployed in any CQC registered activity to be fully vaccinated against COVID-19, are being rescinded from 15 March 2022.

If you are successful at interview, you will still be asked your vaccination or medical exemption status, as part of the pre-employment screening process undertaken by Occupational Health, but

OUTSTANDING CARE

HEALTHY COMMUNITIES

AND A GREAT PLACE TO WORK

this will not impact your offer of employment.

### **Safeguarding of children and vulnerable adults**

During your employment with the Trust, you have a responsibility to safeguard children and vulnerable adults. You are required to complete statutory and mandatory training and take appropriate action as set out in the Trust's policies and procedures.

### **Governance**

Post holders will aim to ensure that areas of the trust under their responsibility comply with "Standards for Better Health" Core and Developmental Standards and bring deficiencies to the attention of their Director"

### **Information Management/ Data Quality**

The post holder must ensure that Trust records are documented, secured, stored and disposed of appropriately and in accordance with the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner. In addition, information recorded must be fit for purpose - accurate, relevant, up to date and complete.

### **Freedom of Information**

The post holder must be aware that any information held by the Trust in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Trust's policies.

### **Travel to other sites**

You may be required to travel to other Trust locations. Please complete travel expenses using the online system. Details of allowances can be obtained from the Human Resources Department.

### **Smoking statement**

Smoking is not permitted in any premises or grounds managed, leased or owned by the Trust. Smoking is not permitted in Trust vehicles or in any vehicle parked on Trust premises.

### **General**

The duties outlined above are not intended as a restrictive list and may be extended or altered to include other tasks that are commensurate with the grade. Should you have any queries or concerns relating to the contents of this letter, please contact the Recruitment team, Amersham Hospital, Whielden Street, Amersham, Bucks, HP7 0JD.