JOB DESCRIPTION

Job Title	Virtual Ward Night Coordinator
Band/ Grade	Band 6
Directorate	Acute & Emergency
Professionally Accountable to	
Responsible to	

VISION, MISSION and VALUES

Our Vision

To improve the health and well-being of the people we serve in Herefordshire and the surrounding areas.

Our Mission

To provide a quality of care we would want for ourselves, our families and friends. Which means: Right care, right place, right time, every time.

Our Values

Compassion, Accountability, Respect and Excellence.

- **Compassion** – we will support patients and ensure that they are cared for with compassion
- **Accountability** – we will act with integrity, assuming responsibility for our actions and decisions
- **Respect** – we will treat every individual in a non-judgemental manner, ensuring privacy, fairness and confidentiality
- **Excellence** – we will challenge ourselves to do better and strive for excellence

JOB SUMMARY

Our primary goal is to provide a safe and effective monitoring and follow-up service for all patients in the Acute Medicine and Frailty Virtual Wards, and to facilitate early discharge, admission avoidance, and physical bed occupancy reduction where possible and clinically safe.

As part of the Virtual Wards Team, you will be responsible for the clinical management of patients on the Virtual Ward at night. This includes responsive assessment of needs, the development, implementation and evaluation of programmes of care for patients and their relatives. Including escalation of the unwell patient to the Medical Registrar at night. You will be providing assessments either via telephone or via digital platforms.

ORGANISATION CHART - See Appendix (if applicable)

MAIN FUNCTIONS OF THE JOB

Clinical Responsibilities:

- Take a leading role in identifying suitable patients from the acute floor including ED, SDEC, AMU, and completing the required checklist. This will involve making the relevant teams aware and gaining provisional consent from the patient; understanding social circumstances for example will be key to rapid treatment and / or admission to the Virtual Ward, post senior clinical review.

- Having a current NMC registration and ensuring that this is renewed and to act in accordance with the NMC Code of Professional Conduct for Nurses, Midwives and Health Visitors and to be accountable for own clinical practice and professional actions at all times;

- Performing patient assessments, utilising remote monitoring data available and information gathered from patient at home; recognising a change in condition-including a deteriorating patient, responding and escalating accordingly, including organising readmission where appropriate;

- Ensuring that patients on the virtual ward who have different acuity levels and have varying degree of complex needs have appropriate treatment/care packages delivered, by liaising with the community teams to facilitate this;

- Providing advice, support and guidance to colleagues and other professionals on issues relating to the patients care on the Virtual Ward;

- Supporting the Virtual Ward team with maintaining accurate and up to date patient documentation in line with NMC guidelines on patient systems to support in the virtual ward bed and case management;

- Facilitating communication, which results in clear responsibilities being identified within the multi professional team;

- Communicating sensitive information concerning patients' medical condition which involves building a relationship with the patient and displaying persuasive and reassurance skills;

- Working autonomously. Required to act independently within appropriate guidelines, deciding when it is necessary to refer to the senior clinician;

- Patient Escalation – to identify patients requiring readmission and provide documentation from Virtual Ward EMIS notes to the on-call medical team;

- Ensure readmitted patients are identified to responsible consultant;

- Completing patient checklists for overnight attendances who may be suitable for Virtual Ward;

- Gaining verbal consent from patients who may be suitable for Virtual Ward.

Research & Audit:

- Ensuring that clinical risk management and clinical audit are an integral part of the virtual ward function.

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- Assisting in the collection of the statistical data and provide accurate information to the Virtual Ward Team. To include National data set information and assist in record patient experiences.

- To communicate research developments to all colleagues ensuring the finding are incorporated into clinical practice where appropriate.

- Demonstrate an ability to critically appraise published research.

Training & Development:

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence, to be evidenced within a continued professional development portfolio.

- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

- Contributing to the development of Staff Training programmes.

- Participate in in-service and external training opportunities provided by the Trust.

- To maintain mandatory training requirements in line with the trusts requirements.

Administrative Responsibilities

- Maintain accurate and up to date patient records in line with NMC guidelines on patient systems to support in the virtual ward bed and case management; relating to a patients conditions and be competent in using the digital noting systems in order to comply with these guidelines.

- Supporting the Virtual Ward Team and Clinical Lead (Quality) in investigating and responding to accidents, complaints and untoward incident and other significant events.

- Required to have standard keyboard skills, use of presentation, projection/multimedia equipment and e-learning resources.

- To monitor and respond/escalate the Virtual Ward and SDEC email accounts.

Managerial Responsibilities:

- To ensure adherence to the Trust's Health and Safety policies.

- To undertake any other duties required by the line manager appropriate to the grade and relevant to the post.

- To comply with the NHS Code of Conduct.

- To demonstrate specialist knowledge within a sphere of practice and act as a resource for the Trust.

- To be able to transfer knowledge/understanding to other staff and ensure that standards are maintained.

- To have the ability to lead change and lead new ways of working.

- Supporting the Virtual Ward Matron and Clinical Lead (Quality) in investigating and responding to accidents, complaints and untoward incident and other significant events.

- Ensuring that all barriers to understanding are overcome by using differing strategies to meet individual need, deputising for the Virtual Ward Advanced Clinical Practitioner or Virtual Ward Clinical Lead (Quality) at Directorate/ Divisional meetings and working groups.

- Contributing to the principles of clinical governance ensuring that quality standards are set and monitored.

- Supporting the Virtual Ward Advanced Clinical Practitioner in the performance review of all ward staff which will include annual appraisal and individual personal development plans to monitor staff performance against objectives set with them.

General Information

This job description is not intended to be an exhaustive list of duties, but merely to highlight the current main responsibilities of the post. The Trust reserves the right to change terms from time to time. Along with your main duties; you will also be expected to carry out any other duties that are reasonably asked of you. It may be reviewed from time to time in agreement with the post holder and line manager. The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust.

Safeguarding Vulnerable Adults & Children

Wye Valley NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers and contractors to share this commitment.

All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:-

Familiar with the Trusts safeguarding polices. Attend appropriate training for safeguarding. Know who to contact if you have concerns about an adult or child's welfare.

Health and Safety

The post holder is required to conform to the Trust's Policies on Health and Safety and Fire Prevention, and to attend related training sessions as required.

Confidentiality

To maintain confidentiality at all times. In the course of their duties employees will have access to confidential material about patients, members of staff and other Health Service business. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and/or treatment of the patient. If there is any doubt whatsoever, as to the authority of a person or body asking for information of this nature, advice must be sought from a superior officer. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded as serious misconduct, which could result in serious disciplinary action being taken including dismissal.

Policies and Procedures

The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust, which the Trust may amend from time to time.

Infection Control

It is a requirement for all Trust staff to comply with all trust infection control policies and procedures. All Trust staff should ensure that they fulfil their responsibilities for infection prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace. All staff should have infection control training at induction and annual infection control updates via the Department of Health e-learning package, via the local infection control CD-Rom training tool or by attendance at an annual Health and Safety refresher. All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal.

No Smoking Policy

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

Equal Opportunities

The Trust is an Equal Opportunities employer and the post holder is expected to promote this in all aspects of his / her work. The Trust's duty is to ensure that no existing or potential employees receive less favourable treatment on the grounds of sex, sexual orientation, race, colour, nationality, ethnic origin, religion, marital status, age or disability, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable. This also applies to patients – the Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

Financial

To order and receipt goods in accordance with the Trust's financial framework. To comply with standing financial instructions.

Data Quality

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: Accurate, Legible (if hand written), Recorded in a timely manner, Kept up-to-date, appropriately filed. All staff must monitor and take responsibility for data quality throughout the areas of the system used locally, all users maintain timely input, and ensuring that data is checked with the patient, and staff (in relation to their staff record), whenever possible, and to support initiatives to improve data quality.

N.B. Recorded information includes: patient information entered in case notes and entered on any computerised care records system, financial information, and health & safety information e.g. incident reporting and investigation, personnel information recorded in personnel files etc. Failure to adhere to these principles will be regarded as a performance issue and will result in disciplinary action.

Records Management

All employees of the Trust are legally responsible for all records that they gather, create or use as part of their work within the Trust (including patient, financial, personnel and administrative), whether paper or computer based. All such records are considered public records and all employees have a legal duty of confidence to service users. Employees should consult their manager if they have any doubt as to the correct management of records with which they work.

Conduct

The post holder is an ambassador for the directorate and the Trust and his / her actions and conduct will be judged by service users as an indication of the quality of the service provided

by the directorate and the Trust as a whole. The post holder will also comply by the NHS Core Values and the Constitution.

Other

The Trust is committed to continuous improvement in managing environmental issues, including the proper management and monitoring of waste, the reduction of pollution and emissions, compliance with environmental legislation and environmental codes of practice, training for staff, and the monitoring of environmental performance.

Manager Name:	Manager Signature:
Date:	
Post holder Name:	Post Holder Signature:
Date:	

PERSON SPECIFICATION

Directorate: Acute & Emergency

Job Title: Virtual Ward Junior Sister

Band / Grade: Band 6

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
EDUCATION AND QUALIFICATIONS		
Registered Nurse on NMC register	YES	
Mentorship or equivalent teaching		YES
Nursing Degree	YES	
Physical Health Assessment or equivalent qualification		YES
Up to date Intermediate Life Support Certificate gained	YES	
On-going personal/professional development evidence	YES	
SKILLS, KNOWLEDGE AND ABILITIES		
Experience working in Acute Medical / Frailty setting or similar	YES	
Evidence of leadership and managerial skills	YES	
Able to work under pressure and own initiative	YES	
Experience in peer to peer support/coaching		YES
Excellent communication skills, both written and verbal	YES	
Experience of teaching in the clinical area/student nurse mentor		YES
Ability to organise/prioritise own workload	YES	
Team Player	YES	
EXPERIENCE		
Experience in IT systems	YES	
PERSONAL ATTRIBUTES		

Reliable	**YES**	
Trustworthy	**YES**	
Flexible	**YES**	
Experience in peer to peer support / coaching		**YES**
OTHER FACTORS		
Ability to fulfil the travel requirements of post	**YES**	

Compassion • Accountability • Respect • Excellence