

Recruitment Information Pack

2020/21 to
2023/24



About KCHFT

We provide wide-ranging NHS care for people in the community, in a range of settings including people's own homes; nursing homes; health clinics; community hospitals; minor injury units and in mobile units.

We are one of the largest NHS providers in England, serving a population across Kent and 600,000 in East Sussex employ more than 5,000 staff, including nurses, physiotherapists, dietitians and professionals.

We firmly believe our trust belongs to our people we care for and the people who are our most valued asset and the best deliver all that is required of us. They responsibility for the lives of patients and reflect this; they should be trusted, have leadership and be duly recognised for their contribution.



community health of about 1.4 million and London. We doctors, community many other healthcare

people – both the work here. Our people resource we have to shoulder enormous their working life must compassionate

Our values

KCHFT colleagues are expected to be kind and responsive, professional and informative and to contribute to the quality of our services by demonstrating our 'CARE' values:



Compassionate

This is about putting our patients and service users at the heart of everything we do so that the way we deliver our services empowers them, meets their expectations and caters for their needs. It is characterised by having a positive attitude, being kind and polite, understanding diversity and demonstrating respect, patience and tolerance. It is equally about making staff feel truly valued so they feel cared for and are engaged with our vision and values and display these values to each other, whatever their role in the trust.



Aspirational

This is about empowering and being aspirational for ourselves and our patients and service users. It is seeking and supporting continuous improvement, a focus on research, generating ideas and innovations and being adaptable to change. Sharing information, resources and ideas to deliver excellent outcomes. It is characterised by openness, transparency, and thinking creatively.



Responsive

This is about listening and acting and is characterised by effective relationships, communicating clearly, doing what we say we will when we say we will, asking and taking account of opinions, planning with patients and service users and working across organisational boundaries. It is about working with and being responsive to our commissioners and stakeholders and designing services with them. It is also about effective working relationships within teams and across internal boundaries to deliver outcomes that improve our patients' experience. It is equally about applying these principles every day, working with staff so they feel valued and empowered.



Excellent

This is about striving to deliver the best care we can. It is about providing high quality services and wanting the best for our patients. It is also about leading by example and supporting and growing a culture of excellence in our teams. It is characterised by challenging complacency, tackling inappropriate and challenging behaviour and striving for continuous improvement.

Urgent Care Assessor Job Description

AFC Banding:	Band 4	Base:	Deal
Hours:	37.5	Contract Type:	Permanent
Responsible to:	Clinical Lead	Locality/Directorate:	East Kent Adult Clinical Services

Role overview

- To provide care and support for vulnerable patients in a community setting, supporting with personal care, meal preparation and medication administration, following care plans and risk assessments.
- To carry out observations & procedures and be aware of normal ranges.
- To recognise patient progress/deterioration and provide feedback to senior team members in a timely manner.
- To be familiar with relevant trust policies and procedures in order to maintain high standards and patient safety.
- To obtain patient feedback for service improvement.
- To be able to triage referrals, complete basic assessments and follow up assessments
- To create care plans & risk assessments, order equipment and send onward referrals as necessary
- To support in duty role

Service overview

Urgent Care Services provides short term health, therapy and care support to enable service users to remain in the community / home environment. This may include treating acutely unwell people that would otherwise require hospital admission, and also supports hospital discharges. The service covers 24 hours a day 365 days a year.

Care provided at night includes End of life care, catheter care and other urgent care that is unplanned and cannot wait until the following day. This care is provided by a night nursing team.

Home is nationally evidenced to be the best place to recover and regain independence. Enablement and rehabilitation will be the priority focus with active participation from service users in order to achieve maximum independence.

At KCHFT, we are working with East Kent Hospitals University Trust, who are leading on developing a virtual ward for people with acute respiratory infections, such as a chest infection, or with an underlying condition, like COPD, to be cared for at home.

Patients who agree to be discharged earlier from hospital, will be monitored at home using technology, such as apps, wearables or other medical devices remotely – and supported by a consultant, specialist GP or advanced practitioner. What technology will be used is still being scoped as we co-design the wards with patients and colleagues during the months ahead.

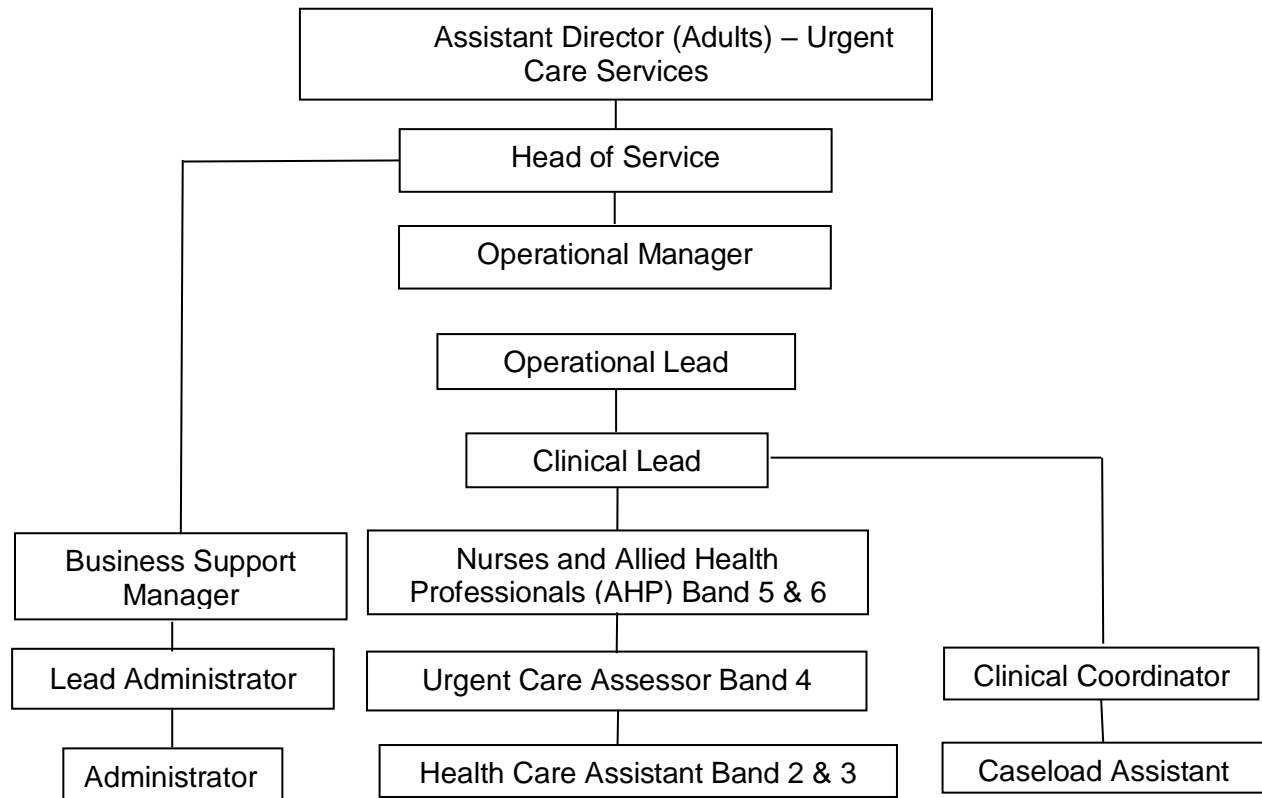
If you are interested in a new challenge and an exciting new change within an Urgent Care setting, then this just may be the job for you.

Key working relationships

Internal: KCHFT Support teams, Health professionals, Management teams

External: Patients, families, carers, outside agencies, Acute and community hospitals or NHS organisations e.g. PCNs & GP.

Organisational chart



Job Summary

Band 4s work closely with all users of our services and their families, friends and carers, who all play an invaluable contribution in how our users experience our services. Band 4s are expected to be kind and responsive but professional and informative and contribute to the quality of the services provided across the health economy 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.

The Band 4s require a range of core skills in order to:

- Follow up Assessment, planning, implementation and evaluation of delegated caseload and escalating changes to the Registered Practitioner.
- To support in the supervision of Junior Health Care Support Workers and Trainees.
- To actively work as a member of the multi-professional team to provide high quality care to patients.
- To undertake, and report back on delegated clinical activities that have previously been signed competent.
- To undertake clinical interventions utilising a variety of modes, including planning and leading group and individual therapy and issuing appropriate equipment as part of packages of prescribed care after achieving appropriate competencies.

Dimensions

- To ensure that resources are used effectively, planning workload to meet the priorities of patient/client care by the most efficient use of time, equipment and manpower and other resources (medicines, medical devices)
- To comply with professional codes of conduct, relevant organisational policies and procedures in line with the unregistered workforce development.

Key Result Areas

All staff are committed to providing safe, effective services and providing patients/clients and families with a positive experience.

Patient Safety

The Band 4 contributes to the provision of safe and reliable services by:

- Using their clinical judgement to adapt and amend assessments / treatment plans to keep the people using our services as safe as possible
- Developing effective relationships with patients/clients where sensitive information is communicated
- 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 by doing so acting as effective advocates for those who use our services
- Being open and transparent about their 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, comprehensive records and adherence to local performance reporting measures.
- Maintaining compliance with their mandatory training requirements and scope of extended competencies
- Demonstrate adherence to the relevant Code of Conduct
- Integrate best practice and identification of areas where improvement in practice is required.

Clinical Outcomes

The Band 4 contributes to the effective delivery of services by:

- Providing skilled, evidence-based care which adheres to agreed policies and procedures and extent of agreed competencies
- Working with patients/clients and families to negotiate and agree a personalised care plan including re-assessing risks and needs
- Acting as patient/client advocates in the multi-disciplinary team and overseeing the work of other unregistered staff, to ensure that they are also responding to the needs of patients/clients and providing clinically effective care
- Working without supervision taking delegated responsibility for the care they give to patients/clients within their own limits of competency and confidence
- Contributing to creating and maintaining high performing teams by:
 - communicating well with all members of the team
 - understanding their role in the team and how they help the team achieve its' objectives
 - reflecting on their own practice regularly and encouraging the whole team to reflect on their practices in handovers and team meetings
 - identifying how care could be improved.

Patient Experience

The Band 4 contributes to the people using our services feeling respected and empowered to make decisions about their health and wellbeing by:

- Working in partnership with patients/clients and their families and carers
- Gaining consent and, as far as possible, involving people in all decision making
- Signposting patients/clients and carers to alternative services to support behaviour changes with improving current and potential health states
- Reassuring people by being professional, responsive, knowledgeable and confident
- Responding to complaints or concerns effectively and quickly in line with the service's policy
- Escalating concerns and clinical outcomes of care to Registered Practitioner.

Supporting yourself and others

Engaged staff are more productive. Band 4s play a role in engaging fellow health professional peers and the work we do by:

- Participating constructively in their own supervision and annual appraisal processes
- Demonstrating commitment to optimising their continuation of clinical learning whilst undertaking and maintaining clinical caseloads in different healthcare settings

- Identifying own development needs and taking action to enhance own knowledge skills and areas of competence as appropriate, taking into account organisational needs and objectives
- Developing mentorship skills so they can support fellow unregistered peers
- Reviewing and reflecting on own competence and performance through effective use of operational supervision and appraisal and identifying any personal training needs.

Working Conditions	
Physical Effort	Light physical effort required, may involve being at keyboard for long periods and general moving and handling of records.
Mental Effort	Concentration for answering queries, accessing patient details, processing information or data and handling telephone calls.
Emotional Effort	Occasional need to deal with difficult situations. Occasional exposure to distressing information or emotional circumstances.
Freedom to Act	Resolving routine enquires or where appropriate, using initiative to follow procedures to make judgements on the most relevant referral point for requests made via phone, email, letter or face-to-face, from patients, visitors, staff and others.
Working Conditions	Required to use a computer continuously throughout the day, with most tasks being keyboard based. Potential exposure to verbal aggression via telephone calls or face to face contact.

This is an outline job description designed to summarise the key responsibilities of the role and is not intended to cover every task that may be required. The post holder will be expected to be flexible to respond to change and organisational need.

Job description agreement	
Job holder's name:	
Job holder's signature:	
Date:	
Line managers name and title:	
Line managers signature:	
Date:	

Person Specification		
	Essential	Desirable
Qualifications	<p>Evidence of Foundation Degree Level study (Level 5) or equivalent (Nursing Associate)</p> <p>Functional Skills at Level 2 (Literacy and numeracy/ GCSE grade A-C or equivalent in English and Maths)</p>	Mentorship / Coaching qualification
Experience	<p>Minimum of 2 years' experience as a Senior Healthcare worker</p> <p>Experience of working as part of a team</p> <p>Experience with the use of Microsoft Office and a variety of IT packages (E-Pay / E-roster / AT-P / CIS)</p>	Experience of community environment
Knowledge	<p>Awareness of professional issues and recent developments in the NHS and Primary Care including Clinical Governance, NICE, Essence of Care</p> <p>Knowledge of up to date clinical practice</p> <p>Understands the role and remit of a Band 4</p>	
Skills & Abilities	<p>Sound communication and interpersonal skills (verbal and written)</p> <p>Ability to organise own work</p> <p>Ability to cope with change</p> <p>Ability to use own initiative</p> <p>Moderate IT skills</p> <p>Holds current UK driving licence/permit & access to vehicle</p>	
Personal Attributes	<p>Ability to motivate and organise others to ensure best practice</p> <p>Ability to work under pressure</p> <p>Flexible and adaptable</p>	
Ability to Manage	Able to support the implementation of local and national agendas for health under the guidance of the Registered Practitioner	

	Ability to prioritise care delivery in a professional manner, considering Trust policies and procedures	
	Ability to manage own time effectively	
Additional requirements		

Additional Information		
Standards of Business conduct	<p>The post-holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, relatives and suppliers.</p> <p>All Trust staff may be involved directly or indirectly with people who are receiving a health service. Therefore, the Trust is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.</p> <p>It should also be stated here if the post holder is expected to adhere to any professional guidelines or codes of conduct, for example the Nursing and Midwifery Council Code of Professional conduct.</p>	
Risk Management	<p>The post-holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.</p>	
Governance Standards	<p>Comply with the relevant governance standards applicable to the Trust as communicated to the post-holder from time to time.</p>	
Data Protection	<p>To comply with Trust Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of patient information.</p>	
Confidentiality	<p>Trust employees are required to ensure that information about patients and staff is safeguarded to maintain confidentiality and is kept securely in accordance with General Data Protection Regulations (GDPR), Data Protection Act 2018 (DPA18), the Caldicott Principles 1998 and the National Data Guardian Data Security Standards. The trust's Data Security and Protection policy and the Cyber, Network and Information Systems policy provide guidance on how this can be achieved.</p>	
Child/Adult Safeguarding	<p>All staff must be familiar with and adhere to Trust child/adult safeguarding procedures and guidelines, in conjunction with Kent Safeguarding Children/Vulnerable Adults Board procedures and supporting policies/guidelines. All staff are required to attend child/adult safeguarding basic awareness training and additional training regarding child /adult safeguarding, commensurate to their position and role.</p>	
Records Management	<p>To maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration.</p>	

Freedom of Information	To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures.
Security	To comply with Trust policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.
Infection Control	The post holder will ensure compliance with the Trust's Infection Prevention and Control policies and procedures and the Health Act 2006, ensuring that the risk of healthcare associated infection to service users and staff is minimised.
Freedom to Speak Up (Whistleblowing)	The post holder has responsibility for patient and staff welfare and should raise any concerns relating to a breach of NHS policies and procedures with their manager or refer to the Freedom to Speak Up Policy for alternative options.
Environmental Impact	The post holder will ensure compliance with the Trust's environmental management policies and procedures. These describe the Trust's commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards.
Performance review	<p>This Job Description will be used as a basis for individual performance review between the post holder and the manager.</p> <p>The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service. The post holder will need to take due account, in the way they achieve the key result areas, of Trust policies and procedures.</p>
Equality and Diversity	The Trust aims to maintain the goodwill and confidence of its own staff, service and users and the general public. To assist in achieving the objective it is essential that at all times employees carry out their duties in a courteous and sympathetic manner. The post holder will carry out their duties in accordance with the Trust's Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.