

JOB DESCRIPTION

JOB TITLE:	Clinical Service Lead Anticoagulant Services
GROUP/DIRECTORATE:	Primary Care, Community and Therapies
GRADE:	AfC Band 8a
RESPONSIBLE TO:	Directorate Lead
	Community Medicine
ACCOUNTABLE TO:	Group Director of Operations

Job purpose

Using strong clinical leadership the post-holder will provide day-to-day clinical and Operational management of the Anticoagulant Services

Working as a key member of an integrated team, the clinical lead will jointly inspire and motivate the performance of the team, following national guidance and employing a 'can-do' mind-set. The role will focus on ensuring safe and high quality care is delivered to patients, their families and carers, in relation to the specialties and coordinated community service delivery.

The Clinical Lead will work across geographic and organizational boundaries, at both a strategic and operational level, providing forward-thinking clinical and professional leadership to staff ensuring that discharge planning is delivered to a consistently high standard. The Clinical Lead will play a key role in the delivery against agreed KPIs and financial targets through continuous service improvement and management of overall performance.

Job summary

- ▮ Provide clinical leadership, expert advice and operational management for the service
- ▮ Be responsible for embedding standards of practice and their continuous monitoring and improvement, proactively seeking out service improvement opportunities, and leading improvement cycles with support from their line manager, Clinical Directorate Lead and the PCCT Management Board.
- ▮ Be accountable for the direct delivery of effective, safe and high-quality service across core service contract and awarded contracts.
- ▮ To ensure that the team's approach is focused on supporting discharge, admission avoidance, recovery, self-care and quality of life wherever this is possible in the community. In the event that this is not possible, the team must ensure that the patient is placed with services which can meet their needs and

where opportunities of independence and self-management are maximised and reliance on long term care is mitigated wherever possible.

- ▮ Be responsible for ensuring the team are kept informed and engaged with service delivery changes and motivate the integrated team to positively manage change.
- ▮ Actively engage with teams and partner organisations affected by the work of Anticoagulant Services to educate and collaborate, for the benefit to both the individual patient and the wider health & social care system.
- ▮ Be responsible for the deployment, line management, supervision and co-ordination of named individuals within the service.
- ▮ Monitor, evaluate and improve the quality of the service to ensure high quality patient care and experience.
- ▮ Provide highly developed specialist skills and guidance to others in complex pathways in a range of circumstances, involving both medically and socially complex scenarios.
- ▮ Use highly developed interpersonal and persuasion skills to build and maintain working relationships with internal and external agencies for the benefit of patient care quality and organisational performance.
- ▮

Key working relationships

- ▮ Clinical Group leadership teams
- ▮ Clinical and Operational Leadership team for Haematology service
- ▮ Therapies & Nursing Leadership Team within Community Medicine and across SWB Trust
- ▮ PCCT Board
- ▮ CCG ICB and Local Authority
- ▮ colleagues
- ▮ Service managers
- ▮ Group Director of nursing and matrons
- ▮ Transformation managers/Trust project leads
- ▮ Advanced Clinical Practitioners
- ▮ Clinical Nurse Practitioners
- ▮ Community Groups/Service Users
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MAIN RESPONSIBILITIES:

1. Be professionally and legally accountable for all aspects of own work, including the management of own caseload of allocated patients.
2. Formulate and deliver comprehensive and individualised treatment plans using advanced knowledge of Anticoagulant Services, drawing on the expertise across organisations where required.
3. Utilise highly developed negotiation, motivational, persuasive and reassurance skills, as required to facilitate the best possible outcome for each patient. This may include dealing with situations which are hostile or highly emotive involving patients and/or carers.
4. Demonstrate advanced knowledge of anticoagulant services to support discharge planning, continuing care and supporting changing therapeutic modality supported by non medical prescribing capability .
5. Demonstrate working knowledge and practical application of legislation ******relevant to the discharge and transfer of care process, including ****** the Mental Capacity Act, Community Care Act, and the Care Act.
6. Provide highly specialist clinical advice across the MDT to support a high standard of care, clinical decision making and discharge planning
7. Be accountable for the delivery of effective, timely and safe practices
Be accountable for the direct delivery of evidence-based and cost effective
8. Anticoagulation Services.
Be accountable for the effective deployment of staff and other resources to ensure that clinical priorities are met to achieve optimal patient outcomes and
9. organisational objectives.

Communication and relationship skills

1. Use a range of verbal and non-verbal communication techniques to communicate effectively with professionals, patients and their carers to progress care and discharge plans in a safe and timely manner.
2. Be able to effectively communicate with patients and their carers despite barriers, including where English is not spoken or understood, cognitive and learning impairment, pathologies affecting hearing, speech and comprehension, psychological factors including depression and lack of motivation, and where there is a reluctance to accept the outcomes of care and treatment.
3. Maintain accurate service records adhering to the NMC code of conduct for ethics and performance, professional standards of proficiency and Trust policies.
4. Have a comprehensive understanding of, and work within, the legal framework of the Mental Capacity Act in all activities relating to an individual's care and discharge planning.
5. Demonstrate a clear understanding of processes and policies which relate to Patient Choice and embed these in own practice and that of the Service and wider organisation.

6. Effectively communicate clinical information that is complex and multi-stranded, including patients' physical, mental and functional impairments and their recovery trajectory as part of a timely, co-ordinated multi-disciplinary service.
7. Demonstrate the ability to tactfully communicate highly complex and/or highly sensitive information to a) patients and their carers and b) members of staff, both within SWB and across organisational boundaries.
8. Be able to deploy communication skills to de-escalate contentious or potentially hostile situations to resolve disputes in line with the Trust's conflict resolution policy.
9. Positively promote the work undertaken by the service and demonstrate the impact on care quality and cost effectiveness to internal and external stake holders.
10. Be able to articulately present complex information comprising multiple subject components to large groups of people in the form of a presentation.
11. Use highly developed interpersonal and persuasion skills to build and maintain working relationships with internal and external agencies for the benefit of patient care quality and organisational performance.
12. Positively influence the patient journey across acute, community and primary care interfaces through effective communication and collaboration with GPs, community health and social service colleagues ensuring seamless rehabilitation or continuing care.
13. Represent the clinical group and/or directorate at forums charged with the development of operational policy and business continuity plans to ensure discharge planning is incorporated into Trust-wide planning and strategy.
14. Represent the Trust at internal and external (local, regional and national) forums to develop specialist services.
15. Represent the service and/or individual patients at multi-disciplinary meetings if required, to ensure the delivery of a co-ordinated multidisciplinary and multi-agency approach.

Clinical governance and effectiveness

1. Ensure that all members of staff, including self, are able to effectively undertake clinical risk assessments and implement subsequent risk mitigation plans to prevent harm to themselves and to patients.
2. Maintain a comprehensive risk register for the services managed and be accountable for the implementation of management plans to mitigate identified risks in keeping with Trust policy.
3. Be accountable for the design and completion of relevant clinical and operational audit cycles to benchmark and improve services against national and local standards of practice.
4. Create a culture that is engaged with, and participates in, research for patient benefit. This may include developing a strategy to improve the 'research readiness' of the services and supporting staff in the design and development of research proposals.
5. Provide active participation and effective contribution to improving the performance and governance of the clinical directorate and clinical group through directorate and group wide meetings and events.

6. Be accountable for maintenance of own mandatory training requirements, and ensure all staff are fully compliant with their requirements. This includes maintaining and monitoring compliance using a register or performance dashboard.
7. Provide representation at forums aiming to improve the care quality, safety and experience of patients in the community, or who require urgent co-ordinated acute and community Haematology and Anticoagulant services to avoid admission.
8. Consistently comply with information governance procedures as directed by the Data Protection Act 1977, and changes made to the General Data Protection Regulation (Data Protection Act 2018).
9. Be responsible for the implementation of evidence-based care frameworks, clinical guidance, and critically appraised research to support the provision of high quality and harm free discharge services. These might include NICE clinical guidelines or internally or externally derived evidence-based policy.
10. Be accountable for effective data collection and critical evaluation processes to support the design of quality improvement interventions aiming to improve care quality and patient experience.
11. Be accountable for the development and reporting of key performance indicators by which to measure the clinical effectiveness, safety and efficiency of the services managed.
12. Contribute to the development of clinical and operational policy and protocols across all areas of discharge planning.

Service and resource management

1. Develop (or update) and implement a service operational policy providing clear service objectives, operational processes, business continuity plans and performance expectations.
2. In partnership with the stakeholder management teams agree, develop and maintain a set of performance metrics for shared pathways.
3. Contribution to development of IT and reporting systems to allow the service to demonstrate efficacy and impact and improve efficiency through maximal use of digital platforms both in operational and reporting functions.
4. Be responsible for the deployment, line management, supervision and co-ordination of staff within the service managed to meet the daily operational objectives of service delivery. This includes adopting a flexible approach to be able to effectively respond to unplanned changes in clinical demand and the emergence of high priority work.
5. Be responsible for the recruitment and retention of staff working within the services managed. This will include the effective deployment of the Trust's recruitment policy, use of online recruitment platforms, recruitment workshops, recruitment selection processes, and effective workforce management strategies.
6. Be accountable for the effective induction of new permanent and temporary staff, including students, agency and bank staff, and work experience students.
7. Participate in and effectively contribute to operational forums focusing on the review and improvement of multidisciplinary care and discharge planning within each Clinical Group.

8. Ensure clinical governance and operational performance standards are maintained, and provide representation at internal and external forums requiring attendance.
Be accountable for the organisation and delivery of an effective programme of service operational and governance meetings; ensuring good attendance, participation and value to service delivery.
9. Provide effective contribution to the directorate operational and governance meetings to support the general operations of the clinical group. This includes
10. producing and submitting clinical and service performance reports.
11. Undertake regular evaluation of service performance using recognised methodology inclusive of quantitative and qualitative approaches.
12. Assess and plan for the immediate, short-term and long-term demand placed upon the services against the resources available readjusting plans as situations and priorities change.

Professional development

1. Maintain professional competency in clinical, leadership and managerial skills, as required by the post, through recognised continuing professional development activities.
2. Demonstrate evidence of continuing professional development through the maintenance of a personal evidence portfolio.
3. Be accountable for identifying and meeting the learning and development needs of those working within the services managed. This includes undertaking a training needs analysis on a regular basis and coordinating the delivery of learning and development activities for the staff working in the services managed.
4. Effectively perform and supervise others undertaking the role of clinical educator to undergraduate students if required. This includes providing practice-based learning and experience, and assessment and performance evaluation using the agreed criteria and marking scheme.
5. Engage with the leaders of undergraduate healthcare professional programmes to positively influence the design and delivery of undergraduate curricular. This may include undertaking some lecturing, teaching and engagement activities.
6. Effectively undertake professional development review and appraisal of named healthcare professionals and support workers to determine competence and future development needs. This will include accurate use of the Trust's appraisal documentation.
7. Be able to effectively deploy the Trust's counselling and performance capability policies, when required, to support staff performing below the expected standard for their role.
8. Be able to effectively deploy the Trust's Attendance at Work policy when required, to support staff attendance at work, including appropriate management of periods of sickness absence.
9. Participate in the staff appraisal scheme as an appraisee and be responsible for achieving the agreed personal development plan set with an identified line manager.

10. Be actively involved in internal and/or external professional specialist interest groups related to advancing the care quality and experience of patients accessing discharge and subsequent community services.

Effort and working conditions

1. Be able to maintain concentration for prolonged periods of time on a regular basis, cope with unpredictable working patterns, and maintain focus despite multiple interruptions.
2. Be able to maintain professionalism and leadership despite frequent exposure to distressing and emotional circumstances and occasional highly emotional and highly distressing events. This includes imparting bad or unwelcome news to staff or patients, and responding appropriately in instances where you perceive behaviour of others to be challenging to manage.
3. Be able to maintain high levels of analytical and problem solving skills throughout each working shift.

CONFIDENTIALITY:

The post holder must maintain confidentiality of information relating to patients, staff and other Health Service business.

HEALTH AND SAFETY:

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

If you are a manager you will be responsible for the Trust's policy on Health and Safety and for taking all reasonable steps to maintain and where necessary to improve health and safety standards. This will include training to ensure that all employees are able to carry out their health and safety responsibilities effectively.

RISK MANAGEMENT:

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

EQUAL OPPORTUNITIES:

The trust has a clear commitment to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

CONFLICT OF INTEREST:

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect with

contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

USE OF INFORMATION TECHNOLOGY:

To undertake duties and development related to computerised information management to meet the changing needs and priorities of the Trust, as determined by your manager and in accordance with the grade of the post

SAFEGUARDING – CHILDREN/YOUNG PEOPLE AND VULNERABLE ADULTS

Every employee has a responsibility to ensure the safeguarding of children and vulnerable adults at all times and must report any concerns immediately as made clear in the Trust's Safeguarding Policies.

INFECTION CONTROL

The Trust is committed to reducing the risk of health care acquired infection. Accordingly it is essential that you adhere to all Trust infection control policies, procedures and protocols (to include hand decontamination, correct use of PPE (Personal Protective Equipment) and care and management of patients with communicable infections). You are required to report any breaches/concerns promptly using the Trust's incident reporting system.

SMOKING:

This Trust acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Trust No-Smoking Policy.

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the post holder in the light of service needs and will be commensurate with the grade and competencies of the post.