

Location: London OOH

Reporting to Relevant Service Manager

Hours of work: 15 Hours a Week

Qualifications

- Registered on the Nursing and Midwifery Council General Register or HCPC or RPharms register
- Up to date with revalidation
- Completion of Advanced Clinical Practice Masters level qualification or similar accredited pathway
- Have or working towards Safeguarding Level 3
- Awareness of mental capacity act and deprivation of liberties
- Clear evidence of continuing professional development in the form of papers published, courses undertaken or any other evidence that demonstrates continual updating of professional practice

Experience / Knowledge

- Extensive and recent supervisory, lead or similar managerial role/function
- Demonstrably able to work in an interdependent manner with all other professionals and clinicians
- Entirely familiar with the new Quality Indicators and their implications for both ED and UCC
- Full understanding of the (sometimes) tension between a clinical role and managerial role, and a demonstrable ability to tackle such tensions and make decisions that are in the best interest of both patients, their relatives/carers and the non clinical company objectives
- Understanding of the difference between leadership and operational management and also the different levels and types of management
- Excellent written and grammatical skills
- Able to articulate the preferred management style by reference to evidence and learning



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IUC Clinical Lead

To take a dual managerial and clinical lead role in the provision of a quality service to patients accessing the London – Integrated Urgent Care Services (IUCS), Out Of Hours (OOH). The role requires you to practice autonomously as an Advanced Nurse/Clinical Practitioner and also to support the local Medical Lead and Service Managers (Registered CQC Managers) in various aspects of the IUCS managerial functions.

A key result area will be your ability to integrate your nursing/clinical subject matter expertise seamlessly with the imperative to deliver a cost effective and heavily monitored service and become an invaluable resource to the Service Managers, Medical, Clinical and Pharmacy Leads, always balancing clinical advice with managerial issues and demands such as (e.g.) cost, spend, KPI achievement and workforce planning and operational management.

Practising as a senior and credible Nurse/Clinical Practitioner and in doing so becoming a role model for other staff, you must be able to supervise, teach, coach and mentor other healthcare professionals.

Combining evidence based clinical practice with evidence-based management – ‘being able to adopt a ‘helicopter’ or corporate overview of issues. The ability to negotiate the continuum of routine task delivery and complex decision making’ describes the key result areas of this post.

The post holder will be responsible for the non-medical workforce development across the London IUCS, ensuing staff are recruited, supported in their induction and have undertaken appropriate training and development to deliver a safe and efficient service. This will require driving forwards innovate ways of working, extending the existing skill mix and the operational changes required to ensure appropriate supervision and governance is in place.

The post holder will be responsible for leading and delivering the following aspects of the service, on behalf of the Service Managers, who holds the Registered Manager status for each service. As such, they will seek governance assurance regarding all aspects of performance.

What you’ll be doing:

Medicines Management

- Responsible for the oversight and management of the medicines management policies at local level
- Collaborate with operational, medical and pharmacy leads to ensure safe pathways and processes are embedded
- Ensure robust local processes in place, ensuring appropriate levels of medication are available and these stored appropriately
- Liaise regularly with the Medicines Management Team to ensure processes are up to date and audits are done in a timely fashion

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Safeguarding

- Responsible for the oversight and management of the local safeguarding policies
- Engaging with the relevant NHS and Social Care Teams to establish robust local pathways
- Trained to Level 4 Safeguarding and have a sound understanding of both Child and Adult Safeguarding, providing assurance to local commissioners
- Provision of safeguarding supervision to the team
- Updating teams on local contextual safeguarding issues
- Ensuring teams are aware of referral processes, CP-IS alerts and how to raise concerns
- Safeguarding staff – wellbeing and resilience of your team.

Workforce and Professional Development

- Responsible for driving the recruitment of the non-medical workforce and undertaking interviews in line with the agreed competency frameworks
- Recognising many new recruits may require personalised development plans to undertake their roles or to extend duties, agree these plans and ensure they are monitored
- Continued mentoring and supporting professional development of the workforce to develop a supportive and nurturing working environment

Complaints, Incidents, Patient Safety Incidents and implementing PSIRF

- Investigating the above when they arise, particularly if involving nurses or allied health professionals, including interviews, acquiring statements and providing support
- Preparing reports into the above when appropriate
- Provide shared learning and providing feedback to staff where appropriate
- Be fully conversant with the use of Datix to record all of the above

Clinical Practice

As part of the senior leadership team, the Clinical Lead will be responsible for the delivery of care in a highly collaborative fashion with the multi professional urgent care team, comprised of GPs, ACPs/ANPs, pharmacists and mental health colleagues, apprenticeships, HCAs and receptionists. Role boundaries, particularly between GPs and Nurse/Clinical Practitioners will not be rigid as the service model requires flexibility between both medical staffing and senior clinician functions and the successful management of these interdependencies is vital.

- Use expertise and decision-making skills to inform clinical reasoning approaches when dealing with differentiated and undifferentiated individual presentations and complex situations

- Able to articulate fluently and convincingly the NHS rationale behind the development of Integrated Urgent Care
- Advanced user of clinical decision support and/or booking in software applications
- Substantial post qualification practice, with recent experience or awareness in:
 - Urgent Access Primary Care including Home Visiting
 - An Emergency Care Environment
 - An Urgent Care Centre
 - A Walk in Centre
 - A clinical environment where adults and children receive emergency, urgent and/or unscheduled care

Skills

- Extremely high level interpersonal skills and demonstrably able to exude empathy and confidence regardless of the complexity or acuity of the patient's general presentation and problem
- An entirely non judgemental manner, but coupled with an ability to be firm and decisive when dealing with difficult patient or staff situations
- A willingness to act up and down the scale of responsibility and tasks allocation ranging from high level autonomous practice down to 'basic' patient centred nursing duties as and when required
- Able to work effectively and efficiently under pressure and an ability to inspire others to do the same
- A genuine understanding of the characteristics of effective team behaviours and leadership as well as followership
- Proficient user of Microsoft Word and Excel
- An ability to gather collate and analyse clinical data for purposes of review and service development

Education and Development

- Development of competence and capability
- Supervision and support in the work place
- Assessment of competence and capability
- Critically assess and address own learning needs, negotiate a personal development plan that reflects the breadth of ongoing professional development across the four pillars of advanced clinical practice
- Engage in self-directed learning, critically reflecting to maximise clinical skills and knowledge, as well as own potential to lead and develop both care and services.
- Advocate for and contribute to a culture of organisational learning to inspire future and existing staff
- Facilitate collaboration of the wider team and support peer review processes to identify individual and team learning
- Supporting the wider team to build capacity and capability through work-based and inter professional learning, and the application of learning to practice
- Act as a role model, educator, supervisor, coach and mentor, seeking to instil and develop the confidence of others
- Maintain professional registration and revalidation as required
- Ensure updated statutory and mandatory training requirements are met and training compliance records are maintained
- Participate fully in an annual appraisal process and agree a personal development plan that will ensure that the objectives of you as an individual and your overall team are achieved

Clinical Governance

- Adherence to legal and regulatory frameworks and professional and managerial pathways of accountability
- Implement assessment of competency against a recognised framework
- Ensure regular constructive clinical supervision that enables reflective practice together with robust annual appraisal



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- Practise in compliance with their respective code of professional conduct and within their scope of practice, being responsible and accountable for their decisions, actions and omissions at this level of practice.
- Demonstrate a critical understanding of their broadened level of responsibility and autonomy and the limits of own competence and professional scope of practice, including when working with complexity, risk, uncertainty and incomplete information.
- Exercise professional judgement to manage risk appropriately, especially where there may be complex and unpredictable events and supporting teams to do likewise to ensure safety of individuals, families and carers.
- Work collaboratively with an appropriate range of multi-agency and inter-professional resources, developing, maintaining and evaluating links to manage risk and issues across organisations and settings.
- Act as a clinical role model/advocate for developing and delivering care that is responsive to changing requirements, informed by an understanding of local population health needs, agencies and networks.

Managerial

The London Clinical Lead will operate a triumvirate model of clinical, professional and general management.

This will comprise of:

The London Clinical Lead, Local Medical Leads, CQC Registered Service Manager, & London Medical Director.

The London Clinical will have additional managerial responsibility in the following areas:

- Pro-actively initiate and develop effective relationships, fostering clarity of roles within teams, to encourage productive working.
- Role model the values of their organisation/place of work, demonstrating a person-centred approach to service delivery and development.
- Actively engage in peer review to inform own and other's practice, formulating and implementing strategies to act on learning and make improvements.
- Lead new practice and service redesign solutions in response to feedback, evaluation and need, working across boundaries and broadening sphere of influence.
- Actively seek feedback and involvement from individuals, families, carers, communities and colleagues in the co-production of service improvements
- Critically apply advanced clinical expertise in appropriate facilitatory ways to provide consultancy across professional and service boundaries, influencing clinical practice to enhance quality, reduce unwarranted variation and promote the sharing and adoption of best practice.
- Train as a 'super -user' in the Adastra Clinical System and other IT platforms as required

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- Encourage advanced clinical practice within a career framework that supports recruitment and retention, and succession planning to support workforce development
- Contribute to the systematic monitoring, review and evaluation and constructive feedback of clinical practice through the audit process
- Work within Practice Plus IUC's Clinical Governance framework, ensure timely reporting to monthly governance meeting
- Take a personal responsibility to maintain own and other nursing and AHP colleagues NMC & HCPC registration and professional development in line with the expectations of the role
- Maintain confidentiality of information regarding patients, families and friends at all times
- Ensure full and accurate records are maintained and confidentially policy adhered to
- Be conversant and comply with Practice Plus IUC's Health and Safety Policy
- Assist in the investigation of verbal and written complaints according to Company Policy

Quality Issues

- Promote clinical excellence and best evidence practice
- Participate in regular review of protocols and evidence based documentation
- Participate in Primary Care division clinical audit strategy
- Act responsibly as an employee to maintain a safe and healthy environment for service users, visitors and staff
- Reporting any incidents as per local guidelines
- Advocate for patients where feedback has been received
- Ensure that standards of Health and Safety and Infection Prevention and Control are set, maintained and audited in accordance with company Policy and local agreements. Additional IPC support and training provided as required

- Demonstrate team leadership, resilience and determination, managing situations that are unfamiliar, complex or unpredictable and seeking to build confidence in others
- Demonstrate receptiveness to challenge and preparedness to constructively challenge others, escalating concerns that affect individuals as colleagues or Urgent Access Primary Care service users
- Behave in a professional manner all of the time thereby acting as a role model for others and promoting Practice Plus Group's values and core standards
- Lead and continually improve the orientation, induction and support of new staff to the service
- Ensure involvement in the Emergency Preparedness, Resilience and Response to major incidents and in Business Continuity Planning
- Advise and proactively support the Service Manager in all issues that require a clinical overview (e.g. Safeguarding, Clinical Incident Reporting, Staff Behaviours, Clinical need prioritisation). This involves identifying clinical/professional challenges and proposing or delivering a range of solutions

Communication

- Ensure that identified lines of communication are maintained with patients, colleagues and external agencies to demonstrate politeness and courtesy and sensitivity promoting the corporate image of Practice Plus Group
- Play an integral role in ensuring that all team members are aware of local and general Health & Safety matters, Clinical Governance and other on-going issues, which arise including patient safety issues
- Provide and organise support through the means of clinical supervision in accordance with Practice Plus Group company policy
- Demonstrate the ability to be able to motivate and persuade others through advanced communication skills
- Assist in the setting up of Management Forums and facilitate own team meetings and inter-team meetings to ensure flexible working and service provisions. Provide and circulate minutes and all relating documents/presentations formally and informally using evidence based tools (e.g. Action Logging, Risk Assessments & etc...)

NOTE: This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.