

Job Description

Post Title: Clinical Community Triage Nurse
Band: 6
Business Unit: Community Nursing Team, NWS
Responsible to: Locality Clinical Lead
Accountable to: Senior Manager, Adult Community Services

The post holder will be expected to reflect the vision and values of CSH Surrey and its employees to be recognised nationally for transforming health and care through pioneering, innovative and integrated services that deliver exceptional care for patients and customers. They will also be committed to our CSH Values, which are Compassion, Accountability, Respect and Excellence.

Our Values

CARE

Because we care about our patients and clients, our colleagues and our partners



C ompassion	We look after each other, speak kindly and work collaboratively
A ccountability	We take responsibility, act with integrity and speak with honesty
R espect	We listen, value, trust and empower people and treat them with dignity
E xcellence	We are professional, aim high, value challenge and never stop learning or innovating

Purpose

The role of the Clinical Triage Nurse is to undertake effective triage of referrals from other services such as Acute Hospitals, Hospices, GPs, Care homes, Care Agencies and other Healthcare professionals to community nursing teams covering Woking, Thames Medical and Spelthorne. To undertake effective triage incoming referrals assessing the patient's needs, determining the priority of care, and processing the referrals appropriately. The role is to identify the needs of the patient referral, providing specialist advice to ensure that the referral is signposted to the appropriate pathway within community services.

The Clinical Triage Nurse supports and implements the delivery of most appropriate and best possible care, which is evidence-based, person centered and collaborative, documents clearly, accurately and in a timely manner in accordance with Trust policy and professional registration requirements.

Principal duties to include:

Role Responsibilities

- To have responsibility for triaging referrals, seeking support as required from peers and/or managers such as the Team Leads within the community nursing teams.
- To offer a comprehensive triage assessment of referrals received identifying the most appropriate service for the patient requiring the community nursing service.
- Ensure that complex referrals are prioritized, managed safely, effectively and in a timely manner.
- Liaise with GPs, social services, inpatient teams, other allied healthcare professionals and the voluntary sector to ensure identified needs are met and care coordinated appropriately.
- Take a proactive role in the effective triage of referrals by:
 - Obtaining relevant information, by liaising with colleagues, acute NHS trusts, GP surgeries, local hospices and referring clinicians.
 - Providing specialist advice in relation to the triage and care for referrals.
 - Formulating a decision based on risk and other relevant indicators.
 - Signposting effectively.
 - Overseeing completion of referrals/signposting.
- Display excellent clinical skills and professional integrity being able to convey the outcomes of triage assessments in an effective, professional and timely manner.
- Provide professional advice and support for other agencies such as care agencies and colleagues.
- Ensure appropriate liaison with the community nursing teams in respect of complex or urgent referrals.
- Ensure all details of risk and patient needs are obtained from patients/carers, GPs or other referrers as appropriate to ensure that effective signposting can be achieved.
- Facilitating robust management of referrals reducing the risk for both the service and the patients.
- Ensuring referrals are appropriately signposted to the relevant community nursing service meeting the time standards identified.
- Ensuring effective communication with referrers, patients, carers and clinical teams.

- Liaise with hub clinicians/team leaders in the community nursing teams as appropriate to ensure effective relationships to enable the triage nurse to seek further clarification on appropriateness of referrals.
- Ensure any safeguarding issues are identified and escalated to the safeguarding team.

Clinical

- Comprehensive information gathering in relation to referrals.
- Establish priority and urgency of needs as to signpost to the most appropriate community service for the most appropriate outcome.
- Provide input into service development and integration.
- Must possess risk assessment, management, and harm reduction skills.
- Work to trust policy and guidelines.
- Provide advice and support to health professionals, patients/families, care agencies and other referrers over the phone as part of the referral and triage process.
- Monitoring of all referrals is essential to ensure all actions identified have been completed.
- Ensure all required information is available to the signposted teams including patient demographics, referral reason, urgency of referral and referrer details.
- Ensure all relevant information is updated onto EMIS including referral documents, prescription charts and any other relevant documents according to trust policies.
- To undertake difficult conversations and manage conflict regarding referrals.
- Accurate and timely written records should be kept which comply with trust policy.

Professional and Organisational

- Remain accountable for own professional actions as determined by their professional bodies.
- Maintain own professional development.
- Demonstrate leadership and management skills with own competence.
- Attend in house training as required to develop current job role.
- Follow trust policies, and local procedures.
- Comment on appropriate draft policies.
- Ensure own workload is planned and prioritised.
- Contribute to clinical audit as required.
- Complete risk assessments and incident forms as required.
- Complete the staff survey as required.
- Ensure maintenance of professional registration by meeting all training and competency standards.
- Ensure all Stat and mandatory training is up to date.

Analytical / Judgmental Skills

- Be able to apply advanced communication techniques when faced with situations that are complex, sensitive or contain contentious information, considering a range of options when decision making
- Be able to demonstrate an ability to overcome significant barriers such as dealing with patients and members of the public who may be hostile, antagonistic or requiring specific additional support.
- Maintains accurate and legible records in line with professional and organisational requirements regarding electronic patient record system and is responsible for ensuring all data within the service is completed within dates required for CSH Surrey reporting to the NWS Alliance.
- Accountable for making autonomous clinical decisions in referral triage.

Quality

- Support achievement and maintenance of the necessary conditions to achieve high standards of professionalism and productive working.
- Continually maintain standards and assist with the improvement of the service.
- The postholder will be required to assist the ongoing quality improvement, develop standard operating process pathways, and review new or amended policies specific to their area of expertise (i.e., community nursing)
- The postholder will be expected to critically review current practice and propose and discuss ways to continually improve service delivery

Health, safety and security

- Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 2015, to ensure the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- To ensure that health and safety policies are understood and observed.
- Facilitate a clean work environment and ensure appropriate use of equipment.
- Ensure that an incident report is completed for all untoward incidents
- To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity. To comply with the requirements of the Data Protection Act.
- To comply with CSH Surrey's policies on equal opportunities, the consumption of alcohol and non-smoking.

Information Technology

- Is able to use computer system to check email and participate in e-learning
- To be competent at using the electronic patient record and ensure patient records are accurate and timely
- To participate in data collection and audit when required.
- To manage own email and electronic communication in order to carry out the role.
- Demonstrate the necessary IT and keyboard skills.

Responsibilities for Human Resources

- Responsible for completing all own mandatory training and for ensuring this is completed for all team members.
- Participates in own annual appraisal and undertakes continuing professional development, clinical supervision, and peer review for self in order to maintain and develop knowledge and skills.
- Assist in the operation development and monitoring of clinical pathways.
- Provide supervision when required to allocated staff and students and to new starters.

Freedom to Act

- To demonstrate competence in all activities required of the post and to inform your manager if you do not feel adequately trained, assessing outcomes.
- To be guided by the relevant policy, guidelines and standards when performing tasks.

Equality, diversity and rights

- To promote equality and value diversity by demonstrating promotion of non-discriminatory values and supporting individuals to recognise their own and the equality, diversity, rights and responsibilities of others.

- To provide a service that protect patients and carers whilst respecting their diversity, difference, preferences and choice.

Other Responsibilities

- Demonstrates excellent personal communication and team working skills.
- Complies with the requirement to practice within data protection and confidentiality guidelines.
- Attends departmental and organisation-wide staff meetings as appropriate.
- Any other duties, which may be requested by the manager, to facilitate the smooth running of the service.

This job description is not exhaustive and the post holder may be required to undertake such other duties from time to time as are consistent with the responsibility of the grade.

This job description is subject to review and development from time to time in liaison with the post holder. As an employee of Central Surrey Health Ltd you will be required to adhere to all the organisations policies and procedures.

Standards of Business Conduct

The post holder will be required to comply with the organisations Standing Orders and Standing Financial Instructions and, at all times, deal honestly with the organisation, with colleagues and all those who have dealing with the organisation including patients, relatives and suppliers.

Confidentiality

To ensure confidentiality in all matters relating to clients, to staff personnel issues and to information obtained during the course of employment. To not release such information to anyone else other than acting in an official capacity.

To comply with the regulations of the Data protection Act and Freedom of Information Act.

Safeguarding of children and child protection and vulnerable adults

It is the responsibility and duty of all staff to safeguard children and vulnerable adults and promote their welfare.

Child protection and vulnerable adult safeguarding issues when identified or areas of concern must be referred by you promptly in accordance with CSH policy and procedures. Details of Leads on Safeguarding are detailed in procedure. Please ask your line manager or HR for details.

Performance Review

This job description only covers the key result areas and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be subject to annual review in consultation with the postholder and may develop to meet changing needs of the service.

Equal Opportunities

The organisation aims to maintain the goodwill and confidence of its own staff, service users and the general public. To assist in achieving this objective, it is essential that at all times employees carry out their duties in accordance with the organisations Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

Infection Control and Prevention

Central Surrey Health is committed to minimising any risks of healthcare associated infection to patients, visitors and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies and procedures relevant to their area of work.

Health and Safety

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work ensuring compliance with the requirements of the Health and Safety at Work Act (1974).

Health and Safety

1. To follow and promote safe working practices and to comply at all times with the Health and Safety at Work Act 1974, and Manual Handling Operations Regulations 1992, and CSH policies and procedures
2. To assist in the regular monitoring and maintenance of equipment in accordance with health and Safety regulations.
3. To act immediately on safety notices, hazard warning notices and any other notifications in relation to equipment used/prescribed by the Occupational Therapy Service.
4. To take reasonable care of the health and safety of yourself and other persons who may be affected by your acts or omissions at work and to co-operate with CSH to ensure that statutory and departmental regulations are adhered to.
5. To report all clinical and non-clinical incidents or near misses promptly and when required to co-operate with any investigations undertaken.

Security

1. It is a condition of employment that identification badges be worn at all times.
2. All staff have a responsibility for security and the proper care of property. In accordance with standing financial instructions all managers have a particular responsibility for security and loss prevention arrangements in their areas of responsibility.

Continuous Improvement

The organisation has adopted a strategy for continuous Improvement and all members of staff employed by the organisation are expected to play an active role in development and improving services to the benefit of service users. In-service training and development programmes are provided including the NVQ process.

Clinical supervision

Clinical Supervision is an ongoing process between clinical supervisor and clinical supervisee which aims to develop and sustain a high level of quality patient care by reflecting on clinical practice and provides encouragement for personal and professional growth. All Clinicians are expected to undertake clinical supervision in line with CSH Surrey policy

Registered Health Professional

All co-owners who are members of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.



Job Specification

Job Title: Clinical Community Triage Nurse
Department: Adult Community Nursing

As the attached job description outlines the main duties and responsibilities of this post, so the person specification lists the requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet the specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience and knowledge match these requirements.

	Essential	Desirable	Assessment method
Qualifications	<ul style="list-style-type: none"> • Current 1st level registration with the NMC (Registered Nurse) • Degree in Adult Nursing • Post graduate diploma or equivalent post registration experience 	<ul style="list-style-type: none"> • Educated to Master level • Practice Supervisor / Assessor 	<ul style="list-style-type: none"> • Application Form & Certificate • Portfolio of evidence

Experience and knowledge	<ul style="list-style-type: none"> • Knowledge of community services. • Community experience of at least 3 years • Highly motivated • Demonstrates knowledge of risk assessment and risk management. • Excellent time management. • Demonstrates previous experience undertaking clinical triage / prioritisation. • Ability to prioritise own workload and met deadlines. • Specialist knowledge of the role and responsibilities • Excellent knowledge and awareness of health care policy national agenda and strategy and how this impacts on Community Nursing • Demonstrates critical thinking and analysis • Computer literate and able to use Word, excel, emails etc • Significant evidence of continued professional development, including attending specialist courses. • Demonstrates expert knowledge of the principles of safeguarding of vulnerable adults and children. • Experience of organising patient related resources. • Demonstrable evidence of service improvement / implementing local change • Ability to manage stressful situations • Ability to use own initiative. 	<ul style="list-style-type: none"> • Service development and Improvement • Knowledge of additional specialist areas through in house training and courses including: Palliative care, long term conditions, diabetes management. 	<ul style="list-style-type: none"> • Application Form & Interview • Portfolio of evidence
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Communication	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Excellent written and verbal communication skills • Good presentation skills e.g. teaching, cascading information 		
Skills	<p><u>Planning / Organisational Skills</u></p> <ul style="list-style-type: none"> • Ability to work across a seven day week • Ability to delegate nursing care and to prioritise visits in accordance with patient need and to organise workload without direct supervision • Competent IT skills and timely data entry • Demonstrates autonomy and the ability to work well as part of a team • Ability to prioritise <p><u>Physical Skills</u></p> <ul style="list-style-type: none"> • Ability to travel effectively and efficiently within the locality and at times, across Surrey • Dexterity and accuracy required 		<ul style="list-style-type: none"> • Application Form & Interview • Portfolio of evidence
Other:	<ul style="list-style-type: none"> • Flexible, reliable, forward thinking and innovative • Committed to and passionate about nursing in community settings. • Ability to work under pressure • Act as a role model and can lead by example to ensure the trust values and behaviours are reinforced throughout their area of practice 	<ul style="list-style-type: none"> • Current driving licence and access to a car during the working day 	<ul style="list-style-type: none"> • Application Form & Interview

Key: A = Application Form, I = Interview, P = Presentation, T = Test

EQUAL OPPORTUNITIES

In addition to any specific criteria laid out above, each applicant will be expected to demonstrate a basic understanding of the principles of equal opportunities in relation to the post. The degree of knowledge required will depend on the level and nature of the post in question.

DISABILITY DISCRIMINATION ACT (1995)

Please note that some flexibility may be exercised in the application of the criteria outlined above where a disabled candidate covered by this Act is unable to meet certain parts of the specification by reason of their disability. If you believe this applies to you please outline the details on your application form. Each case will be assessed on an individual basis at shortlisting and/or interview with advice from the Human Resources Centre.