



## **Postoutline : Community Clinical Nurse - (Band 7)**

### **Directorate of Learning Disability Services**

Created On Wednesday, July 26, 2006

Created By Gloria Jarman

Post Outline is Approved

**Assigned To :**

**Purpose :** The post holder will have an understanding of the specialist knowledge and skills of the professional activities within a Community Support Team, within the field of Learning Disabilities, and will be responsible for managing a highly complex clinical caseload and leading and managing the local nursing team(s), and will liaise with both Social and Healthcare professionals to meet client need.

**Pay Band :**

**Reporting To :** Assistant Head of Nursing

## KSF Dimensions, Levels And Indicators

Dimension Type	Dimension Number	Dimension Name	Second Gateway (Full Outline)	
			Level	Indicator
Core	C1	COMMUNICATION	3	A,B,C,D,E,F
Core	C2	PERSONAL AND PEOPLE DEVELOPMENT	4	A,B,C,D,E,F,G,H
Core	C3	HEALTH, SAFETY AND SECURITY	3	A,B,C,D,E
Core	C4	SERVICE IMPROVEMENT	3	A,B,C,D,E,F,G
Core	C5	QUALITY	3	A,B,C,D,E,F,G
Core	C6	EQUALITY AND DIVERSITY	3	A,B,C,D,E
Specific	HWB2	ASSESSMENT AND CARE PLANNING TO MEET HEALTH AND WELLBEING NEEDS	4	A,B,C,D,E,F,G,H
Specific	HWB3	PROTECTION OF HEALTH AND WELLBEING	3	A,B,C,D,E,F,G,H
Specific	HWB6	ASSESSMENT AND TREATMENT PLANNING	4	A,B,C,D,E,F,G,H,I
Specific	IK1	INFORMATION PROCESSING	1	A,B,C,D,E
Specific	IK2	INFORMATION COLLECTION AND ANALYSIS	2	A,B,C,D,E,F
Specific	G1	LEARNING AND DEVELOPMENT	2	A,B,C,D,E,F
Specific	G6	PEOPLE MANAGEMENT	2	A,B,C,D,E,F

C1 COMMUNICATION

**Second Gateway (Full Outline)**

Level : 3 Develop and maintain communication with people about difficult matters and/or in difficult situations

**Level Indicators:**

- a) identifies the range of people likely to be involved in the communication, any potential communication differences and relevant contextual factors
- b) communicates with people in a form and manner that:
  - is consistent with their level of understanding, culture, background and preferred ways of communicating
  - is appropriate to the purpose of the communication and the context in which it is taking place
  - encourages the effective participation of all involved
- c) recognises and reflects on barriers to effective communication and modifies communication in response
- d) provides feedback to other workers on their communication at appropriate times
- e) keeps accurate and complete records of activities and communications consistent with legislation, policies and procedures.
- f) communicates in a manner that is consistent with relevant legislation, policies and procedures.

**Examples Of Application:** Take a lead local role in the creation and maintenance of effective communication systems and working relationships between colleagues, peers and key stake holders from various professions and agencies.

Regularly chairing/attending meeting and taking minutes and the effective use of verbal and written communication.

Frequently receive and communicate highly complex and sensitive information to/with client, carers and other professionals regarding services to meet the needs of individuals.

Work in a team with nurses and other members of the multi-disciplinary team using effective communication systems verbal and written.

Provide specialist nursing reports to contribute to the provision of social or health care for client e.g. community care plans and continuing health care applications.

Maintain and provide accurate and concise information that enable the achievement of organisational goals.

Represent the Directorate of Learning Disability Services at meetings as required.

Adhere to the NMC guidelines for records and record keeping (2002)

Explain issues in formal situations e.g. attending Mental Health Reviews/Tribunals.

C2 PERSONAL AND PEOPLE DEVELOPMENT

**Second Gateway (Full Outline)**

Level : 4 Develop oneself and others in areas of practice

**Level Indicators:**

- a) evaluates the currency and sufficiency of own knowledge and practice against the KSF outline for the post and identifies own development needs and interests
- b) develops and agrees own personal development plan with feedback from others
- c) generates and uses appropriate learning opportunities and applies own learning to the future development of practice
- d) encourages others to make realistic self assessments of their application of knowledge and skills challenging complacency and actions which are not in the interest of the public and/or users of services
- e) enables others to develop and apply their knowledge and skills
- f) actively promotes the workplace as a learning environment encouraging everyone to learn from each other and from external good practice
- g) alerts managers to resource issues which affect learning, development and performance
- h) develops others in a manner that is consistent with legislation, policies and procedures.

**Examples Of Application:** Develop one's own knowledge and skills by participating in education and training as a result of undertaking and PDR and resulting in PDP.  
Critically appraise research currently being undertaken in relation to own speciality and apply relevant findings.  
Actively seeking opportunities to continually develop one's self consistent with the principles of life-long learning and in line with professional bodies CPD.  
Implement, maintain and manage a system of clinical supervision to promote professional standards of practice.  
Ensure system of mentorship/preceptorship is in place for student nurses and newly qualified nurses and provide direct mentorship and preceptorship as appropriate.  
Participate in the professional leadership agenda.  
Develop teams, individuals and self to enhance performance.  
Maintain work schedule on a daily basis including re-prioritisation to respond to crisis situation of client/carers.  
Contribute to working projects groups as required by Head of Nursing/Director of Directorate of Learning Disabilities.

C3 HEALTH, SAFETY AND SECURITY

**Second Gateway (Full Outline)**

Level : 3 Promote, monitor and maintain best practice in health, safety and security

**Level Indicators:**

- a) identifies:
  - the risks involved in work activities and processes
  - how to manage the risks
  - how to help others manage risk
- b) undertakes work activities consistent with:
  - legislation, policies and procedures
  - the assessment and management of risk
- c) monitors work areas and practices and ensures they:
  - are safe and free from hazards
  - conform to health, safety and security legislation, policies, procedures and guidelines
- d) takes the necessary action in relation to risks
- e) identifies how health, safety and security can be improved and takes action to put this into effect.

**Examples Of Application:** Personal duty of care and management of nursing team in relation to Health, Safety and Security Trust/Directorate policies and procedures

e.g. Lone Working, Inclement weather etc.

Co-ordinate risk assessments for clients/staff/environment.

Take responsibility for personal development and education in relation to health, safety and security including attendance at statutory/mandatory in-service training e.g.

Fire, Moving and Handling, CPR, POVA, Child Protection, PBM etc.

C4 SERVICE IMPROVEMENT

**Second Gateway (Full Outline)**

Level : 3 Appraise, interpret and apply suggestions, recommendations and directives to improve services

**Level Indicators:**

- a) identifies and evaluates areas for potential service improvement
- b) discusses and agrees with others:
  - how services should be improved as a result of suggestions, recommendations and directives
  - how to balance and prioritise competing interests
  - how improvements will be taken forward and implemented
- c) constructively undertakes own role in improving services as agreed and to time, supporting others effectively during times of change and working with others to overcome problems and tensions as they arise
- d) maintains and sustains direction, policies and strategies until they are firmly embedded in the culture inspiring others with values and a vision of the future whilst acknowledging traditions and background
- e) enables and encourages others to:
  - understand and appreciate the influences on services and the reasons why improvements are being made
  - offer suggestions, ideas and views for improving services and developing direction, policies and strategies
  - alter their practice in line with agreed improvements
  - share achievements
  - challenge tradition
- f) evaluates with others the effectiveness of service improvements and agrees that further action is required to take them forward
- g) appraises draft policies and strategies for their effect on users and the public and makes recommendations for improvement

**Examples Of Application:**

Take a lead role in the management of change to enhance innovations and developments in health care and its application to practice.

Apply specialised knowledge of theory and practice to work with a case load of highly complex clients and to challenge appropriateness of care when required.

Monitor and evaluate the maintenance and improvement of service product and systems by participating in discussions, meetings and task team at the discretion of Assistant Head of Nursing.

Work in partnership with Locality Manager and Team Manager of the Local Authority to develop and evaluate local services.

Take a lead role to manage, maintain and ensure a service that achieves optimal outcomes for service users.

Provide specialist professional advice to commissioning agencies.

Gather required information to promote decision making which will contribute to the further development of the clinical governance framework within the work environment.

**Second Gateway (Full Outline)**

Level : 3 Contribute to improving quality

**Level Indicators:**

- a) acts consistently with legislation, policies, procedures and other quality approaches and promotes the value of quality approaches to others
- b) understands own role in the organisation and its scope and identifies how this may develop over time
- c) works as an effective and responsible team member and enables others to do so
- d) prioritises own workload and organises and carries out own work in a manner that maintains and promotes quality
- e) evaluates the quality of own and others' work and raises quality issues and related risks with the relevant people
- f) supports the introduction and maintenance of quality systems and processes in own work area
- g) takes the appropriate action when there are persistent quality problems.



**Examples Of Application:** Contribute to the implementation of NICE guidelines, NSFs where applicable.

Manage and take responsibility for the control and effective use of physical resources by appropriate safe use, carriage and maintenance of any clinical equipment.

Promote and develop excellence in clinical nursing practice.

Manage the efficient and effective use of resources by completing and monitoring personal documentation e.g. time/duty sheets, signatory for travel expenses and ordering of stock items.

Responsible for ordering, safe storage and administration of medication.

Initiating and participating in the development of a research and development culture in your work area, which will result in the undertaking and utilisation of nursing research in line with the Trust's R & D strategic framework.

Take a lead role in the development of audit compliance with quality systems as required e.g. Directorate Nursing Standards to evaluate the quality of own and other(s) work.

Maintain and enhance effective communication to assist decision-making and achievement of organisation goals, Sickness and Absence Targets, Financial budgets etc.

Adhere to NMC Code of Profession Conduct (2002) and Midwives Rules and Code of Practice (1998)

Adhere to the Principles of Clinical Governance

- team work
- communication
- leadership
- systems awareness
- ownership

Comply with Bro Morgannwg NHS Trust

- Nursing and Midwifery Strategy and clinical policies
- corporate and operational policies and procedures
- legislation and strategy requirements e.g. Health and Safety.

**Second Gateway (Full Outline)**

Level : 3 Promote equality and value diversity

**Level Indicators:**

- a) interprets equality, diversity and rights in accordance with legislation, policies, procedures and relevant standards
- b) evaluates the extent to which legislation is applied in the culture and environment of own sphere of activity
- c) identifies patterns of discrimination and takes action to overcome discrimination and promote diversity and equality of opportunity
- d) enables others to promote equality and diversity and a non-discriminatory culture
- e) supports people who need assistance in exercising their rights.

**Examples Of Application:** Promote the rights, responsibilities and diversities of people with a learning disability.

Manage a team which respects individual(s) right and dignity at work.

Undertake role of Appropriate Adult

HWB2 ASSESSMENT AND CARE PLANNING TO MEET HEALTH AND WELLBEING NEEDS

**Second Gateway (Full Outline)**

Level : 4 Assess complex health and wellbeing needs and develop, monitor and review care plans to meet those needs

**Level Indicators:**

- a) explains clearly to people:
  - own role, responsibilities and accountability
  - the information that is needed from the assessment of health and wellbeing needs and who might have access to it
  - the benefits and risks of the assessment process and alternative approaches
  - the outcomes of assessment
  - options within care plans and associated benefits and risks
- b) respects people's dignity, wishes and beliefs; involves them in shared decision making; and obtains their consent
- c) plans and uses assessment methods that are appropriate for complex needs, and uses processes of reasoning that
  - are appropriate for the complex needs of the people concerned
  - s/he has the knowledge, skills and experience to use effectively
  - are based on available evidence
  - obtain sufficient information for decision making including gaining assessment information from other practitioners
- d) follows processes of reasoning which:
  - balance additional information against the overall picture of the individual's needs to confirm or deny developing hypotheses
  - are capable of justification given the available information at the time
  - are likely to result in the optimum outcome
- e) interprets all of the information available and makes a justifiable assessment of:
  - people's health and wellbeing
  - their related complex needs and prognosis
  - risks to their health and wellbeing in the short and longer termtransferring and applying her/his skills and knowledge to address the complexity of people's needs
- f) develops and records care plans that are appropriate to the people concerned and:
  - are consistent with the outcomes of assessing their complex health and wellbeing needs
  - identify the risks that need to be managed
  - have clear goals
  - involve other practitioners and agencies to meet people's complex health and wellbeing needs and risks
  - are consistent with the resources available
  - note people's wishes and needs that it was not possible to meet
- g) coordinates the delivery of care plans, feeding in relevant information to support wider service planning
- h) monitors the implementation of care plans and makes changes to better meet people's complex health and wellbeing needs.

**Examples Of Application:** Be responsible for the management of care for a group of complex clients over a period of time and organise appropriate support services, working autonomously and being accountable for own practice.

Demonstrate clinical leadership to advise and direct on health promotion/education and the prevention/minimisation of the effects of a primary or secondary disability.

Devise, evaluate and continue to co-ordinate the planning and implementation of therapeutic and highly complex programmes of care to promote the health and well being of clients.

Contribute to the process of health diagnosis by providing/interpreting specialist nursing assessment and following a diagnosis giving advice regarding treatment and management.

Develop and maintain effective systems of liaison with primary and secondary care services to improve/maintain the physical health of clients.

Identifying the need for and then designing, developing, delivering and evaluating complex learning/training programmes for clients, carers and multi disciplinary and multi agency groups e.g. net work training.

## Second Gateway (Full Outline)

Level : 3 Implement aspects of a protection plan and review its effectiveness

### Level Indicators:

- a) works in partnership with others to identify and assess the nature, location and seriousness of the particular risks
- b) prioritises own work in line with areas of highest risk coordinating own actions with anyone else involved
- c) contacts people who are at risk taking the necessary action if difficulties are encountered
- d) explains to people the purpose for the contact, any requirements for statutory enforcement, what people are required to do to comply with statutory enforcement and what will happen if they fail to comply and involves them in shared decision making
- e) prepares for and undertakes the protective interventions that s/he is responsible for as part of the protection plan in a manner that
  - is consistent with evidence-based practice, legislation, policies and procedures
  - is appropriate to the people concerned
  - is appropriate for the setting
  - maintains health and safety
- f) undertakes own work in ways which manage risk and are consistent with statutory enforcement
- g) works with other members of the protection team to plan, monitor and review the effectiveness of the protection plan
- h) records and reports on the aspects of the overall protection plan for which s/he is responsible consistent with legislation, policies and procedures.

**Examples Of Application:** Identify, assess and inform relevant personnel of situations where service users may be at risk or pose a risk to themselves and/or others by devising and using clinical risk management assessment and giving advice on management strategies.

Initiate referral for Child Protection or Protection of Vulnerable Adults and contribute to the process by attending meetings and providing supporting information.

Keep up to date with current POVA issues and attend any relevant training.

## HWB6 ASSESSMENT AND TREATMENT PLANNING

**Second Gateway (Full Outline)**

Level : 4 Assess physiological and/or psychological functioning when there are complex and/or undifferentiated abnormalities, diseases and disorders and develop, monitor and review related treatment plans

**Level Indicators:**

- a) identifies and evaluates:
  - the particular factors which contribute to the complex nature of the cases
  - evidence from similar cases which may inform the approach to be taken
  - the nature and urgency of the case
- b) determines and plans the range and sequence of assessments that evidence suggests are most likely to provide answers to the clinical questions, including:
  - the specific activities to be undertaken
  - any modifications to standard procedures/protocols
  - methods, techniques and equipment to be used
  - the risks to be managed
- c) respects people's dignity, wishes and beliefs; involves them in shared decision making; and obtains their consent
- d) carries out assessments in line with evidence based practice, legislation, policies and procedures and/or established protocols / established theories and models, monitoring individuals and adjusting the approach in the light of arising information and any significant changes or risks
- e) considers and interprets all of the information available using systematic processes of reasoning and reaches justifiable conclusions, including the making of a differential diagnosis and the listing and rank of possible alternatives if appropriate, and explains the outcomes to individuals
- f) develops and records treatment plans that are:
  - appropriate to the clinical context
  - consistent with the outcomes of assessment and the most probable diagnosis
  - identify the risks that need to be managed
  - have clear goals
  - involve other practitioners and agencies as and when necessary
  - are consistent with the resources available
  - note people's wishes and needs that it was not possible to meet
- g) coordinates the delivery of treatment plans feeding in relevant information to support wider service planning
- h) monitors the implementation of treatment plans and makes changes as a result of emerging information
- i) identifies individuals whose needs fall outside own expertise and makes referrals to the appropriate practitioners with the necessary degree of urgency.

**Examples Of Application:** Devise, implement and evaluate a plan of specialised nursing care based on comprehensive and observational assessments undertaken with the cooperation of the client and/or his/her advocate/carer where possible taking into account multi disciplinary approach and the uniqueness of each client e.g. clients with complex health needs and/or challenging behaviour and/or dual diagnosis.

Deliver nursing care to meet the needs of clients as prescribed in care plans aligned with fundamentals of care.

Actively identify ways in which improvements can be promoted for the social and emotional environments of clients.

Be empathetic and provide support and counselling for clients/carers e.g. dealing with difficult family/residential situations or circumstances and initiating carers assessment where appropriate.

Appropriate selection and evaluation of assessment methodologies.



IK1 INFORMATION PROCESSING

**Second Gateway (Full Outline)**

Level : 1 Input, store and provide data and information

**Level Indicators:**

- a) inputs data and information accurately and completely:
  - using the correct formats
  - consistent with legislation, policies and procedures
- b) uses available automated facilities for checking the data/information and for resolving difficulties in using applications
- c) finds and provides requested data/information using agreed procedures and formats
- d) maintains the integrity of data/information using agreed procedures
- e) stores data/information safely and correctly

**Examples Of Application:** Accurately input personally generated information on clients and staff electronically and paper based within stated time scales.

## Second Gateway (Full Outline)

Level : 2 Gather, analyse and report a limited range of data and information

### Level Indicators:

- a) identifies and agrees:
  - the question/issue to be addressed by the data/information
  - the nature and quantity of data/information to be collected
  - the quality criteria which the data/information should meet
- b) effectively uses appropriate methods and sources for obtaining and recording the data/information
- c) confirms that the data/information meets the agreed quality criteria and takes appropriate action if it does not
- d) collates and analyses the data/information using methods appropriate to:
  - the initial questions which the data/information is intended to answer
  - the nature of the data/information
- e) reports the data and information at the agreed time using presentation, layout, tone, language, content and images appropriate to:
  - its purpose
  - the people for whom it is intended
  - agreed formats and protocols
- f) complies with relevant legislation, policies and procedures throughout

**Examples Of Application:** Collate and analyse data using appropriate methods e.g. sickness and absence returns, client records.

Data and information might be:

- qualitative
- quantitative.

Data and information may be held in systems which are:

- electronic
- paper-based

Data and information might relate to:

- assessment, diagnosis, care and treatment of patients/clients ie data and information about patients and clients
- education, training and development
- effectiveness of specific treatments, forms of care, lifestyles that promote health and wellbeing etc ie information for the public and users of services
  - health and wellbeing
  - health, safety and security
  - promotion of equality and diversity
  - service effectiveness

Data and information may be

- raw
- intermediate
- processed

Legislation, policies and procedures may be international, national or local and may relate to:

- accreditation
- clinical negligence
- consent
- controls assurance
- data protection and confidentiality
- information
- freedom of information
- Images include:
  - charts
  - diagrams
  - maps
  - pictures
  - spreadsheets

G1 LEARNING AND DEVELOPMENT

**Second Gateway (Full Outline)**

Level : 2 Enable people to learn and develop

**Level Indicators:**

- a) agrees with the team the purpose, aims and content of the learning and development and own role in the process
- b) prepares thoroughly for own role addressing any issues in advance
- c) supports learning
  - recognising individuals' particular needs, interests and styles
  - using the agreed methods and approaches
  - in a manner that stimulates individuals' interest, promotes development and encourages their involvement
  - by developing an environment that supports learning
  - consistent with legislation, policies and procedures
- d) gains feedback from learners and relevant others on the effectiveness of learning and development and their ideas for how it can be improved
- e) reflects on and evaluates the effectiveness of learning and development using feedback from learners and others
- f) discusses own evaluation with the team and agrees how learning and development might be improved in the future.

**Examples Of Application:** Implement and lead performance management and training needs analysis within Nursing Team(s)

Contributing to identifying the need for and then design, develop, deliver and evaluate complex learning/training programmes for clients, carers and multi disciplinary and multi agency groups e.g. medication awareness and epilepsy.

Train staff to act as facilitators/trainers for epilepsy awareness and administration of rectal diazepam teaching session.

## Second Gateway (Full Outline)

Level : 2 Plan, allocate and supervise the work of a team

### Level Indicators:

- a) contributes to the recruitment and selection of team members to meet organisational needs consistent with legislation, policies and procedures
- b) communicates clearly with team members and gives them opportunities to:
  - contribute to the planning and organisation of work
  - assess their own and team work
  - respond to feedback
- c) develops work plans and allocates work in a way which:
  - is consistent with the team's objectives
  - is realistic and achievable
  - takes full account of team members' abilities and development needs
- d) objectively assesses the work of the team and provides clear constructive feedback to the team in a manner most likely to maintain and improve performance
- e) supports team members effectively during the NHS KSF development review process and enables them to meet their development objectives
- f) agrees with team members courses of action to address issues with their work

**Examples Of Application:** Plan, allocate and evaluate work by teams, individuals and self.

Manage the performance of the team by clinical support/supervision and respond to poor performance by undertaking development activities for the team and individual(s) which will enhance their performance and will encourage competent, independent and reflective practitioners.

Manage Community placements for student nurses by planning, allocating, evaluating their work and undertaking assessment in line with Fitness to Practice.

Contribute to the recruitment of individuals for posts using agreed methods and based on objective assessments against agreed criteria.

Communicate clearly with team members and given them opportunities to contribute to planning and organising their work.

Objectively assess the work of the team, support team members effectively during NHS KSF development review process and enable them to meet their development objectives.

Adhere to and implement Trust/Directorate HR policies and procedures.

Participate and contribute to Trust professional issues e.g. investigations.

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