

**LEEDS COMMUNITY HEALTHCARE NHS TRUST**

**JOB DESCRIPTION**

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| **Job Details****Job Title:**  Patient Experience & Engagement Clinical Co-Ordinator  **Banding:** Clinical Band 6 **Specialty/Department:** Clinical Governance Team**Reports to:** Patent Experience and Engagement Manager   |

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| **Service Description**The Clinical Governance Team lead a culture of clinical excellence to enable delivery of safe, high-quality care to patients that is evidenced by good outcomes and patient feedback. We listen to people’s voice to continuously learn and improve. We work in line with the Trust vision, values and magnificent behaviours.The Clinical Co-Ordinator will support the delivery of the Organisations governance agenda and provide support to key workstreams and contribute to assurance reporting in relation to patient voice and feedback on behalf of the Trust. The post would sit within Patient Experience Team but work closely with the other workstreams in CGT, to build further resilience. This role is critical to the statutory duties we have as an NHS organisation in managing complaints, gathering and utilising patient feedback to improve care, considering accessible information standards and patient engagement. The team also provide an advisory and training function to support services with patient engagement through quality and value. This role will be instrumental in evolving the CQC single assessment framework in relation to patient experience and feedback. |

**Job Purpose**

The post holder will support the Clinical Governance team in the day to day management of the patient experience and engagement portfolio and will be an autonomous practitioner within their role in addition to working as an integral member of the team. In doing so, they will assess, plan, deliver and evaluate patient centred programmes of care ensuring that they practice within their sphere of competence and knowledge. The post holder will work to professional and regulatory body codes, standards and guidance at all times ensuring that their practice is grounded in evidence based theoretical and practical knowledge. The post holder will provide the day to day line management of a team of governance officers.

**Key Responsibilities**

1. **Clinical**
2. Maintain clinical credibility demonstrated through undertaking clinical practice at a frequency agreed with Service Manager/Team Manager/Senior Practitioner Pathway Lead in the relevant field.
3. Practices as an autonomous clinician to support service delivery, responding to social, scientific, clinical and ethical issues in line with the values and agreed model within the service
4. Works to standards of proficiency identified by their professional and regulatory bodies
5. To comply with the organisations’ Infection Prevention and Control requirements, including “bare below the elbows” dress code for staff with a direct care delivery role

**2. Management**

2.1. Supports the delivery of the clinical pathways appropriate to field of work

2.2. Assist with the performance and management of a clinical team within a specific service area and within line management structure specific to service area

2.3. Demonstrates the ability to delegate, organise and prioritise workload to ensure the safe delivery of the service, making judgements in complex situations

2.4 Manages team and resources on a day-to-day basis in an unpredictable environment that require solutions to complex problems where there are many interacting factors

2.5 Ensures that all team and individual objectives are clearly defined within the wider Directorate framework and in line with Trust’s objectives, using the appraisal process as a vehicle for this.

2.6. Takes responsibility for their own and others’ health and safety in the working environment.

2.7 Deliver information to the team and other services, teams or agencies using a variety of means

**3. Leadership**

* 1. Ensures that a professional service and image is maintained at all time, thereby acting as a role model to all staff
	2. Provides a leadership style which is underpinned by strongly held values around equality, diversity and openness; effectively builds and maintains relationships with direct reportee(s), management teams and other key individuals across the organisation.
	3. Demonstrates clinical leadership, initiative and creativity inspiring others to be positive in their contribution to continuous improvement
	4. Clearly articulates the expected clinical standards of the service, monitors and identifies where standards are not met and takes action to address

**4. Learning and Development**

* 1. Undertakes any training required to develop and maintain their proficiency in response to changes in service delivery or new and emerging techniques and demonstrate competence within professional body requirements
	2. Reflects on and evaluates own practice and identifies areas of development by setting appropriate objectives via appraisal and clinical supervision
	3. Ensures appraisals for direct reportees are undertaken in accordance with Trust policy; manages performance which falls below standard in accordance with the appropriate HR policies and processes seeking support from senior staff where required.
	4. Supports the learning and development of others including students and preceptees

**5. Partnership and Team Working**

5.1 Actively works towards developing and maintaining effective clinical and corporate working relationships both within and outside the Trust

5.2 Explores the potential for collaborative working and takes opportunities to initiate and sustain such relationships.

5.3 Actively contributes to the multi-disciplinary team supporting the patient; acting as a credible source of information for other agencies/professionals

**6. Innovation and Quality**

6.1 Implements, monitors and maintains agreed standards, reporting to the team/service manager when standards are not met

6.2 Implements policies relevant to service area and ensures team members are aware of policy requirements

6.3 Identifies areas for improvement within own service and proactively addresses these within the overall organisational governance frameworks and corporate objectives reflecting the changing needs of the population, local and national initiatives

6.4 Actively works to continually improve the quality of own service within the overall organisational governance frameworks and corporate objectives e.g. through audit or suggesting changes to practice.

6.5 Contributes to and undertakes audits within specified area.

6.6 Works with managers and colleagues to identify, manage and minimise risks within the overall organisational risk management frameworks. This includes understanding and applying knowledge of the role in safeguarding and actively leading incident management processes.

6.7 Acts as an advocate for service users recognising the boundaries of their knowledge; liaising with other services / agencies as required.

6.8 Ensures that service user experience is core to all service development gaining support from the appropriate corporate teams as required.

**Health and Safety**

Responsibilities of ALL staff in relation to Health and Safety:-

* Take reasonable care of your own health and safety
* Take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
* Co-operate with Trust, making sure you understand and follow the health and safety policies and procedures
* Attend all required training on Health and Safety related policies and procedure.
* Do not interfere with or misuse anything that has been provided for your health, safety or welfare
* Report and record any injuries, strains or illnesses suffered as a result of doing your job
* Inform your manager if something happens that might affect your ability to work safely such as suffering an injury or a new medical condition.

Additional for those with management responsibilities:

* Identify through documented risk assessment any risks that exists within the department or during the delivery of the service
* Investigate and manage incidents and near misses, ensuring actions are taken to prevent recurrence
* Support the Risk and Safety Team in ensuring suitable and sufficient up to date Health and Safety information and guidance is available to all staff at all levels and disciplines across the  organisation.

**In addition to these functions the post holder is expected to:**

* In agreement with their line manager carries out such other duties as may be reasonably expected in accordance with the grade of the post.

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| **Effort Factor Information** |
| **PHYSICAL EFFORT**What physical skills needed in the role require, speed, accuracy, dexterity and or manipulation of objects (includes both clinical and non-clinical posts)? Please provide specific examples.Is the post holder required to lift equipment? If yes, please specify type of equipment, weight (approx kilos) and frequency of the requirement. Please provide specific examples. | Frequent sitting or standing in a restricted position/ moderate effort for several short periods.E.g. Kneels or crouches to deliver treatment, manoeuvres patients and equipment |
| **MENTAL EFFORT**Describe the amount of concentration required within the day-to-day job. What is it the employee will have to concentrate on? Please give examples of how often and for how long this concentration occurs. Please provide specific examples of when mental effort is required.Is the post holder required to drive a vehicle? If so please specify duration and frequency. | Frequent concentration where there may be several interruptions; e.g. patient interaction, managing staff issues. |
| **EMOTIONAL EFFORT**Does any part of the job require any emotional effort? What elements of the role expose the employee to emotional effort?How often does this happen? Please provide specific examples. E.g. exposure to child protection issues | Frequent distressing or occasional highly distressing or emotional circumstances e.g. deals with distressed patients or relatives, imparting distressing news in relation to clinical status, managing staff; dealing with safeguarding concerns |
| **WORKING CONDITIONS**Is the post holder required to work in extreme heat or cold, with smells, noise or fumes which are unavoidable, even with the strictest health and safety controls? Does the post holder work with clients or patients who express aggressive verbal or non-verbal behaviour or similar. Please describe the requirement and the frequency with which this may occur. | Frequent unpleasant conditions and occasional highly unpleasant conditions Dust, dirt, smells, body fluids, exposure to verbal aggression |

**TERMS AND CONDITIONS OF SERVICE**

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| **Band:** | 6 |
| **Hours:** | 37.5 |
| **Contract:** | Fixed Term/Secondment - 6 Months |
| **Salary:** | £37,338 to £44,962 per annum, pro rata. |
|  | New staff will normally be appointed to the minimum of the pay band. Staff transferring from one post to another in the same pay band within the NHS will enter the band at the same point that they were previously on. Staff promoted within the NHS will enter the new pay band at the minimum or the first point of the new pay band that gives them an increase in salary. Any previous NHS service will be subject to confirmation by the Payroll Department. |
| **Annual Leave:** | The annual leave year runs from 1 April to 31 March following. The full entitlement being 27 days for a full year and pro ratafor an incomplete year's service. An additional 2 days will be awarded after 5 years service plus a further 4 days after 10 years service. This is in addition to 8 public and statutory days holiday. |
| **NHS Pension:** | The post is pensionable unless you opt out of the scheme or are ineligible to join and your remuneration will be subject to deduction of contributions in accordance with the National Health Service Pension Scheme. In the event of you not wishing to join the scheme you should complete form SD502 on your commencement date. |
| **Medical:** | The appointment maybe subject to you completing a declaration of health form, which may lead to a full medical examination upon request. |
| **Notice:** | Giving notice – you are required to give the Trust 8weeks written notice of termination of your employment.Receiving notice – with the exception of ‘Summary Dismissal’ you will be entitled to receive notice of 8 weeks or your statutory notice entitlement whichever is the greater. Statutory entitlement is:For staff with more than 4 weeks continuous service, entitlement to notice is 1 week for each year of completed service up to a maximum of 12 weeks. |
| **PROFESSIONAL REGISTRATION** Where it is a requirement as part of this job role to be registered with a Professional Body, you are required to maintain and update your registration in line with the Trust’s Professional Registration Policy. You are required to provide proof of your registration status on your appointment, at renewal of registration or at any other time as requested by the Trust. It is also a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.It would also be a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.**REHABILITATION OF OFFENDERS ACT 1974**Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974. Applicants are, therefore, not entitled to withhold information about convictions which for other purposes are 'spent' under the provisions of the Act, and, in the event of employment any failure to disclose such convictions could result in dismissal or disciplinary action by the Trust. Any information given will be completely confidential and will be considered only in relation to an application for positions to which the Order applies.**DBS CHECK (Formerly CRB)**This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure & Barring Service to check for any previous criminal convictions.The Trust is compliant with the Disclosure & Barring Service ‘Code of Practice’, a copy of which is available on request.The Trust welcomes applications from a wide range of candidates including those with a criminal record. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed. A full Trust policy on the Recruitment of Ex-offenders is available on request.**SECTION 11 COMPLIANCE****Safeguarding Children and Vulnerable Adults**All employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and the adherence to the Trust’s Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.**ORGANISATIONAL AND STATUTORY REQUIREMENTS**All employees should understand that it is their personal responsibility to comply with all organisational and statutory requirements, e.g. Health and Safety; Equal Treatment and Diversity; Confidentiality; Infection Prevention and Control.**MENTAL CAPACITY ACT (MCA 2005 CODE OF PRACTICE)** This Act applies to all persons over the age of 16 who are judged to lack capacity to consent or withhold consent to acts which are considered by health and social care professionals to be in the best interests of their welfare and health. The Mental Capacity Act 2005 imposes a legal requirement on health and social care professionals to ‘have regard to’ relevant guidance within the Code of Practice when acting or making decisions on behalf of someone who lacks capacity to make the decision for themselves. Furthermore, they should be able to explain how they had regard to the Code when acting or making decisions. Detailed guidance is available in the Mental Capacity Act 2005 Code of Practice http://www.dca.gov.uk/legal-policy/mental-capacity/mca-cp.pdf**NOTE**This job description does form a part of the contract of employment and indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the postholder. **JOB SHARE**This post is suitable for job sharing and when filled on this basis will attract all normal terms and conditions of service outlined above, but on a pro rata basis if appropriate.**SMOKING**The Trust operates a no smoking policy and is smoke free. |

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**PERSON SPECIFICATION – Patient Experience & Engagement Clinical Co-Ordinator**

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| **Attributes** | **Essential** | **Desirable** | **Method of Assessment** |
| **QUALIFICATIONS****& TRAINING** | Professional degree or diploma in relevant fieldPost Graduate qualification in specialist fieldAppropriate statutory professional body registrationMust be willing to participate in any relevant training identified to develop skills required to carry out dutiesMaintains a portfolio of CPD in line with regulatory body standards | Supporting Learning in Practice (SLIP) or equivalentLeadership and management training – ILM 3 or equivalentExperience of using Datix. | Application InterviewReferences |
| **EXPERIENCE** | Experience in the clinical field or a closely related clinical area as part of a wider multidisciplinary teamExperience in supervising and delegating to other members of staff | Working in community or primary care based teamsExperience of managing staff | Application Interview |
| **KNOWLEDGE & UNDERSTANDING** | Detailed theoretical and clinical knowledge appropriate to service area and professionKnowledge of relevant current issues in health and social care, ethics and innovationDemonstrates awareness of limits to knowledge baseApplication of clinical governance and quality measures in practice | Knowledge of specific innovation techniques / initiatives e.g. Productive Community / Ward Series (Leeds Approach) | Interview |
| **PRACTICAL & INTELLECTUAL SKILLS** | Specialist assessment, planning and evaluation skillsPerforms test / procedures / diagnostics relevant to clinical role at a specialist level proficientlyComplex analytical and creative problem solving skills in unpredictable situationsWorkload management including delegation of tasks and day-to-day team leadershipCompetent IT skills in order to collect and interpret data, present reports and compile simple presentationsEffective verbal, non-verbal and written communication skills including communicating complex or potentially distressing information to patients / carers and managing conflict when appropriateRisk assessment skillsReflective practice skills – able to give clear and effective feedbackAble to research, understand and evaluate evidence in order to contribute to practice development | Experience in research and/or clinical audit | ApplicationInterviewTest |
| **ATTITUDE & BEHAVIOUR** | Displays care, compassion, sensitivity and responsiveness to other peoples’ feelings and needsAble to work as part of a team, co-operating to work together and in conjunction with others and willing to help and assist wherever possible and appropriate appreciating the value of diversity in the workplaceAble to develop, establish and maintain positive relationships with others both internal and external to the organisation and with patients and their carersAble to work under pressure, dealing with peaks and troughs in workloadmanaging unpredictable service demandsPositive and flexible attitude to dealing with change; able to respond to the changing needs of the patient in an appropriate and timely manner; willing to change and accept change and to explore new ways of doing things and approachesHighly motivated and reliableHas a strong degree of personal integrity; able to adhere to standards of conduct based on a culture of equality and fairnessDemonstrates values consistent with those of the TrustAbility and willingness to adopt a flexible approach to work on the occasions it may be required. |  | Application FormInterviewReferencesTest |