



ROLE DESCRIPTION

Job Title:	Clinical Lead - Field
Hours Per Week:	37.5
Location:	Longbow and Associated Primary Care Bases (Shropshire and Telford and Wrekin and Powys)
Responsible To:	Clinical Services Manager
Responsible For:	Urgent Care Practitioners (Level 2 and 3)

1. JOB SUMMARY

The Company is committed to continuously improving its systems and services to all concerned. Under the direction of the Clinical Services Manager, you will undertake the day to day line management responsibilities for Urgent Care Practitioners Level 2 and 3 (UCPs).

You will be responsible for effective communication between the team and management whilst actively developing the services including the ongoing development and training of the UCP role.

You will also build working relationships within the organisation/external stakeholders on all matters relevant to the work stream.

This job description is not intended to be exhaustive, and gives a guide to the requirements of the post.

2. KEY TASKS AND RESPONSIBILITIES

Clinical and Professional Responsibilities

1. To work closely with the Clinical Services Manager (CSM) and the clinical directorate on clinical issues, ensuring effective communication between the relevant teams and management, actively participating in the development of the services.
2. To deliver the service within the allocated budget.
3. To be responsible for the day to day people management of all UCP 2&3's working in the Field across Shropshire, Telford and Wrekin and Powys including 121's, appraisals, performance, investigations, disciplinary, sickness absence etc.
4. To be responsible for ensuring the relevant operational staffing levels (clinical) are maintained on a week to week basis with enough staff with the appropriate skill sets on shift working closely with the Rota Coordinator's and the CSM.
5. To keep HR on line records for each team member in your team up to date at all times including annual leave, sickness, return to works etc.
6. To process requests for annual leave in a timely manner for team in accordance with relevant guidelines to ensure rota stability, monitor time keeping, sickness absence & completion of 'return to work' interviews and associated documentation following relevant sickness and absence processes.
7. To regularly review the clinical rotas and make recommendations to the Clinical Services Manager to maintain service performance and adherence to KPIs taking into consideration budgetary constraints.
8. To attend department/organisation meetings as directed by the CSM and hold monthly team meetings with the UCP2&3's including training sessions, updates and feedback. To attend/chair meetings on behalf of the CSM as required including key stakeholders, other departments, building good working relationships.

9. To provide the CSM with structured and ad hoc reports (both clinical and non-clinical information/activity & performance) are available and acted upon to deliver a safe and efficient services.
10. To assist the CSM in carrying out continuous improvement exercise including lean flow mapping & value for money of work stream processes at least twice in a year with the view to improving performance and quality of service.
11. To lead the planning, initiating and implementing of new robust processes and procedures, changes and improvements by responding to the changing needs of operations and/or policies and procedures and ensure shared and communicated to the team.
12. To establish and maintain effective communication with other agencies in order to assist with patient journey issues & clinical pathway development and more generically to be an ambassador, promoting the service as appropriate.
13. To maintain own operational skills to in order to provide coaching/mentoring of existing team members and new members.
14. To be part of the Management On Call Team to support and manage operational or clinical issues or refer to the appropriate person as necessary on a rotational basis.
15. To be responsible for ensuring the production and review of all process or process change documentation (including training on operational processes) for the relevant teams and work streams. To check on a monthly basis that your team members are up to date with all mandatory, statutory and e learning training (training tracker) and action accordingly.
16. To ensure that all complaints and incidents are investigated and any derived outcomes actioned appropriately. To work jointly on investigations with the Patient Liaison and Risk Manager with regards to process, remedial action and record keeping.
17. To negotiate annual leave and absence with the other clinical leads as they should not be Off at the same time, and to cover some element of their workload as appropriate at these times.
18. To undertake medicine management reviews including development and review of PDG's In line with the Pharmacy Lead and organisation policy/procedure.

19. To maintain and coordinate regular case audit/review for all the clinical team to ensure quality performance, and relevant Key Performance Indicators and measurable targets are met.
20. To work closely with the UCP1 Clinical Lead, in order to maintain a clear understanding of all services delivered, facilitating cross cover when required.
21. To work closely with the clinical directorate and the HR Directorate ensuring all new staff are interviewed, inducted and trained appropriately in accordance with laid down procedures, working instructions and guidelines.
22. To ensure the clinical teams meet the requirements of any relevant accreditation audit, e.g.: CQC (Care Quality Commission)/IG (Information Governance).
23. To ensure all new starter and leaver processes are completed in a timely manner.
24. To understand and assess risks to the information assets 'owned' pertaining to the position.
25. To understand and assess risks associated with the work streams and team management that the post holder is responsible for.
26. To have flexibility regarding hours and responsibilities commensurate with a senior role and to undertake at least one clinical shift per week.

Service Development and Implementation

1. Participate in the development, design and delivery of an integrated unscheduled primary care service that operates 24 hours a day, 365 days a year.
2. Participate in the development of the Urgent Care Practitioner roles and other health care professionals through training, mentoring and assessment.

Corporate Responsibilities

1. Contribute to the clinical governance and systems of the service, including research and audit.
2. Undertake appropriate projects as they arise in agreement with the management team.

Individual Responsibilities

1. Contribution as required into performance reviews.
2. Maintain personal and professional development through evidence of continuous professional development (CPD), including demonstrating a personal awareness of advisory papers and current national issues that may have a local impact for the service.
3. Act as a representative of and an ambassador for the organisation to ensure they are held in high regard and to lead the team by example.

The following details are generic to all Shropdoc employees:

1. PROBATIONARY PERIOD

This post is subject to the requirements of a six month probationary period for new staff only.

2. STANDARDS OF BUSINESS CONDUCT

The post holder will be required to comply with Shropdoc Policies and Procedures and, at all times, deal honestly with Shropdoc, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.

All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

3. PROFESSIONAL REGISTRATION

- i. If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for Nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii. You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.
- iii. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment.

- iv. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with Shropdoc, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

4. CONFIDENTIALITY and INFORMATION GOVERNANCE

All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.

All staff must act within legislation, policies and procedures relating to information governance

5. DATA PROTECTION AND THE DATA PROTECTION ACT 1998

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisation's as instructed.

All staff who contribute to patients' health records are expected to be familiar with, and adhere to, Shropdoc's Records Management Procedure. Staff should be aware that patients' records throughout Shropdoc will be subject to regular audit.

6. HEALTH AND SAFETY

All staff must act within legislation, policies and procedures relating to Health and Safety

All staff must attend statutory/mandatory training as instructed.

All staff must be familiar with Shropdoc's Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own and the health and safety of others.

7. RISK MANAGEMENT

All Shropdoc employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations. Staff are responsible for reporting incidents, handling patient feedback and complaints appropriately, being aware of the risk management strategy and emergency procedures, and attendance at any relevant training as required.

The post holder will ensure compliance with Shropdoc's risk management policies and procedures. These describe Shropdoc's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

8. INFECTION CONTROL

All staff are required to be familiar with Shropdoc's infection control policies and procedures and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

9. SAFEGUARDING

Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding Safeguarding relevant to their position and role.

10. EQUALITY, DIVERSITY AND HUMAN RIGHTS

The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity and it is the responsibility of all staff to ensure that it is implemented and contribute to its success.

11. HARASSMENT AND BULLYING

Shropdoc condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff are requested to report any form of harassment and bullying to their line manager or to the HR Director or any other Manager within Shropdoc.

12. QUALITY

It is the responsibility of all staff to adhere to company procedures as defined in the Quality Manual, ensuring high quality in patient care at all times. Shropdoc conducts its patient care and related services:

- Through a commitment to good patient care and to the quality of its clinical practices
- By ensuring that all patient care and related services are conducted according to established protocols and specified requirements;
- By requiring all personnel to be familiar with and trained in the quality policy, the quality management system and related documentation, practices and administration
- Through commitment to provide patients, Member GPs and associated LHBs and PCTs at all times with a service that confirms to Shropdoc's quality management system.

13. TRAINING

All staff must attend statutory /mandatory training as instructed.

14. NO SMOKING POLICY

There is a smoke free policy in operation in Shropdoc. In accordance with this policy smoking is discouraged and is not permitted anywhere within the buildings or within 15 metres of Shropdoc main buildings.

15. REVIEW OF THIS JOB DESCRIPTION

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be

reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

16. JOB DESCRIPTION AGREEMENT

Post Holder's Name:

Post Holder's Signature: Date:

Line Manager's Name:

Line Manager's Signature: Date:

PERSON SPECIFICATION

Clinical Lead

(Supporting our Policy on Equal Opportunities in Employment)

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.

The under mentioned are the job-related requirements for this post:

Requirement	Essential	Desirable	Evidenced by
Education and qualifications	Professional registration (NMC, HCPC) Evidence of continuing post registration development Evidence of teaching and assessing in clinical practice	Teaching, mentoring or assessing qualification BSc/MSc or Post Graduate Diploma – advanced clinical skills qualification Level 5 Management/Leadership qualification (or equivalent experience) Non-Medical Prescriber	Application form Interview
Experience	A minimum of 5 years clinical practice and experience of Working in an autonomous/extended role Broad understanding and breadth of experience managing patients in a primary care or community setting Experience of multi-disciplinary working		

	<p>Considerable demonstrable and prior experience of managing others / a team from both a clinical and managerial perspective</p> <p>Experience of change Management</p>		
Skills/Abilities	<p>Excellent communication and interpersonal skills including emotional intelligence to in order to deal effectively with complex and sensitive patient information, distressed or aggressive patients, or those with an impaired level of understanding.</p> <p>Comprehensive, physical assessment of all body systems across the life span.</p> <p>Ability to organize and deliver a high standard of research based clinical care including developing and implementing policies and protocols.</p> <p>Clear understanding of professional responsibility and accountability.</p> <p>Ability to communicate effectively with all members of the multi-disciplinary team and other services.</p> <p>Ability to act as role model, provide clinical leadership and mentoring to the clinical team</p>		

	<p>and promote collaborative working relationships between all members of the multi-disciplinary team</p> <p>Ability to provide clinical training and education to other members of health care team</p>		
Knowledge	<p>Health and disease, including physical, sociological, physiological and cultural aspects</p> <p>Excellent knowledge of current clinical evidence based practice</p> <p>Knowledge and understanding of local health and social care pathways</p> <p>Knowledge and understanding of current changes in the NHS and Social Services particularly in relation to primary care.</p> <p>Knowledge and understanding of clinical governance</p> <p>Understanding of equal opportunities.</p> <p>Knowledge and understanding of Information Governance principles and practices</p>	Continuous Quality Improvement (lean processes)	
Other attributes	<p>Excellent communication, listening and interpersonal skills</p> <p>Ability to use own initiative and prioritise work</p>	Flexibility and adaptability to meet new challenges	

	Confident decision maker		
	Systematic approach to problem solving		
Other general requirements	Flexibility in working in a rostered environment including out-of-hours shifts		
	Ability to meet the transport needs of the post.		