

Job description

Job title:	Associate Clinical Lead (Out of Hours Service)
Reports to:	Clinical Lead
Place of work:	Riverside Clinic, Ipswich, IP30AZ with various other locations across Suffolk

Job Purpose

The associate clinical lead provides clinical leadership within our Out of Hours service. The post holder will support the delivery of high-quality clinical care as an integral part of the urgent care division. The post holder will also support, develop and lead the service delivery team, in partnership with the Clinical Leadership Team.

The postholder will work a pattern of clinical management hours (20 hours per week) and clinical sessions (10 hours per week) within the Out of Hours Service as well as additional hours to account for appropriate handover discussions with the Clinical Lead

Main Duties & Responsibilities

Clinical Practice

- Work as part of a multi-disciplinary team to deliver safe and high-quality care.
- Carry out clinical practice at an advanced level using expert clinical skills, critical judgements & knowledge to deliver appropriate and safe care.
- Delivery of care in line with NSF, NICE guidelines and evidence-based care
- Triage and treat patients, performing specialist assessment of their needs and make referrals as necessary to other members of the primary and secondary health care teams as appropriate.
- Co-ordinate the planning and delivery of care ensuring patients and carers/relatives are involved.
- Prescribing and reviewing medication that is appropriate to patient needs and in accordance with latest evidence-based practice, national and practice protocols and within the scope of qualified practice.
- Diagnose and manage acute and chronic conditions, including drug and non-drug based treatment methods into a management plan.
- Request diagnostic investigations

- Refers patients to other members of the multi-disciplinary practice teams, secondary care organisations and other organisations as necessary.

Care Management

- Communicates confidential and sensitive information to patients, relatives and carers in relation to their condition.
- Provide highly specialised care advice beyond the scope of normal clinical practice e.g. care treatment plans, making referrals as appropriate (including fast track referrals).
- Contribute to local and national practice targets clinical remit e.g. QOF, prescribing incentive scheme, National benchmarking.
- To monitor and meet care outcomes against standards and recommend or initiate changes as necessary.

Administration and professional responsibilities

- Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures

Training and personal development

- Maintain up to date skills and knowledge, maintaining awareness of professional issues at an advanced level.
- Assess effectiveness of care delivery through self-reflection and peer review, as well as benchmarking and formal evaluation.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work and ensure own educational commitment is at least sufficient to maintain revalidation requirements.

Leadership – personal and people development

- Act as a clinical leader ensuring that the needs of the patient are a priority
- Support staff development in order to maximise potential
- Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice
- Critically evaluate and review innovations and developments that are relevant to the area of work

Workforce

- Ensuring the clinical workforce is adequate in competence and sufficient in numbers to meet contractual and any other regulatory and professional quality requirements
- Assisting with appropriate pre-employment interviews, induction and training for all employed/contracted clinicians.
- Ensuring that the clinical workforce is compliant with training and accreditation requirements
- Ensuing that all clinicians are suitably qualified and trained and are competent and capable for their role and responsibility.

- Shared responsible for identification and assessment of learning needs of staff and other professionals and assist in planning effective programmes of education.
- Mentoring new clinicians by maintaining regular ongoing contact with each, especially for their first few shifts.
- Professionally leading, managing and supporting the employed and contracted clinicians in the OOH service through regular group communication and meetings and the development of individual relationships

Quality Assurance

- Be jointly responsible with the Clinical Lead for the quality of care and patient experience provided by the OOH service
- Identifying and sharing best practice from within urgent care services and by working as part of the Suffolk GP Federation
- Assisting with regular monitoring of the service and individuals by a regular process of audit and review
- Assisting with quality improvement initiatives within the clinical workforce.
- Monitoring prescribing within the service in line with national and local guidelines.

Service co-ordination

- Maintaining close working relationship with Heads of Service, the Quality team, rota team etc to ensure optimum delivery of service
- Deputising for the Clinical Lead in representing the OOH service externally to stakeholders including CCGs, GP groups (e.g. LMC), deaneries, patient groups.
- Work with the Clinical Lead and Service Manager identifying service improvements and ensuring robust systems and processes are in place.

Amending the job description: It is expected that as the organisation develops and changes it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder and it is hoped that agreement can be reached to any reasonable changes.

Confidentiality: The post holder must at all times maintain complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with “Caldicott principles”.

Data Protection: The post holder must at all times respect the confidentiality of information in line with the requirements of the General Data Protection Regulation. This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding

data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

Policies & Procedures: The post holder will be expected to comply with all statutory legislation, the organisations governance framework and approved national and local policy. All employees are expected to comply with all of the organisations Policies and Procedures.

General: The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the organisation develops, the requirements of the job may change and the post holder is expected to adapt to these changes.

Health & Safety: Employees must share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy. This includes compliance with The Health Act 2006 Code of Practice for the prevention and control of healthcare associated infection. In addition, be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for themselves, other employees and visitors.

Equal Opportunities Policy and Anti-Harassment: The post holder will immediately report to their line manager any breach or suspected breach of both equal opportunity and anti-harassment guidelines

Safeguarding Children: Everyone employed by the organisation regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the Southend Essex and Thurrock (SET) child protection procedures and the organisations safeguarding policy to ensure you are equipped to carry out your duties effectively, you must also attend mandatory child protection training and updates at the competency level appropriate to the work you do.

Safeguarding Adults: Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow relevant policies in relation to safeguarding vulnerable adults. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory vulnerable adult protection training and updates at the competency level appropriate to the work you do.

Organisation Structure Chart

