**Terms and conditions**

**Post – Liver Surveillance Specialist Suport Worker**

**Division – Medicine**

**Department - Hepatology**

**Band – 4**

**Contract - Fixed term role until 31 March 2023.**

**Location – Outreach / Bristol Royal Infirmary**

**Annual leave – Up to 33 days dependant on NHS Service**

**Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: www.nhsbsa.nhs.uk/pensions**

**Why Our Trust?**

**About us**

**Our mission** is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

**What you’ll love about working here**

**UHBW has been rated by the CQC as ‘Good’** - our staff are proud to deliver excellent care. As a forward-thinking multi-award winning Trust, our world-leading research and innovations are having a positive local and global impact. Our hospitals are spread across Bristol and Weston-super-Mare, join us and you can enjoy the very best of both worlds; city living within a stone’s throw of the countryside or beside the seaside, both with easy access to all that the South West has to offer.

**A digital exemplar-** Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

**Sustainable healthcare** - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

**Access to further opportunities with the Trust -** Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7. As an organisation we encourage further development of all employees to progress upward within their chosen field.

**Diversity & Inclusion**A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect.

Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust’s Values.

*‘*Committed to inclusion in everything we do’ is the ambition set out in the Trust’s Workforce Diversity & Inclusion Strategy.

**Job Purpose**

To provide clinical and administerial support to the Liver Surveillance Outreach Pilot. This will involve:

* Working closely with Specialist Nurses, clinicians and support agencies within the Bristol and Severn Hep C Operational Delivery Network (‘ODN’), to support the effective management of the programme in order to proactively manage the project deliverables:
* Contribute to ongoing planning of the project, to ensure that the project deliverables are met within the duration of the project.
* Help prepare documentation for MDT meetings
* Accurately collect and patient-level data. Maintain and enter data into local and national databases ensuring patients are seen promptly within their pathway.
* Managing patient recall systems for appointments and ensuring appropriate transportation is arranged.
* Managing the incentivisation element of the programme.

**Organisational Structure**

**Main Duties and Responsibilities**

**Co-ordination responsibilities**

* Work closely with the Liver Surveillance Outreach Nurse and other clinicians to proactively manage patients within the programme, including working to an unpredictable pattern of events.
* Make decisions where there may be more than one solution to effectively manage and deliver the Liver Surveillance pilot project, including managing resources and placing orders, demonstrating awareness of the Pilot’s budget.
* Communicate key and changing messages to stakeholders about the development of the project in its early stages.
* Act on results as required & book any relevant follow-up appointments.
* Collect, collate, and input data into a range of local and national databases to demonstrate compliance with relevant national standard(s).
* Use a range of IT applications to complete audits of project data to support ongoing project monitoring with NHS England.

**Tracking responsibilities**

* Work collaboratively to develop processes and procedures to monitor individual patients’ progress through their pathway in order to ensure a smooth and seamless service for patients.
* Access to calendar inbox.
* Support the Liver Surveillance Outreach Nurse in the timely monitoring of patients with cirrhosis, in support of the overall development of the pilot.
* Be responsible for tracking patients, including designing and maintaining an up-to-date list of patients requiring follow-up scans to ensure these happen punctually.
* Liaise with patients to manage patient transport and an incentivisation scheme to ensure engagement of difficult to reach patient cohorts.
* Maintain good communication with medical and nursing staff, other clerical and secretarial colleagues (including clinical coding) and negotiate with external stakeholders from voluntary and third sector organisation to facilitate an excellent and efficient service.
* Provide regular comprehensive updates to the project team about the development of the pilot, including when unexpected changes occur.
* Liaise with Specialist Nurses regarding patients results.

**Other responsibilities**

* It would be beneficial to have a good working knowledge of Medway, ICE and other information management systems.
* Lead by example by demonstrating a positive, polite, and professional attitude.
* Work alongside a wide range of staff, departments and services to ensure a high level of care is consistently delivered. This includes but is not limited to Patient Transport Services (PTS), Pharmacy, Imaging.
* Develop and introduce new or revised policies, processes or ways of working as required, as relevant to the development of the Pilot.
* Maintain a safe working environment, which is conducive to work and compliant with stipulated health and safety standards and legislation.
* Demonstrate a clear understanding of patients’ rights and confidentiality legislation to comply with the requirements of relevant legislation and local information governance policies and codes of practice, and demonstrable ability to make indepdent decisions based on this.
* Consistently comply with all relevant legislation as well as local and national policies, codes of practice and guidelines for best practice.
* Other general clerical duties including, but not limited to, photocopying, scanning, making and receiving telephone calls, et cetera.
* Comply with any other reasonable management requests
* Place orders as required for supplies to ensure the smooth running of the project.

Liver Surveillance Outreach Nurse

Liver Surveillance Specialist Support Worker

**Key Relationships**

Communicate with:

* Patients, Visitors, carers and/or relatives, External agencies, for example:
	+ General Medical Practitioners
	+ Ambulance or transport services
* Other UHBW or ODN staff, for example:
	+ ODN Clinical lead, ODN network manager, Consultants, Hepatology clinical nurse specialists, junior doctors, nursing and ancillary staff, managers and supervisors, admin and clerical staff, support agency staff, Cancer Alliance staff, peers, Hep C Trust, Hep CU Later, NHS England

Provide advice to:

* The ODN team, both clerical and clinical, divisional management, relevant admin and booking teams, patients, carers and relatives (non clinically), and any other admin, clerical or medical professionals from outside the division, including support agencies, Hep C Trust, etc, and any other admin, clerical or medical professionals from outside the division .

**Personal Profile -** The post holder will have a pivotal role in facilitating an NHSE sponsored liver surveillance pilot, where plans may need to change or adapt. He/she will need to deliver a high standard of care and communication throughout the programme, and ensure effective treatment pathways for patients identified. The post holder will work alongside the clinical team but will be unsupervised for the majority of the time, however supported as necessary by core members of the ODN and the speciality management team therefore the post requires someone who has the ability to work both in a team and independently.

**Aptitudes**

* Methodical and reliable, with attention to detail and accuracy (E)
* Self-motivated, enthusiastic and approachable (E)
* Demonstrate a flexible and adaptable approach to work with a willingness to learn and develop role (E)
* Exhibits diplomacy and interpersonal skills with ability to interact with people of all levels and backgrounds (E)
* Ability to gain influence, motivate and negotiate with people to achieve progress a project (E)
* Ability to make judgements about unexpected situations and reach an appropriate solution where there may be more than one solution available (E)

**Qualifications and Training**

* 5 GCSEs / NVQ Level III or equivalent. (E)
* IT Skills or qualifications to ECDL/RSA standard (E)
* Educated to NVQ Level 4 or 5 or equivalent including foundation degree, Higher National Diploma, Diploma in Higher Education or other diploma or equivalent level of knowledge

(E) = Essential

(D) = Desirable

**Skills and Abilities**

* Ability to work independently and in a team (E)
* Ability to make decisions when working under pressure to strict deadlines (E)
* Ability to plan, prioritise and adjust approach to ensure effective & efficient workload completion (E)
* Demonstrate excellent organisational and administrative skills with regards to own workload and overall delivery of a project (E)
* Demonstrate a working knowledge of patient information systems (E)
* Ability to work autonomously to plan and implement projects (E)
* Ability to deal appropriately with sensitive, confidential and unexpected or changing information (E)
* Excellent knowledge of Microsoft Office applications (E)
* Knowledge of medical and anatomical terminology (D)
* Excellent interpersonal skills , including to motivating and negotiating with others (E)
* Ability to communicate clearly to provide key updates about the development of a project, including when this may unexpectedly change (E)
* Ability to develop and implement policies, processes and procedures to ensure the smooth running of a project (E)

**Knowledge and Experience**

* Experience of interpreting and extracting information from paper and electronic records

including using a range of clinical information systems (E)

* Experience of working with a range of computer systems (E)
* Experience of working autonomously on own initiative and as part of a team (E)
* Experience of developing and implementing policies, procedures and ways of working for a new project (D)
* Experience of NHS working and working with Multidisciplinary teams (E)
* Experience of dealing with the public (D)
* Experience working with adults who have drug/alcohol addiction issues and hepatitis C (D)
* An understanding of when to escalate queries appropriately (E)
* Experience of stock control, ordering and monitoring project budget (E)
* Experiece of assisting a project manager in planning and organising complex events or pieces or work to ensure the overall delivery of a project (E)

**Safeguarding Children and Vulnerable Adults**

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

**Quality and Clinical Governance**

Quality in the NHS has three core dimensions:  Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust’s guidance on Raising Concerns about provision of patient care.

**Health and Safety**

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

* Take reasonable care of themselves and for others at work
* To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
* Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

**Transforming Care**

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust’s overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust’s mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

**Information Governance**

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act.  It is the duty of every employee to:

* Only access person identifiable information as required in the execution of their duties.
* Disclose information appropriately, in line with the Data Protection Act 2018.
* To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
* Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a ‘Smartcard’ abiding by the terms and conditions of its use.

**Workplace Wellbeing**

The Trust Workplace Wellbeing Framework encourages all colleagues to look after their own wellbeing as well as supporting the wellbeing of colleagues. Line managers will oversee the wellbeing of their team, making wellbeing a priority when considering ways of working and will undertake regular health and wellbeing conversations that are supportive, coaching-style one-to-one discussions focused on building team resilience. To assist this, the Trust offers comprehensive wellbeing provision for employees, students, volunteers and managers.