

Emergency Department – Homelessness Team

Job Description

Job Title: Homelessness Team Nurse Specialist

Band: 6

Hours of Work (p/w): 37.5

Service Centre/Directorate: Emergency Department

Base: St George's Hospital

Accountable to: Head of Nursing

Reports to: Head of Nursing

Responsible for: see below

Key working relationships: Other members of the Homelessness Team, Emergency Department, Site Team, DALT, Wards and external partners.

Role of the Department:

Pathway Homelessness Team

The Pathway homelessness Team provides enhanced inpatient care, and ensures safe, appropriate and sustainable hospital discharges that meet the needs of patients currently experiencing homelessness.

In detail the service aims to:

- effectively engage the patient in all relevant services / support,
- maximise the benefit of the attendance / admission for the patient from a health and social care perspective,
- link the patient into all necessary health and social care and support pending discharge,
- advocate for the patient to receive assessment, treatment or services when this is required
- safeguard patients effectively
- ensure a safe and effective discharge to accommodation (where this is possible)
- stop the revolving door

The service works with a variety of hospital, statutory and voluntary partners to achieve these objectives.

The service also aims to bring a wider influence to hospital, housing and social care system to proactively identify and better respond to the needs of currently homeless and otherwise disenfranchised people.

Job Summary:

The Band 6 Nurse contributes senior clinical knowledge and expertise. The nurse is also a role model for inclusion health practice in the organisation.

As a key part of a multi-disciplinary intervention, the nurse assists patients identified within the organisation as experiencing homelessness to improve and maintain their health, by identifying and managing (or influencing the system to manage) unmet health, housing and social care needs. Unmet needs include e.g. physical health care problems, mental health problems, addictions problems, communication difficulties, disabilities, mental capacity issues, safeguarding, missed primary care screening or interventions that are not being met due to any eligibility and legal complexities. Patients often present with tri-morbidity (the co-concurrence of physical health, mental health and addictions problems) and other multiple complex needs, and may have non-engagement issues and/or challenging behaviour patterns.

On a day to day basis the nurse is responsible for the clinical governance of the service, and identifies areas for quality improvement and ensures adverse trends are identified, reported and managed.

The nurse is a key player in delivering system change within the organisation including taking a lead on teaching around inclusion health within the organisation.

Give a brief overview of the role

Trust Vision & Values:

The postholder is expected to have a clear understanding of how this post contributes to the achievement of the trust vision of:

A thriving Foundation Trust at the heart of an integrated healthcare system. One that delivers improved patient care at a community, hospital and specialist setting, supported by a unique and nationally recognised programme of research, education and employee engagement.

We expect all our staff to share the values that are important to the Trust, being Excellent, Kind, Responsible & Respectful, and behave in a way that reflects these.

St George's University Hospitals NHS Foundation Trust is committed to safeguarding children and vulnerable adults and expects that all staff will share in this commitment. The Trust is clear that all staff have a responsibility to be aware of children and adult safeguarding policies and procedures and that each member of staff, clinical and non-clinical, will attend child or adult safeguarding training that is provided at an appropriate level to suit their role. The Trust has the additional expectation that all staff will be able to identify concerns and know what action to take.

Main Duties/Key Results Areas: Focusing, where possible, on outcomes qualitative as well as quantitative.

Clinical responsibilities

- To contribute expert clinical skills and knowledge to the service
- To be a role model for other staff on the service, delivering inclusive practice at all times
- To triage and clinically prioritise patients on the service effectively
- To oversee the care of all patients managed by the service and review all patients on the service with respect to unmet need and the development of effective discharge plans
- To ensure all patients have the benefits of their admission maximised

- To advise other staff members on the management and effective discharge of patients as necessary
- To effectively engage patients from a variety of disenfranchised backgrounds
- To utilise strategies to manage challenging behaviour in patients as necessary
- To independently undertake effective comprehensive holistic health, housing and social care assessments for patient including independent assessments of risk
- To take time to listen to patients who may have highly distressing personal circumstances and stories to understand their needs
- To utilise strategies to improve communication with patients e.g. accessing Language Line, taking time to explain leaflets and letters etc
- To utilise strategies to work to minimise the impact of disability on patients e.g. identifying the need for a walking aid, or new wheelchair etc
- To provide subsistence support to patients as required in line with service policy
- To oversee service funds to support subsistence support as required
- To develop effective discharge plans for patients and work to achieve effective discharges for all patients on the service
- To make appropriate referrals for patients as necessary
- To record all work undertaken with patients in an accurate and timely manner in all relevant clinical databases, enabling effective integrated care, and the collection of monitoring and evaluation data and ensure other staff do the same
- To identify the need for and undertake e.g. mental capacity assessments, safeguarding referrals, challenges to NHS charging decisions within the caseload as necessary
- To clinically advocate and negotiate on behalf of clients with senior staff without generating conflict
- To convene case conferences / case reviews as necessary
- To motivate and empower patients to make changes around their health
- To deliver effective health promotion, harm reduction and suicide prevention interventions in line with 'making every contact count'
- To proactively identify adverse trends in the population e.g. increases in deaths in the population, increases in self-discharge, poor clinical practice within the hospital in respect of the client group
- To identify clinical skill deficits within the team, and report on / manage these deficits as required
- To clinically supervise staff on the team in line with reflective practice principles

Management responsibilities:

- To act as a role model for inclusion health practice within the organisation
- To liaise with team in managing the service caseload
- To assist with the development and provision of relevant teaching programmes within the organisation and student teaching
- To produce team resources e.g. leaflets, posters etc as required
- To undertake clinical audits as required
- To meet specific service targets e.g. GP registration for patients, ensuring correct contact details are registered for patients
- To participate with the monitoring and reporting of the performance of the service as required e.g. by maintaining Excel data sheets in addition to clinical notes
- To participate with the collection of service user feedback for the service
- To ensure quality clinical records and data capture are maintained on the service
- To monitor and report on the performance of the service as required

- To proactively identify adverse trends, and lead service improvements and developments as required

Partnership responsibilities:

- To be a representative for the service in a variety of contexts
- To work collaboratively with hospital, statutory and voluntary sector partners at all times in order to improve patient pathways
- To independently develop relationships with partnership organisations as required
- To support partnership staff within the team as necessary
- To attend multi-agency meetings as required

Professional responsibilities:

- To comply with all St George's University Hospital Trust policies
- To ensure mandatory training is up to date
- To ensuring nursing registration is up to date, and revalidation requirements are met
- To proactively identify and address own learning needs in relation to specialist role

The following responsibilities are common to all posts in the Trust and should be included at some point in the job description.

- To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirement of the Health and Safety Regulations.
- To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
- To work in accordance with the Trust's Equality and Diversity policy to eliminate unlawful discrimination in relation to employment and service delivery.
- To promote at all times equal opportunities for staff and patients in accordance with the Trust's policies to ensure that no person receives less favourable treatment than another on the grounds of: age; disability; marriage and civil partnership; pregnancy and maternity; race (ethnicity); religion or belief; sex (gender); gender reassignment or sexual orientation.
- To ensure skills are up-to-date and relevant to the role, to follow relevant Trust policies and professional codes and to maintain registration where this is a requirement of the role.

(For management posts the following sentence should also be included: To be trained in and demonstrate fair employment practices, in line with trust policies)

- To comply with the Trust's No Smoking Policies.
- To undertake such duties as may be required from time to time as are consistent with the responsibilities of the grade and the needs of the service.

This job description is not an exhaustive document but is a reflection of the current position. Details and emphasis may change in line with service needs after consultation with the postholder.

Person Specification

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Band: 6

Factor	Essential	Desirable	Method of Assessment
Qualifications and Training	<ul style="list-style-type: none"> • Nursing qualification • Registered with the NMC • At least degree level education or equivalent • Post basic qualification in a relevant clinical discipline • NMC approved mentorship course 	<ul style="list-style-type: none"> • Non-medical prescribing course • Management training 	<ul style="list-style-type: none"> • Application Form/CV • Interview • Professional portfolio
Experience	<ul style="list-style-type: none"> • Extensive clinical experience in a relevant discipline • Experience of being a role model for staff • Experience of motivating staff • Experience of successfully managing a fast-moving clinical case load that involves triage and prioritisation • Experience of working successfully with patients with non-engagement issues • Experience of working successfully with challenging behaviour • Extensive experience of managing patients with communication barriers and disabilities • Extensive 	<ul style="list-style-type: none"> • Extensive clinical experience in inclusion health • Experience of regularly using motivational interviewing techniques • Experience of setting up, and maintaining relationships with a wide variety of relevant community partners • Experience of undertaking service user feedback exercise • Experience of delivering service development initiatives independently 	<ul style="list-style-type: none"> • Application Form/CV • Interview • Professional portfolio

	<p>experience of managing patients with mental capacity and/or safeguarding issues</p> <ul style="list-style-type: none"> • Extensive experience of working daily with multiple patients with highly distressing personal circumstances and stories • Experience of maintaining boundaries • Experience of delivering harm reduction interventions • Experience of suicide prevention practice • Experience of successfully clinically advocating for patients with senior staff in a wide variety of situations without generating conflict • Experience of multidisciplinary working • Experience of delivering clinical audits • Experience of delivering successful partnership working • Experience of designing and delivering teaching programmes • Experience of running student nurse programmes 		
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<p>Skills</p>	<ul style="list-style-type: none"> • Warm, friendly manner • Excellent oral and written communication skills • Excellent general organisational skills • Team worker • Confident to problem solve and make independent decisions • Ability to lead the service and be role model for staff • Ability to take clinical governance responsibility for the service • Ability to manage the service caseload, triaging and prioritising effectively • Ability to manage personal stress levels effectively • Ability to manage conflict effectively • Ability to work in a rapidly changing environment, highly adaptable • Ability to maintain a positive attitude in difficult circumstances • Ability to independently undertake an effective comprehensive holistic health, housing and social care assessment for 	<ul style="list-style-type: none"> • Expert motivational interviewing skills • Demonstrated ability to work successfully with patients with personality disorder and complex trauma • Ability to culture change / systems leadership • Ability to deliver service development initiatives independently 	<p>Application Form/CV</p> <p>Interview</p> <p>Professional portfolio</p>
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	<p>a patient including the independent assessment of clinical risk</p> <ul style="list-style-type: none"> • Ability to work daily with multiple patients with highly distressing personal circumstances and stories • Ability to maintain boundaries with patients • Ability to interpret and manage highly complex information • Ability to set up and develop relationships with hospital, statutory and voluntary sector partners • Ability to clinical advocate and negotiate on behalf of a client with senior staff without generating conflict • Ability to effectively use motivational interviewing techniques with clients • Demonstrate ability to design teaching programmes and large teach groups of people effectively • Ability to identify the need for and independently undertake clinical audits • Ability to produce reports on team performance • Ability to undertake service user 		
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	<p>feedback exercises</p> <ul style="list-style-type: none"> • Ability to use a wide variety of resources Microsoft programmes to develop team resources as necessary – e.g. leaflets, posters, Powerpoint presentations • Ability to proactively identify areas for quality improvement • Self-motivated • Ability to identify and address own learning needs, and to reflect on own practice 		
<p>Knowledge</p>	<ul style="list-style-type: none"> • Good generalist clinical knowledge spanning physical health and mental health • Good clinical knowledge in inclusion health • Good knowledge of the social determinants of health and how this directly effects patients • Good knowledge of how to work successfully with patients with communication barriers e.g. language, literacy, cognition, behaviour • Good knowledge of how to work successfully with patients with disabilities e.g. physical disabilities, 	<ul style="list-style-type: none"> • Specialist knowledge regarding the effective management of patients with personality disorder / complex trauma • Leadership training • Knowledge around rights to healthcare and NHS charging • Knowledge regarding rights to housing, housing options and local authority processes • Knowledge regarding the support options available for people experiencing homelessness in the local community 	<p>Application Form/CV</p> <p>Interview</p> <p>Professional portfolio</p>

	<p>learning disabilities etc</p> <ul style="list-style-type: none"> • Cultural competence training • Good knowledge of how to assess mental capacity and cognition effectively • Good knowledge of how to apply safeguarding legislation effectively • Good knowledge around addictions and sequelae of addictions • Good knowledge around harm reduction • Good knowledge around suicide prevention • Knowledge around public health interventions • Good knowledge around rights to healthcare and NHS charging • Knowledge around quality improvement in an NHS context • Good knowledge regarding the support options available for people experiencing homelessness • Good knowledge around data sharing legislation • Knowledge and understanding of the clinical governance responsibilities of a 	<ul style="list-style-type: none"> • Knowledge on immigration status and its impact on welfare rights • Knowledge about the management of change 	
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	service operational lead		
Other	<ul style="list-style-type: none"> • Commitment to improving the health of homeless and other multiply excluded patients • Commitment to addressing social exclusion • Commitment to promoting independence and patient choice • Understanding of and commitment to equal opportunities in service delivery • Commitment to evidence-based practice • Committed to continuing professional development 		

Key:

I = Interview

A = Application Form

T = Practical Test