

Clinical Coordinator

Department: Health & Social Services

Care Group: Medical Services Care Group

Reports to: Lead Nurse Medical Services

JE Ref: HCS1181.1

Grade: NM07

JE Date: 25/05/2023

Job purpose

Responsibility for the management of the Jersey General Hospital site, including all external related site allocations. Acting as a coordinator of services working closely with clinical and support managers. To be a proactive clinical leader, ensuring quality and safety and efficiency is paramount, he/she will provide expert advice and guidance to the multi-disciplinary team and deliver a person centred service demonstrating a high degree of personal and professional autonomy.

Job specific outcomes

1. The Clinical Coordinator role provides clinical leadership presence in Jersey General Hospital. Providing immediate response to emergency incidents across the hospital site to safeguard the patient, carer, relative and employee safety. Taking a lead in managing and coordinating emergency situations (e.g. fire response, cardiac arrest, and security incidents), liaising with on call Management and external agencies as required, to bring incidents to safe conclusion. In the event of a major incident out of hours, the Clinical Coordinator is expected to support the Tactical Commander until relieved by Manager on call and continues with their designated actions.
2. The Clinical Coordinator role acts as a professional role model embracing the responsibilities, values and behaviours of a clinical leader offering clinical leadership to the site. Provide professional support and facilitate expert nursing advice to all staff and ensure that nursing practice is undertaken within the policies and procedures of HCS, working at all times in according with The Code (NMC 2021) and Jersey Care Commission (JCC).
3. The Clinical Coordinator role provides support and clinical decision making in the early detection and management of the deteriorating patient and is key member of the cardiac arrest team and provides a support role for other emergency teams; trauma, obstetric, major haemorrhage and neonatal emergency teams.

Demonstrates specialist skills in patient assessment and the commencement of initial treatment plans and escalation requirements. Working closely with the multidisciplinary team including critical care, medical team members such as clinical fellows, registrars and consultants. In addition to other services such as AHPs and Clinical Educators.

4. The Clinical Coordinator has designated responsibility for flow across the General Hospital and works to support the MDT with patient flow to deliver timely, safe and effectively optimised services, including support to the care groups and ED department in the prevention of any patient being in the department longer than 4 hours. This includes allocation of beds, through working closely with the bed manager.
5. Support wards and departments in the prevention and management of violence and aggression, and patients being managed who have an SROL or Article in place. Attending all inpatient security calls, ensuring safety of patient's, staff and visitors. Attempt to resolve issues and queries locally, but where appropriate escalation to the relevant ward /Department Manager/ Duty Manager.
6. Communicate with designated air ambulance personnel, including helicopter transfer when required. Identify and liaise with appropriate medical and nursing personnel to provide safe, effective and timely transfer out of hours. Co-ordinate and ensure safe and timely transfer of patients for off island for expert healthcare, acting as liaison for JETS team members and UK healthcare providers.
7. Adhere to Hospital infection, prevention and control policies and principles and standards to minimise patient risk and ensure high quality patient care is delivered. Act as clinical and professional role model in implementing policies into practice and championing changes to improve clinical practice and reduce patient risk. Challenge poor practice and support improvement opportunities. Implement IPAC policy both in and out of hours.
8. Be aware of and comply with all safeguarding policies and procedures. Has a working knowledge of child protection procedures, statutory local procedures and points of referral, local policies and procedures for vulnerable adults. Recognises the signs and symptoms of adult abuse / domestic violence and refers as appropriate. Is knowledgeable of other practitioners and agencies roles.
9. Provide situational data (SITREP) on demand and capacity, throughout their span of duty as per agreed times. The Clinical Coordinator will work closely with the care groups and bed manager in the management of capacity, ensuring operational flow across the organisation. Through accurate bed state and expedition of safe and timely discharges both in and out of hours, through supporting the discharge support team and ward manager.

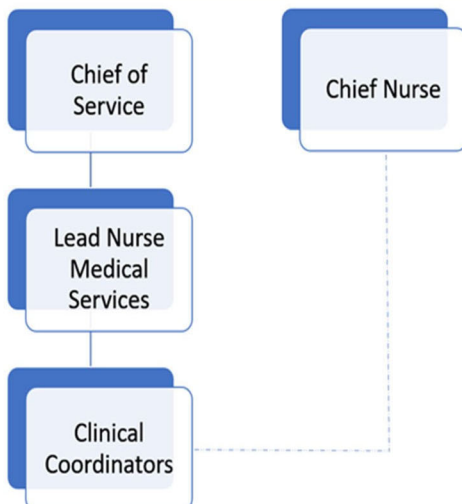
10. Contribute to the bed requests from wards and departments in maintaining and creating patient flow, assisting the clinical areas to problem solve. Support to provide a safe environment by redeployment or by booking temporary staff out of hours using Safecare to determine safe staffing levels within clinical areas.
11. Provide out of hours allocation to enable IT access for clinical systems and out of hours clinical support e.g. medications from pharmacy as per policy.
12. Consider aspects of patients, quality, safety and experience, throughout the site. Take every opportunity to observe issues and ensure poor practice is challenged and ameliorated. Participate in the investigation of complaints, adverse incidents and serious untoward incidents, as required. Using judgement to identify potential risks and ensure risk reduction is in place so adverse events are acted upon, lessons learnt from complaints and poor clinical performance handled in an environment which aims to excel.
13. The Clinical Coordinator is the first point of contact for HCS, Overdale and Sandybrook Nursing home for escalation of all site issues out of hours and staffing escalations.
14. There is a requirement to remain professionally, clinically and operationally upto date and to attend training as required to meet the requirements of the role. In addition to which source and attend regular clinical supervision.
15. Out of hours the Clinical Coordinator is responsible for taking appropriate action and escalation of any Human Resources issues to the Duty manager

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</p>	<p>1st level Registered Nurse or registered AHP</p> <p>Degree (or level 6 qualification) in Nursing</p>	<p>Masters level qualification in a relevant subject</p> <p>V300 Non-Medical Prescribing</p>
	<p>Relevant post registration specialist qualification</p> <p>Teaching/training qualification</p> <p>Evidence of management training or skills</p> <p>Intermediate Life Support</p> <p>Level 3 Safeguarding Training</p> <p>Advanced Life Support Paediatric Intermediate Life Support – Resuscitation Council (UK)</p>	<p>Paediatric Life Support</p> <p>Conflict Resolution Training</p>

<p>Knowledge / Professional</p>	<p>Communicates openly, honestly and professionally, and actively promotes team working and building strong working relationships</p> <p>Treats all with compassion and kindness. Ensures everyone feels valued.</p> <p>Consults others and listens to their view / opinions.</p> <p>Demonstrates advanced leadership qualities, behaviours and relevant experience for post</p> <p>Ability to understand the ever changing needs of a busy hospital, with good understanding of local needs and knowledge of current health policy.</p>	
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	<p>Personal Portfolio demonstrates up-to date knowledge of clinical, managerial and educational aspects of contemporary nursing practice, in line with NMC revalidation standards.</p> <p>Knowledge of Governance and risk frameworks required to underpin the delivery of effective, high quality and safe patient care</p> <p>Knowledge and understanding of human factors in the delivery of safe healthcare practice</p> <p>Demonstrates highly visible compassionate leadership</p> <p>Good working knowledge of Jersey Law relevant to Health and Safety, Mental Health, Capacity and Consent, Data Protection</p>	
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<p>Clinical / Work-based Skills</p>	<p>Advanced clinical skills, including adult advanced life support.</p> <p>Demonstrates expanded role of the Clinical Coordinator, including:</p> <ul style="list-style-type: none"> • Determination of blood requests and/or analysis of blood results • Venepuncture and Cannulation • Male and female urethral catheterisation • Undertake the Verification of Expected 	<p>Non Invasive Therapy (NIV) competency</p>
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	<p>Deaths according to JGH policy</p> <ul style="list-style-type: none"> • VTE assessment • Recording and interpretation of 12 lead ECG's • Advanced Life Support • Review of patients out of hours who have been referred to the critical care team. <p>Evidence of complex problem solving and decision making ability</p> <p>Ability to engage with people and motivate and support them to work to deliver high standards of care</p> <p>Calm under pressure, using initiative and demonstrate ability to use different leadership styles. Including first responder to emergency situations</p> <p>Understanding and application of NMC 'The Code' and requirements of it for the practice and behaviour of staff and self.</p>	
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<p>General Skills/Attributes</p>	<p>Demonstrable and substantial clinical management and Leadership experience</p> <p>Demonstrates high level of emotional intelligence</p> <p>Competent IT skills and keyboard skills</p>	
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	<p>Confidence to stand and deliver reports in times of a challenging environment</p> <p>Demonstrate the ability to interpret and utilise information effectively to communicate, influence and achieve operational or strategic objectives</p> <p>Demonstrate ability to develop others</p> <p>Flexible working pattern across 24/7</p> <p>The ability to develop and maintain cooperative and collaborative relationships with internal colleagues and external organisations.</p> <p>Confidence to be the most senior person in the hospital at night in order to deal with any situation as it arises</p> <p>Ability to take decisive action as demand dictates</p>	
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<p>Experience</p>	<p>Minimum of 4 years post qualification experience within a variety of acute or critical care settings</p> <p>Demonstrate post registration experience as a Sister/Charge Nurse/Clinical Nurse Specialist</p> <p>Knowledge and experience of service improvement, modernisation and</p>	<p>Incident Management experience and evidence of training within portfolio</p>
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	<p>change management approaches and initiatives</p> <p>Experience of managerial decision making and the application of professional judgement in a range of clinical and non-clinical settings</p> <p>Experience in people management, knowledge of human resource processes</p> <p>Application of formal policies within own team and across organisation</p> <p>Experience of bed management</p> <p>Knowledge of the national clinical governance, quality, and patient safety agendas.</p> <p>Experience of supervising junior staff across multiple professions</p> <p>Experience of budget, resource or financial management</p> <p>Experience and evidence of working autonomously</p>	
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Core Accountabilities, Attributes and Behaviour Indicators Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.