**Job Description: Homeless hospital discharge nurse – Band 5**

***This template gives guidance and recommendations for essential points that could be included in a job description for a Band 5 Nurse in a Pathway team.***

**Job purpose**

*Homeless hospital discharge teams*

The homeless hospital discharge service 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.

*Band 5 Nurse role*

As a key part of a multi-disciplinary intervention, the Band 5 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.

The Band 5 nurse independently manages patients on the team caseload, with support from senior staff members as necessary.

**Key responsibilities**

**Clinical responsibilities**

* To effectively engage patients from a variety disenfranchised backgrounds
* To independently undertake effective comprehensive holistic health, housing

and social care assessments for patients including independent assessments of risk

* To take time to listen to patients who may have highly distressing personal circumstances and stories in order 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 develop effective discharge plans for patients and work to achieve these
* To make appropriate referrals for patients as necessary
* To proactively identify the need for e.g. mental capacity assessments, safeguarding referrals, challenges to NHS charging decisions in the caseload and report these to the service lead
* 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
* To clinically advocate and negotiate on behalf of clients with senior staff without generating conflict
* To attend case conferences / case reviews and contribute as necessary
* To motivate and empower patients to make changes around their health
* To deliver health promotion interventions to patients as necessary

**Management responsibilities:**

* To support other staff within the service as necessary (including staff from other organisations as required)
* To teach student nurses as required
* To contribute to teaching sessions delivered by the service to other staff within the organisation as required
* To contribute to the production of team resources e.g. leaflets, posters etc as required
* To contribute to clinical audits as required
* To contribute to the delivery of specific service targets e.g. GP registration for patients, ensuring correct contact details are registered for patients
* To contribute to 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 proactively identify adverse events, and report these to the service lead

**Partnership responsibilities:**

* To work collaboratively with hospital, statutory and voluntary sector partners at all times
* To support partnership staff within the team as necessary
* To attend and/or attend multi-agency meetings as required

**Professional responsibilities:**

* To comply with all local NHS 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

**Person Specification**

**Experience**

Essential:

* post basic clinical experience in a relevant discipline
* experience of working daily with multiple patients with highly distressing personal circumstances and stories
* experience of maintaining boundaries
* experience of working with patients with communication barriers and disabilities
* experience of working with clients with mental capacity and/or safeguarding issues
* experience of independently assessing clinical risk
* experience of multidisciplinary working

Desirable:

* experience of working with people experiencing homelessness
* experience of working in a mental health or addictions setting
* experience of working on a fast-moving clinical case load
* experience of triage / prioritisation in a clinical context
* experience of working successfully with patients with non-engagement issues
* experience of working with challenging behaviour
* experience of advocating for patients with senior staff without generating conflict

**Knowledge**

Essential:

* Nursing qualification
* Degree level education or equivalent
* clinical knowledge spanning physical health and mental health
* knowledge of the social determinants of heath and how this directly effects patients
* knowledge of how to work successfully with patients with communication barriers e.g. language, literacy, cognition, behaviour
* knowledge of how to work successfully with patients with disabilities e.g. physical disabilities, learning disabilities etc
* understanding of how to assess mental capacity and cognition
* understanding of safeguarding legislation
* understanding of the key principle of data sharing legislation
* knowledge and understanding of the concept of clinical governance

Desirable:

* cultural competency training
* knowledge around addictions and sequelae of addictions
* knowledge around harm reduction
* knowledge around suicide prevention
* knowledge around public health interventions
* knowledge around rights to healthcare and NHS charging
* knowledge regarding the support options available for people experiencing homelessness
* knowledge around quality improvement in an NHS context
* detailed knowledge around data sharing legislation

**Skills and abilities**

Essential:

* warm, friendly manner
* good oral and written communication skills
* good general organisational skills
* team worker
* ability to work in a rapidly changing environment, highly adaptable
* ability to maintain a positive attitude in difficult circumstances
* ability to manage personal stress levels effectively
* ability to manage conflict effectively
* ability to independently problem-solve
* ability to engage of clients from highly disenfranchised populations
* ability to independently undertake an effective comprehensive holistic health, housing and social care assessment for a patient including the independent assessment of clinical risk
* 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 work effectively in partnership 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 support teaching delivered by the service if required
* ability to contribute to a clinical audit
* ability to contribute to reports on team performance
* ability to identify and address own learning needs, and to reflect on own practice

Desirable

* ability to use a wide variety of Microsoft programmes to develop team resources as necessary – e.g. leaflets, posters, Powerpoint presentations
* ability to work constructively with patients with personality disorder and complex trauma issues
* motivational interviewing skills

**Values**

* Belief in the structural causes of homelessness
* 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