# Job Description: Homeless hospital discharge nurse – Band 8a

***This template gives guidance and recommendations for essential points that could be included in a job description for a Band 8a 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 need 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.

*Nurse role*

The Band 8a nurse is the operational manager and lead for the service, and inputs expert clinical knowledge and skills. The nurse is also a senior role model for inclusion health practice in the wider organisation, and is able to provide expert consultancy and clinical advice across the wider organisation.

The Band 8a nurse is responsible for homeless hospital discharge strategy within the organisation, and has service design responsibility which may include undertaking needs assessments for and writing business cases for development of the service. The nurse may also be responsible for other inclusion health services. The nurse manages all partnership relationships for the service.

As a key part of a multi-disciplinary intervention, the Band 8a nurse advises on and may also assist with and/or independently manage patients that are identified within organisation as experiencing homeless - in order 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 is responsible for pro-actively initiating and delivering quality improvement initiatives as required. The nurse if also responsible for ensuring adverse trends are identified, reported and managed.

The nurse is a key player in delivering system change within the organisation including identifying the need for and taking a lead on teaching and development programmes to deliver culture change.

## Key responsibilities

**Clinical responsibilities**

* To contribute expert clinical knowledge and skills to the service
* To provide expert consultancy and clinical advice to the wider organisation
* To advise other staff members on the management and effective discharge of patients and to oversee their work
* To lead on the triage and clinical prioritisation of patients on the caseload, ensuring changing demands are managed
* To expertly undertake effective comprehensive holistic health, housing

and social care assessments for patient including independent assessments of risk as required and coach other staff in this as required

* To ensure all patients admitted the service have the benefits of their admission maximised as much as possible
* To identify the need for and undertake e.g. mental capacity assessments, safeguarding referrals, challenges to NHS charging decisions within the caseload
* To challenge decisions made in respect to undertake e.g. mental capacity assessments, safeguarding referrals, challenges to NHS charging decisions as necessary without generating conflict
* To record work 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 all staff do the same
* To clinically advocate and negotiate on behalf of clients with senior staff without generating conflict
* To convene case conferences / case reviews and Chair / lead as necessary
* To effectively engage patients from a variety of disenfranchised backgrounds and support other staff to achieve this
* To utilise strategies to manage challenging behaviour in patients as necessary and support other staff with this
* To develop a ‘making every contact count’ culture on the team with respect to health promotion, harm reduction and suicide prevention
* To lead on the motivation and empowerment of patients to help them make make changes around their health
* 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 and put in strategies to mitigate against these
* To identify clinical skill deficits within the team, and manage these deficits as required
* To clinically supervise staff on the team and develop a team culture of reflective practice

**Management responsibilities:**

* To be responsible for homeless hospital discharge strategy in the organisation
* To act as a role model and expert consultant for inclusion health practice within the organisation
* To be a spokesperson for the organisation at borough level on homelessness / inclusion health issues
* To be the operational lead for the service
* To line manage other staff within the service as necessary (including staff from other organisations if required), and to manage and monitor delegated management relationships within the service
* To motivate and coach staff as necessary
* To identify and meet staff training and support needs
* To manage the service caseload on behalf of the service as required and/or delegate appropriately
* To proactively identify opportunities to improve the service for patients
* To proactively identify adverse trends, and lead service improvements and developments as required
* To deliver needs assessments for developments to the service as required
* To write business cases for developments to the service as required
* To deliver pilot interventions related to the development of the service as required
* To manage partnership relationships as required e.g. via Service Level Agreements
* 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, and suggest interventions to mitigate against adverse trends
* To ensure that service user feedback is obtained on the service and that appropriate responses are delivered
* To identify the need for and direct the delivery or undertake clinical audits as required
* To lead on the delivery of specific service targets e.g. GP registration for patients, ensuring correct contact details are registered for patients, ensuring service user feedback is obtained, and review these regularly, making changes to targets as necessary
* To undertake service evaluations and research as required
* To lead on needs assessment for and the delivery of relevant teaching programmes within the organisation as required
* To manage student teaching for nurses, medical students and other students as required
* To produce team resources e.g. leaflets, posters etc as required and monitor their effectiveness

**Partnership responsibilities:**

* To convene and/or attend multi-agency meetings concerning patients and Chair / lead and provide expert clinical input and advise as required
* To be visible to, and proactively engage with, all relevant partnership agencies
* To work collaboratively with hospital, statutory and voluntary sector partners to develop effective discharge pathways as necessary
* To Chair partnership meetings as necessary, and ensure meetings achieve their service improvement objectives
* To manage partnership relationships as required including e.g. setting up and monitoring Service Level Agreements
* To ensure the service has a ‘good name’ with partner organisations

**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:

* extensive clinical experience within inclusion health
* experience of being a senior role model
* experience of project management
* experience of undertaking needs assessments
* experience of service development
* experience of writing a business case
* experience of being a spokesperson at e.g. senior level meetings
* experience of managing others to deliver a quality service
* experience of managing a multidisciplinary team
* experience of delivering delegated management
* experience of setting up partnership relationships
* experience of motivating and coaching other staff
* experience of successfully managing poor performance
* extensive experience of managing a fast-moving clinical case load
* extensive experience of triage / prioritisation in a clinical context
* extensive experience of working successfully with patients with non-engagement issues
* extensive experience of working with patients with communication barriers and disabilities
* extensive experience of working with clients with mental capacity and/or safeguarding issues
* extensive experience of working daily with multiple patients with highly distressing personal circumstances and stories
* extensive experience of maintaining boundaries
* extensive experience of independently assessing clinical risk
* extensive experience of delivering harm reduction interventions
* experience of suicide prevention practice
* extensive experience of successfully clinically advocating for patients with senior staff in a wide variety of situations without generating conflict
* experience of monitoring team performance against key performance indicators and maximising team performance
* extensive experience of identifying the need for and delivering clinical audits
* experience of undertaking needs assessments for, designing and deliver teaching programmes
* extensive experience of running student nurse programmes
* experience of teaching large groups in a variety of contexts
* experience of undertaking service user feedback exercises

Desirable:

* extensive clinical experience in a variety of relevant areas including inclusion health
* extensive experience of service development and service evaluation including having independently delivered pilot interventions in the past
* experience of writing journal articles or similar
* experience of producing academic posters
* experience of talking to the media about a service
* experience of setting up a new service
* experience of successfully managing poor performance in a multi-disciplinary and partnership context
* extensive experience of teaching large groups in a variety of contexts
* experience of successfully having delivered a system and/or culture change

**Knowledge**

Essential:

* Masters level education or equivalent
* Leadership training
* Management training
* Post basic qualifications in a relevant clinical discipline
* NMC approved mentorship course
* very good generalist clinical knowledge spanning physical health and mental health
* expert clinical knowledge in inclusion health
* expert knowledge of the social determinants of heath and how this directly effects patients
* knowledge of the different types of interventions that exist in homeless hospital discharge, and able to discuss the relative merits of these
* expert knowledge of how to work successfully with patients with communication barriers e.g. language, literacy, cognition, behaviour
* expert knowledge of how to work successfully with patients with disabilities e.g. physical disabilities, learning disabilities etc
* cultural competence
* expert knowledge around how to assess mental capacity and cognition
* expert knowledge of safeguarding legislation
* expert knowledge around addictions and sequelae of addictions
* expert knowledge around harm reduction
* knowledge around suicide prevention
* knowledge around public health interventions
* specialist knowledge regarding the effective management of patients with personality disorder / complex trauma
* expert knowledge around rights to healthcare and NHS charging
* expert knowledge regarding rights to housing, housing options and local authority processes
* expert knowledge regarding the support options available for people experiencing homelessness
* knowledge regarding the support options available for people experiencing homelessness in the local community
* knowledge on immigration status and its impact on welfare rights
* expert knowledge around data sharing legislation
* expert knowledge and understanding of the clinical governance responsibilities of the role
* expert knowledge about the management of change
* expert knowledge around quality improvement in an NHS context

Desirable:

* Master level qualification in inclusion health
* advanced assessment qualification
* research methods training
* expert knowledge of the different types of interventions that exist in homeless hospital discharge, and able to discuss the relative merits of these
* expert knowledge regarding the support options available for people experiencing homelessness in the local community
* previous journal publications in this area or similar

**Skills and abilities**

Essential:

* excellent oral and written communication skills
* excellent general organisational skills
* demonstrated ability to motivate, lead and be role model for a team
* demonstrated ability to set up and work effectively within partnership relationships
* demonstrated ability to take independent decisions
* demonstrated ability to be the spokesperson in an organisation
* ability to undertake needs assessments
* ability to write a business case
* ability to deliver a service development or pilot
* demonstrated ability to manage conflict effectively
* demonstrated ability to engage of clients from highly disenfranchised populations
* demonstrated ability to work daily with multiple patients with highly distressing personal circumstances and stories
* demonstrated ability to process large amounts of complex information very quickly
* demonstrated collaborative problem-solving ability
* demonstrated ability to triage and prioritisation in multiple complex needs context
* demonstrated ability to manage a caseload on behalf of a wider team
* demonstrated ability to independently undertake an effective comprehensive holistic health, housing and social care assessment for a patient including the assessment of risk
* demonstrated ability to clinical advocate and negotiate on behalf of a client with senior staff without generating conflict
* demonstrated ability to use motivational interviewing techniques with clients
* demonstrated ability to work successfully with patients with personality disorder and complex trauma
* demonstrated ability to deliver harm reduction interventions
* demonstrated ability to maintain boundaries with patients
* demonstrated ability to teach large groups of people effectively
* demonstrated ability to identify the need for and deliver clinical audits
* demonstrated ability to independently produce reports on team performance
* demonstrated ability to undertake a service user feedback exercise
* demonstrated ability to use a wide variety of resources Microsoft programmes to develop team resources as necessary – e.g. leaflets, posters, Powerpoint presentations
* demonstrated ability to proactively identify areas for quality improvement
* self-motivated
* ability to identify and address own learning needs, and to reflect on own practice

Desirable

* expert motivational interviewing skills
* ability to deliver culture change in an organisation

**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