



# Accelerate

## Role Profile

### Lymphoedema Specialist (Nurse or Therapist)

#### Summary of Role

Accelerate CIC is a social enterprise operating in the health sector. The organisation has a strong and determined focus on the core mission which is to impact on and make a difference to the lives of those communities we serve, these being those individuals living with wounds and/or lymphoedema.

The role of a Specialist is to utilise their passion for their speciality and their advanced skills in the care and management of complex patients in the population we serve. The specialist will bring creative thinking to complex issues, utilising advanced skills in order to manage a variety of situations borne out of complex psychosocial, medical or organisational need. Contributing to the broader development of the service is essential so that Accelerate's mission is made visible. Thus leadership, team working and seeking solutions are key characteristics of this role.

**Title:** Lymphoedema Specialist

**Salary:** Salary scale £32,000 - £45,000

**Hours:** 37.5 hours per week Monday - Friday

**Location:** Centenary Wing, St Joseph's Hospice, Mare Street, Tower Hamlets community and other sites including out of area venues where specified.

#### Purpose

The specialist nurse or therapist will be accountable to and provide direct support to the Delivery Lead, upholding the leadership and need for a cohesive team. This will enable effective management of team objectives whilst remaining mission focussed.

The post holder will bring a positive 'can do' mentality to this role; being a person who is creative and solution focussed is fundamental to this role and will underpin the day to day running of the organisation. The post holder will enjoy team work whilst keen to have significant autonomy to ensure the key deliverables are completed. Discretion and confidentiality will underpin the role alongside integrity and the ability to manage challenging situations. Being proactive and organised with excellent attention to detail is essential.

#### Responsibilities and Duties

The post holder will work under the leadership of the Delivery Lead and undertake a wide range of duties. Specifically the role will encompass the

delivery of lymphoedema specialist knowledge and expertise in:

- ✔ City and Hackney or Tower Hamlets community; mobile and housebound patients
- ✔ The Accelerate Treatment Centre and the multidisciplinary clinics
- ✔ Education; engagement and delivery. Community contracts and other programmes where required
- ✔ Audit: Community contracts and in other locations where independently commissioned

The individual will be expected to display leadership skills and to work collaboratively and proactively with all teams to meet the needs of clients. This will include being actively involved in carrying out clinical skills as directed in a shared plan of care, enabling clients, their families and carers to be involved in the prevention and management of Lymphoedema. In choosing to undertake this role the post holder will also be required to undertake other duties which will assist all other staff employed within Accelerate CIC to contribute to the operation of an efficient and effective service for the population served.

## Values

To work as a proactive member of a highly motivated and driven team, in a variety of care settings in order to provide nursing care to clients with or at risk of developing wounds or swelling. In taking on this role the individual will be expected to embrace the philosophy and values of the organisation and to reflect this in all that is done, when offering expert advice and management to clients. The aim at all times will be to improve and promote quality of life for the client, encourage selfmanagement and effectively and efficiently disburse NHS resources.

## Key Responsibilities

### Uphold the vision and values of the company

As an employee of Accelerate CIC you will be expected to understand and espouse the philosophy and values of the organisation and at all times represent the organisation in a positive and professional way.

### Leadership and management

In order to promote a positive team culture and working environment you will need to develop and exhibit effective leadership skills. This attribute is linked to organisational abilities and good communication skills. Specifically you will be expected to demonstrate:

- ✔ Leadership skills which will be articulated by the ability to:
  - ✔ Inspire, guide and motivate others
  - ✔ Provide solutions and display creative thinking
  - ✔ Demonstrate passion for your speciality
  - ✔ Present excellent role modelling to junior staff and other professionals including nurses and allied healthcare professionals
  - ✔ Listen and reflect
  - ✔ Contribute to team growth and development
- ✔ Management skills which will be articulated by the ability to:
  - ✔ Prioritise workload and manage time effectively
  - ✔ Meet deadlines and deliver required targets
  - ✔ Show excellent decision making skills that deliver reliable, safe and consistent practice
  - ✔ Manage systems and processes that take account of risk to deliver an efficient and safe service. This will include maintaining service boundaries but also demonstrating awareness, respect and utilisation for processes.
  - ✔ Case management of patients
  - ✔ Management of and day to day responsibility for junior staff where indicated

## Communication and relationships

Effective communication holds the key to good results. In this role you will be expected to give due consideration to how you engage with clients, their families and carers, your peer group and members of the organisation, ensuring that clear understanding is your goal at all times whatever medium of communication you may be using. Within this it will be expected that you will contribute to the process of good customer care and the associated impact of delivering a service with mutually agreed outcomes.

In order to enhance and facilitate communication you will be expected to:

- ✔ Provide exemplary customer care which will be articulated by:
  - ✔ Demonstrating care and compassion in the development of therapeutic relationships with clients
  - ✔ Developing effective relationships with patients, carers, healthcare professionals and anyone you come into contact with you in your professional role
  - ✔ Maintaining professional boundaries
- ✔ Attending and playing a lead role in participating in team and service development meetings
- ✔ Liaising with key stakeholders to facilitate partnership working and a more coherent and cohesive patient pathway. Essentially,
  - ✔ Liaising with community services and other members of the wider multidisciplinary team by attending regular meetings within the community with stakeholders and partners and feeding back discussions to the wound/ Lymphoedema team
  - ✔ Raising the profile of Accelerate pathways of care, ensuring that there is good communication inclusive of patients, with any issues being highlighted to the Senior Leadership team
  - ✔ Having a communication style that contributes in a meaningful way in team meetings, through effective listening skills and problem solving abilities. You will be expected to play an active role in team meetings, clearly articulating your observations and sharing information.

Standards to be demonstrated will include:

- ✔ Maintaining patient confidentiality at all times
- ✔ Displaying professional behaviour at all times
- ✔ Showing respect for others
- ✔ Being a team player
- ✔ Demonstration of excellent conflict management and resolution skills
- ✔ Excellent verbal and written communication skills including robust, accurate documentation

Establishing effective communication systems is a core component of service planning and delivery.

Liaising with community services and other members of the wider multidisciplinary team is considered essential in establishing a coherent and cohesive plan of care for clients. For this to occur, you will need to be able to participate in appropriate pathways and processes and be able to engage with a range of services to deliver agreed outcomes.

### **Clinical care and therapy**

The company is well respected for its relationship with clients. Encouraging and reassuring clients to participate and engage with their care, to self-manage and take charge of their lives is a critical part of what we do. The personal care plan is the vehicle for agreeing goals and objectives with patients and you should be familiar with implementing this approach with clients.

In this role you will undertake the delivery of expert and evidence based clinical care and treatment under the direction and in conjunction with the senior specialist nurse. Management of patients and of a caseload will be seen as pivotal elements of your role.

You will be expected to:

- ✔ Undertake the management, planning and delivery of expert and evidence based clinical care whilst giving direction and guidance to junior staff within the team
- ✔ Ensure that the patient caseload is being effectively managed to ensure that patients are prioritised, reviewed in a timely manner and that the team are kept informed of patient status
- ✔ Assess and identify client risk status. This will take account of any changes or concerns relating to the client which includes their skin status, as well as their general condition and their environment as it relates to safeguarding issues
- ✔ Assess patients with simple and complex care needs and to plan, monitor and evaluate their care as well as initiating and following documented and agreed care plans
- ✔ Carry out wound or chronic oedema management, compression bandaging regimens and the measuring and application of a variety of compression garments
- ✔ Utilise a range of therapy modalities and equipment as they pertain to wound or lymphoedema management including prevention

Clients are seen in a variety of settings. In the community you will be working autonomously as well as with the clinician involved in that persons care. In clinic settings you will be expected to work as part of a team in maintaining a high standard of care. In specialist led clinics you will be working

with junior staff to ensure that clinic processes are followed and that stock of dressings, bandages and equipment are adequate.

As part of clinical care you will be expected to:

- ✔ Show a passion and enthusiasm for Lymphoedema care
- ✔ Show good management and organisational skills in being able to prioritise care and work in a professional and timely manner
- ✔ Demonstrate and use therapeutic knowledge and skills in the clinical care of patients and the mentorship of junior staff
- ✔ Show attention to detail and be able to assess risk
- ✔ Be sensitive to the individual needs of clients and at all times promote principles of equality, diversity and personal rights. This includes acting in a non-judgemental way and respecting the choices, culture, values and beliefs of individuals.

### **Education and training**

You will be expected to be a role model for Accelerate CIC in working alongside other services in delivering safe and effective care. Transfer of knowledge and skills to generalist nurses and allied health professionals can be informal in these working relationships but you will also be expected to participate in the delivery of formalised and planned education programmes.

You will need to:

- ✔ Help plan and deliver education programmes
- ✔ Become competent in using a variety of teaching techniques to include PowerPoint, workshop delivery and facilitating discussions
- ✔ Develop conference speaking skills
- ✔ Be up to date with knowledge and skills and know how to deliver information
- ✔ Be able to transfer knowledge and skills to others in order to promote optimal care and improve patient well-being

### **Data collection**

Data capture is an essential component of ensuring that Accelerate CIC is providing quality care and delivering outcomes. Data collection requires diligence and accuracy as well as timely inputting. You will need to demonstrate:

- ✔ IT literacy
- ✔ Reliability in collecting and inputting data
- ✔ Accuracy and attention to detail
- ✔ Ability to effectively supervise others in data collection

Audit, research and evaluation are important components of Accelerate's work and will also be components of your role as it pertains to Accelerate's dedication to furthering Lymphoedema expertise and the associated body

of knowledge. As part of any project you will be required to collect data. In audits there will be an expectation that you will both participate in and be actively involved in the evolution of and gathering of data.

An understanding of the Lymphoedema patient population will be a key asset which you will be required to develop.

### **Governance and responsibility for resources**

Good governance results in satisfied clients and that is the goal of the company every hour of every day. Each member of staff in Accelerate CIC has a personal accountability and responsibility to ensure:

- ✔ Patient safety at all times
- ✔ That care is given in line with plans & direction
- ✔ That any incident, accident or adverse event is reported according to Accelerate's policy and procedures
- ✔ All emergencies are dealt with promptly and appropriately
- ✔ Accelerate policies and procedures are adhered to

NHS resources are a scarce commodity and as such we have a duty of care to ensure that we respect the investment that tax payers make in funding services such as ours. In this context decisions to spend money should be demonstrably well thought through and approved by your service lead.

### **Personal development, health and safety**

Within this role there will be opportunities for personal and professional development with seeking ways to develop knowledge and skills being an inherent expectation. As part of this growth you will be required to suggest and contribute to projects and conference submissions including poster creation. Writing for journal articles will be encouraged as a demonstration of your personal development and a commitment to advancing the body of knowledge within Lymphoedema Care.

You are expected to take ownership for your personal developmental learning needs and for your performance; this includes keeping a record of your personal development plans and activities and playing a proactive role in your objective setting and appraisal process. Revalidation requirements will need to be maintained.

Familiarity with and utilisation of the Company's designated HR system for reporting, recording and requesting purposes is an inherent expectation.

You should be familiar with legal issues pertinent to your role and be familiar with the changing structures of health care provision that may impact on the position of the company.

It is also your responsibility and duty to observe

standards of health safety and security which includes adopting appropriate manual handling and infection control procedures, ensuring work areas are clean safe and free from hazards whilst reporting any potential risks.

### **Information governance**

Accelerate CIC adheres to the principles of information governance. This involves the Data Protection Act of 1998 and any code which details the standards for information handling.

Incorporated within this is confidentiality, records management, information security as well as the Freedom of Information Act 2000. Compliance with these standards is embedded within Accelerate CIC and it is expected that all employees will observe and comply with these legal requirements.

Breaches of patient confidentiality are taken very seriously.

In line with good governance you will be expected to:

- ✔ Uphold patient confidentiality at all times to maintain patient privacy and dignity:
- ✔ Record patient information accurately on any provided data management tool and ensure that company guidelines are followed at all times.
- ✔ Maintain the security of patient identifiable data including the use of encrypted/password protected devices for storing any patient identifiable data

### **Equal opportunities**

It is the aim of Accelerate CIC to promote equal opportunities for its staff and in its working with the public including clients and other agencies. Through this we intend that any person coming into contact with Accelerate CIC will not be disadvantaged on the basis of sex, race, colour, culture, nationality or ethnicity, religion or disability. Each member of Accelerate CIC will have a personal responsibility to ensure that equality and good relations are integrated throughout the organisation.

### **Adult and child protection**

Accelerate CIC promotes a safeguarding child and adult culture. It will be the responsibility of each staff member to ensure that the risk status of all patients will be assessed for safeguarding issues.

Any individual whose welfare is deemed at risk will be referred to the appropriate safeguarding team. All staff will receive the appropriate safeguarding training and required updates to ensure that they are able to identify risk and follow specified guidance.

This job description will be subject to periodic review.