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| Details |  |
| Department | Clinical |
| Job Title | Nursing Associate |
| Reports to | Clinical Lead |
| Supervises | **N/A** |

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| Role Purpose |

The primary purpose of a nursing associate is to support with the clinical manage and delivery of complex home care services in their region, to people with medium to long-term complex care needs living in their own homes. This service is delivered through teams of support workers who report to the CCM. Accordingly, the nursing associate has joint responsibility with the complex nurse specialist for ensuring the capability and standards of service delivered by these teams. Critical within this role and underpinning the delivery, is the need to operate both flexibly and reliably, whilst fiercely ensuring Bespoke’s values around person centred care are never compromised and that all regulatory compliance standards are diligently adhered to.

The role of the Nursing associate is broken down into two main areas as follows:

1. The supporting with seting up of services for new clients, as assigned by the Clinical Lead Nurse
2. The ongoing maintenance of services for existing people we support, ensuring ongoing high standards of care and safety are constantly achieved.

Reporting directly to the Complex nurse specialist and working collaboratively with Complex Care Manager’s (CCM’s), ICB’s other professional bodies and key team members in the organisation, this is an important role contributing to the successful performance of the business.

| **Primary Responsibilities** | |
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| **New Client set up** | * Work collaboratively with the CNS and CCM to coordinate the set-up of a new client package. * Supporting with the CNS to provide clinical training to the support workers, as required and work collaboratively with the CCM to schedule relevant shadow shifts to facilitate an efficient sign off process. Escalate any concerns around worker capability in a timely manner. Document worker completency sign offs in line with the agreed process and update on People Planner. * Write the care plan and produce all clinical documents required for the set up of the package. * Regularly liaise with the person we support and support workers to ascertain the running of the client’s package and make necessary alterations for continuation of care. |
| **Maintaining Existing Client Packages** | * Liaise with the CNS and CCM’s regularly to review care packages, to ensure care is being delivered in accordance with the defined clinical standards and implement timely remediations if required. * Monitor and audit the completion of clinical paperwork (e.g. MAR charts) ensuring any errors are followed up, logged, investigated and resolved. * Carry out regular clinical client visits and document this in a clinical visit report. Follow up appropriately on any concerns identified that are not clinical e.g. escalate to the relevant CCM and CNS. * Monitor and action the timely reassessment of worker clinical competencies. |
| **Other supporting tasks** | * Support the CNS with investigations as required from time to time. * Attend meetings as required (for example – as required by the CNS, CCM, Multidisciplinary meetings and safeguarding meetings). * Leading by example, creating a positive, hardworking, results oriented, can do culture. |
| **Working Relationships** | * Build and maintain effective working relationships with key members across the business, including the CNSs, Clinical leads, CCM’s, Operational managers and support workers. |
| **CPD** | * Proactively identify areas / opportunities for your own continuing professional development and discuss these with your line manager. |