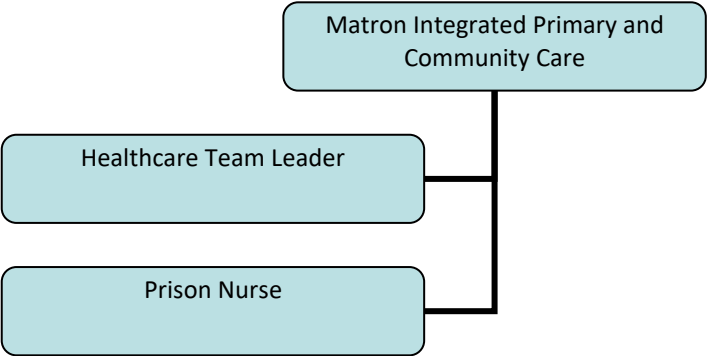


**JOB DESCRIPTION**

<b>Job Title:</b>	Prison Healthcare Team Leader
<b>Location:</b>	Isle of Man Prison
<b>Accountable to:</b>	Matron, Integrated Primary and Community Care
<b>Reports to:</b>	Matron, Integrated Primary and Community Care
<b>Pay Band:</b>	7
<b>Job Evaluation Reference No:</b>	0776v5/JE/16
<b>Organisation Chart: (attached)</b>	 <pre> graph TD     A[Matron Integrated Primary and Community Care] --- B[Healthcare Team Leader]     A --- C[Prison Nurse]         </pre>

**JOB PURPOSE**

To be a senior member of the Isle of Man Prison Health Care Team. They will have responsibility in the management/care of prisoners with concerns or difficulties associated with physical and mental health and or substance misuse problems.

To provide clinical and practice leadership.

Take a key role in developing and delivering Prison Healthcare provision to meet the needs of the service.

To provide a holistic package of care to patients within the prison, be able to manage the assessment of health needs, and the development and evaluation of programs of care.

To work predominantly within the prison environment but will have a liaison function with other healthcare services. They will work collaboratively in the delivery of physical, psychological and social interventions which have proven effectiveness, to ensure continuity of care between acute, community and the prison service.

To hold an identified case load and offer advice and interventions to patients.

To promote changes in patients' behaviour in order to reduce harm to individuals, families and community. To liaise closely with other health professionals to improve services to patients and maintain standards.

### **KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB**

- Registered Nurse with current NMC registration or Registered Health professional.
- To hold a BSc in a relevant subject.
- Significant post registration experience working in a specialist clinical area relevant to post.
- Relevant experience working in a prison environment.
- Participate in appraisal for self and other members of the team.
- Represent the Manx Care at the appropriate Manx Care or DHA meetings.
- Understanding the principles of teamwork and have the ability to work both as a senior member of the team and independently.
- The ability to work across organisational and professional boundaries to manage the delivery of a holistic healthcare service to prisoners. This involves balancing competing security and healthcare requirements.
- Comprehensive knowledge of current health issues and treatments.
- Knowledge of evidence based interventions.
- Knowledge of a range of evidence based assessment tools
- Compliance with personal updating as required by the Mandatory Training Policy.
- Evidence of continuing professional development.
- Understanding and awareness of the assessment and management of clinical risk.
- Knowledge and experience of clinical observations, including relevant signs, symptoms of acute exacerbation of ill health; for example respiratory or cardiac distress, disorientation, lowering of mood, self harm ideation.
- Knowledge, awareness and implications to practice with regard to relevant legislation; for example, Data Protection Act 2002, Human Rights Act.
- Ability to educate, supervise and assess registered healthcare professionals and student nurses.
- The Post Holder will develop and possess competencies in the use of Information Technology systems utilised by the Department, Division and Service.
- The post holder will develop and maintain a portfolio detailing all training undertaken.
- Ability to be flexible to rapidly changing demands in the workload/ environment.

### **MAIN DUTIES & RESPONSIBILITIES**

- To contribute to the Multi Disciplinary Team working in the delivery of care to patients in accordance with their identified individualised plan of care.
- To have the ability to plan and deliver care for an identified case load of prisoners.
- Delegate care of prisoners to other members of the team.
- Manage team workload based on flexible principles and prioritise care based on staff availability.
- To record up to date accurate clinical records ensuring they adhere to the standards of record keeping as identified by Service/Division and Professional bodies' policies/guidelines whilst maintaining patient confidentiality and data protection.
- To develop and sustain arrangements for joint working between workers and agencies and care packages.
- To develop a plan and actively attempt to motivate and re-engage any individual who has disengaged with services.



- To ensure that all information which s/he has access to, in both formal and informal circumstances, remains confidential and is dealt with as appropriate in relation to data protection legislation.
- Undertake risk assessments of situations to ensure the safety of prisoners and staff.
- To comply fully with the security requirements of the prison, follow any guidelines and attend training provided by the prison. The post holder may be subject to searches at any time.
- To promote people's equality, diversity and rights.
- To promote awareness of the issues concerning health issues amongst other professionals and relevant groups.
- To establish good relations with other team members and professionals within the prison at all times.
- Ensure the team comply with local and departmental policies, procedures and guidelines.
- Assist in the appropriate investigations of, and response to, all healthcare related complaints involving the team.
- To attend Manx Care and DHA meetings when requested and provide written and verbal feedback.

### **CLINICAL**

- To take responsibility for managing shifts.
- To be accountable for the delegation of patient care, including assessment, planning, implementation and evaluation of care.
- To receive and screen patients, undertaking or collating triage and comprehensive assessments and deciding which service(s) best meet the needs of the individual (mental and physical health needs) Referring the individual to the appropriate service.
- Be able to run physical health and mental health triage clinics independently to identify needs that can be addressed or that need to be referred to other practitioners.
- Possesses a wide range of clinical knowledge and skills in relation to their own speciality.
- To contribute to the diagnostic process within the multi-disciplinary team by utilising knowledge or expertise in the area.
- Knowledge of and where appropriate adhere to best practice guidelines issued by National Institute of Clinical Excellence (NICE), and NSF for health conditions.
- Access and utilise team/service resources in accordance with identified patient need in order to maximise service delivery to the patient.
- Support patients to address issues which affect their own health, behaviour and social welfare, actively participating in Health Promotion and Education.
- Support patients and exercise positive relationships within professional boundaries as part of a purposeful caring regime.
- Respond to healthcare emergencies within the prison in accordance with policy and procedures.
- Be able to support patients who are distressed, who could be at risk of self harm to themselves or others or who are at risk of suicide.
- The post holder will ensure that complete, accurate and contemporaneous records are



maintained within NMC and local guidelines.

- The post holder will administer medication under NMC and local guidelines, and be able to monitor the effectiveness of prescribed medication where applicable in accordance with recognised guidelines.
- Ensure that correct procedure is followed with regard to the ordering, administration and recording and safe custody of medication.
- Assist the Lead Nurse in the delivery of clinical supervision, and accepts responsibility for evaluating and reflecting on their own practice within a clinical supervision framework.
- The post holder will assist external healthcare providers during clinics and visits to the patient.
- Ensure that clinical standards are maintained and adhered to by benchmarking against established evidence based practise.
- The post holder will undertake venepuncture, removal of sutures, administration of IM depot injections and vaccinations.

### **PROFESSIONAL**

- Maintain a current and effective NMC/HCPC registration and meets its requirements for post registration education and practice.
- Participates in the Individual Performance and Development Review Programmes and identifies personal educational and training needs for self and team members.
- Adhere to the NMC/HCPC Professional Code of Conduct and other associated regulatory guidelines including Guidelines for Records and Record Keeping and Guidelines for the Administration of Medicines.
- Participates in the supervisory and peer review process.
- Act as a patient advocate within professional, legal and employment frameworks.
- Act as a role model, clinical practitioner and clinical resource for all in the area, and demonstrate clinical excellence and high standards of practice.
- Adhere to the health care department's uniform code and act in such a manner as to promote confidence from patients, fellow professionals and the general public.

### **TRAINING, EDUCATION & RESEARCH**

The Post Holder will take responsibility for their personal development through:-

- Attendance at Corporate and Local induction in accordance with standards identified in Departmental, Divisional and Service Induction Policy.
- Undertaking appropriate in-service and external training as identified by individual and Matron through Performance and Development Review and team/service training needs analysis;
- Participation in self-evaluation and the individual Performance and Development Review process with designated appraiser.
- Remaining up to date with relevant clinical research, legislation and policies related to area



of practice.

- Responsible for and contributes to the induction and continuous development of registered healthcare professionals within the team.
- Mentoring new staff and students.
- Deliver health promotion/ education to identified groups and individuals.

### **PLANNING & ORGANISATIONAL SKILLS**

The post holder will:

- Be required to demonstrate effective time management skills which include the ability to plan case load management for self and others in an efficient manner.
- Prioritise patient care in accordance with identified need, responding to high risk and crisis situations in a flexible manner.
- Delegate work appropriately using own taking the team skill mix and individual competencies into consideration.
- Attends case conferences / multidisciplinary meetings as required.
- Be aware of policies relating to vulnerable adults and be able to work within this framework.
- Undertake appropriate personal/clinical training as identified by the Matron, self and training needs analysis.
- To offer advice, support and training when agreed by the Matron to other health care staff.
- Remain up to date with relevant clinical research, legislation and policies related to area of practice.
- Demonstrate skills and practice in relation to providing education and training to others  
Demonstrate skills and competencies in supporting new and existing staff to the area/Service by participating in the Induction process.
- Take an active role in health promotion activities designed to improve and maintain the health of patients; for example provide information on the importance of compliance with treatment programs, and reduction of high risk behaviours.
- To adhere to the principles of clinical governance.
- Organisation of team rotas to maintain correct levels of care.

### **COMMUNICATION**

Be able to record and report in a sensitive, professional and confidential manner to other agencies. Must have the ability to provide and receive highly complex sensitive and contentious information about people, illnesses and lifestyle. Communication and effective interpersonal skills are paramount in the successful management of highly volatile emotive situations.

The post holder will:

- Diffuses conflict and manages distressing situations.
- Provides clear feedback to team members in a positive way that is conducive to maintaining



and improving performance.

- Develop robust, effective communication networks with other members of the multi-disciplinary team to enhance seamless working across disciplines and give effective care delivery.
- Use advanced communication and engagement skills when building therapeutic relationships with patients who may be in a very distressed state.
- Communicate clearly in a range of situations and environments, some of which may be hostile, antagonistic or highly emotive, for example professional disagreements or dealing with a potentially angry individual.
- Be able to effectively liaise with a wide range of statutory and non-statutory agencies which contribute to the care and treatment of patients.
- Communicate effectively with professional colleagues in multi-disciplinary team meetings and forums where patient treatment programmes are planned and reviewed.
- Work assertively and promote partnership within the Multi-disciplinary teams throughout Manx Care.
- Demonstrate communication and engagement skills when building therapeutic relationships with patients; including active listening, the interpretation of verbal and non verbal communication, the use of reflection, paraphrasing and empathy.
- Accurately and effectively communicate information regarding clinical and environmental risk to colleagues and allied services involved in the delivery of care to patients.
- Take an active role in preparing and presenting detailed information at multi-disciplinary team meetings and case conferences in relation to the assessment, treatment and review of therapeutic care plans.
- Produce accurate, detailed letters and reports for the purposes of informing allied professionals, including GPs: for example, reports detailing level of risk, assessments, plans of care and subsequent reviews.
- Document all assessment outcomes and interventions in the patient's clinical health care record in accordance with local policy.
- Ensure that the Matron is well briefed on issues that may affect the quality of the service delivered.

#### **MANAGERIAL/LEADERSHIP**

- Take responsibility for the general running of the department on a daily basis.
- Provides mentorship, by supporting junior members of the team.
- Ensures that staffing levels are adequate to meet the needs of the service, requesting bank staff.
- Maintain a visible presence within the team and possess an up to date knowledge of patients at high risk and their management.
- Act as a positive role model, demonstrating the ability to take a lead role when presented with situations within their speciality which require decisions to be made regarding patient care; for example, at times where the patient is exposed to high risk or crisis.



- Provide leadership and demonstrate motivational skills by innovative thinking and recognition of others skills and abilities.
- Be able to act autonomously and professionally when working alone in the prison.

### **CLINICAL GOVERNANCE**

The post holder will:

- Attend monthly Integrated Primary and Community Care, Care quality and Safety Meetings.
- Promote the concept and support, of the Clinical Governance process;
- Accurately recording and reporting untoward/critical incidents or complaints and forwarding these to the appropriate Department;
- Undertake the assessment and management of clinical and environmental risk in accordance with prison policy;
- Identifying and develop quality targets and standards within the workplace;
- Undertake service audits as requested by the Care quality safety team;
- Representing the Team/Service at meetings /project groups which aim to develop practice as delegated by the Lead Nurse;
- Report untoward incidents to the Matron, participating as delegated in any subsequent reviews/investigations and contributing to the implementation of remedial action as required;
- Notifying the Matron of concerns relating to the standards of service provided and issues related to unmet need as a result of service gaps;
- Promote the Service's philosophy of care, ensuring an atmosphere and culture of no blame is fostered;
- Working within the standard areas of Clinical Governance to maintain a high quality service provision to patients, ensuring that staff are aware of and maintain Clinical Governance Standards with regard to:
  - adherence to the Service's Clinical Risk management policies and procedures, specifically in relation to assessment of patient need and care provision, staff skills and deployment, accident and incident reporting;
  - participation in local audit reviews and contributing to any remedial action as directed by the Matron;
  - ensuring that evidence based practice is inherent in all patient interventions and bench marked against established criteria for evidence based practice; for example NICE, Essence of Care, National Service Framework (N.S.F.);
  - contributing to producing and maintaining all team policies, procedures and guidelines within the Clinical Governance frame work;
  - Contributing to the provision of information, both verbal and written, to prisoners regarding the standards of service they can expect and procedures for lodging complaints.

### **SYSTEMS & EQUIPMENT**



The Post Holder will:-

- Develop skills and competencies with regard to IT, including the use of Windows, EMIS and Outlook, holding responsibility for ensuring their allocated case work is accurately recorded in the patients clinical notes and where relevant the prison data base.
- Understand and comply with personal safety systems; for example personal safety monitoring, radio and system building alarms.
- To maintain the appropriate standards of security and control as in the prison policy.
- To maintain individual accountability with regard to key management.
- Use the prison's security intelligence systems for all security matters.
- Plans and orders stock/ equipment.

### **DECISIONS & JUDGEMENTS**

The post holder will:

- Exercise judgement in responding to emergency.
- Exercise judgement when assessing complex situations and presentations and will consider a range of options.
- Independently use own initiative and be accountable for their own actions.
- Take an active role in making immediate clinical decisions within their role.
- Make recommendations on changes to care and treatment of individual patients and to liaise with other professionals and agencies as appropriate.
- Consider a range of options available for the care and treatment of individual patients, taking into account services available and the individual patients' preferences.
- Consider the implications of each option with regard to the patient's current presentation, past history and previous care and treatment.
- Take an active role in clinical/risk assessment of new receptions to prison, referring to other professional colleagues for assessment as required by patient need.
- Formulate individualised therapeutic plans of care, deciding in consultation with the patient which other support services/agencies are required and taking the lead in referring to those services.
- Make immediate clinical decisions regarding patient need at times of high risk or crisis; for example, facilitating admission to hospital, or instigating folder 5.
- Assess and manage clinical risk in respect of patients on their case load, making decisions regarding strategies to minimise risk.
- Review and evaluate care, having responsibility for identifying and implementing changes in accordance with patient need.
- Possess the ability to exercise judgement when assessing complex situations and can consider a range of options, some of which may be in conflict with opinions of allied



professionals and services.

**Confidentiality**

In the course of your duties you may have access to confidential material about patients, members of staff or other business of Manx Care. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.

**Health & Safety/Security**

It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

**Safeguarding**

The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment.

Staff must work in accordance with all health and social care policies relating to safeguarding.

**CARE**

In Manx Care we pride ourselves on being committed, appreciative, respectful and excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

**JOB DESCRIPTION AGREEMENT**

I have read and agree with the content of this job description, and accept that the role will be reviewed annually as part of the development review process.

**Job Holder's name (please print) .....**

**Job Holder's signature: .....**

**Line Manager's name (please print) .....**

**Line Manager's signature: .....**

**Date: .....**

**Date: .....**



## JOB DESCRIPTION APPENDIX 1

### PHYSICAL, MENTAL & EMOTIONAL DEMANDS OF THE JOB AND WORKING CONDITIONS

#### Physical Effort

- Must be prepared to attend Breakaway training, and to be able to utilise breakaway techniques.
- Will be required to work with unpredictable, physically demanding situations i.e. responding to panic alarms and environmental challenges. (daily)
- The job holder needs to be skilled in emergency response across the prison wings and must be skilled in minor injury and illness.
- Combination of sitting walking and standing.

#### Mental Effort

The Post Holder:

- Has to concentrate for long periods of time when engaging with prisoners.
- Requires high levels of concentration on a daily basis when updating clinical records, collecting and inputting data on the computer system and reporting crucial information regarding patient care to multi-disciplinary colleagues.
- Is required to calculate drug dosage frequently, making decisions which require sustained mental effort which reflect the complexities of the drug therapy.
- May be subject to interruptions in the course of their duties as they are required to carry and utilise Tetra radio.
- Frequently required to change activities in response to general alarms.
- May be exposed to potential aggression both verbal and physical-due to the nature of the service and the patient group and may be confronted by challenging situations which may be distressing and difficult. The Post Holder is expected to respond to such situations in a rational, logical and controlled manner, demonstrating the ability to maintain concentration and focus.
- Be expected to deal with phone enquires from various agencies requiring information.

#### Emotional Effort

- Is expected to demonstrate empathy and provide support to prisoners, following delivery of news which may be of a distressing nature.
- Will work on a daily basis with patients who present with a variety of physical and mental health problems.
- The Post Holder is expected to remain patient, caring and understanding in their approach to the management of such conditions. Exposure to potential verbal and/or physical aggression is not uncommon.
- Will work at times in unpredictable and highly emotive circumstances where the prisoner may be voicing threats of harm to self and/or others which could involve crisis intervention.

#### Working Conditions

- Deal with unpredictable and potentially aggressive prisoners.
- Work in an environment where they may be subject to potential physical and verbal abuse, hostility and aggression.
- Use a computer on a daily basis using a variety of software applications and input varying amounts of data
- Frequent exposure to noisy environments due to disturbed prisoners.



- Daily requirement to work within a locked area.
- Occasional contact with bodily fluids in an identified high risk client group.
- Initiates treatment of prisoners infested with lice, fleas and scabies. (occasional)

**AGREEMENT OF ABOVE DESCRIPTION**

I have read and agree with the above description.

**Job Holder's Name (please print)** .....

**Job Holder's Signature:** .....

**Date:** .....

**Line Manager's Name (please print)** .....

**Line Manager's Signature:** .....

**Date:** .....



**Manx Care**  
**PRISON HEALTHCARE/INTEGRATED PRIMARY AND COMMUNITY CARE SERVICES**  
**PRISON HEALTHCARE TEAM LEADER**  
**PERSON SPECIFICATION**

CRITERIA FOR SELECTION	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT	LINK TO KNOWLEDGE & SKILLS FRAMEWORK
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>♥ Registered Nurse with current NMC registration or Registered Healthcare Professional</li> <li>♥ To hold a BSc in a relevant subject</li> <li>♥ Relevant experience working in a prison environment</li> </ul>	<ul style="list-style-type: none"> <li>♥ Master's Degree</li> </ul>	CV Pre-employment checks Portfolio	
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>♥ Significant post registration experience working in a specialist clinical area relevant to post</li> <li>♥ Up to date knowledge of current approaches and interventions in health care delivery and awareness of research</li> <li>♥ Up to date awareness of risk management and strategies</li> <li>♥ Knowledge and awareness and implications to practice with regard to relevant legislation; Data Protection Act 2002, Human Rights Act</li> <li>♥ Understanding of the scope of professional practice</li> <li>♥ Evidence of continuing professional development</li> </ul>	<ul style="list-style-type: none"> <li>♥ Demonstrate knowledge of a range of evidence-based assessment tools</li> <li>♥ Effective presentation and report writing skills</li> <li>♥ Awareness of available community mental and physical health services</li> </ul>	CV  Interview/presentation  Portfolio	
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>♥ Skills in developing and maintaining therapeutic relationships</li> <li>♥ Skill in maintaining accurate clinical records and awareness of legalities of same</li> <li>♥ Ability to communicate complex sensitive information in a demanding setting</li> <li>♥ Ability to actively participate in health promotion activities</li> <li>♥ Good oral and written English</li> </ul>	<ul style="list-style-type: none"> <li>♥ Conversant in Information Technology</li> <li>♥ Demonstrate skills and practice in relation to providing education and training to others</li> </ul>	CV  Portfolio	

	<ul style="list-style-type: none"> <li>♥ Ability to work with personnel from different professional backgrounds</li> <li>♥ Ability to think creatively to meet the individual needs of patients</li> <li>♥ Ability to reflect on practice and learn from experience</li> </ul>			
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>♥ Pleasant, friendly disposition</li> <li>♥ Self confidence and resilience when working under high-pressured conditions and potential hostility</li> <li>♥ Demonstrate motivation, enthusiasm and commitment to professional and service development</li> <li>♥ Act as a positive role model</li> </ul>		Interview	
<b>OTHER RELEVANT REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>♥ Satisfactory Police Check</li> </ul>	<ul style="list-style-type: none"> <li>♥ Ability to work shifts</li> <li>♥ Isle of Man Worker</li> </ul>	Application Interview Pre-employment checks	

