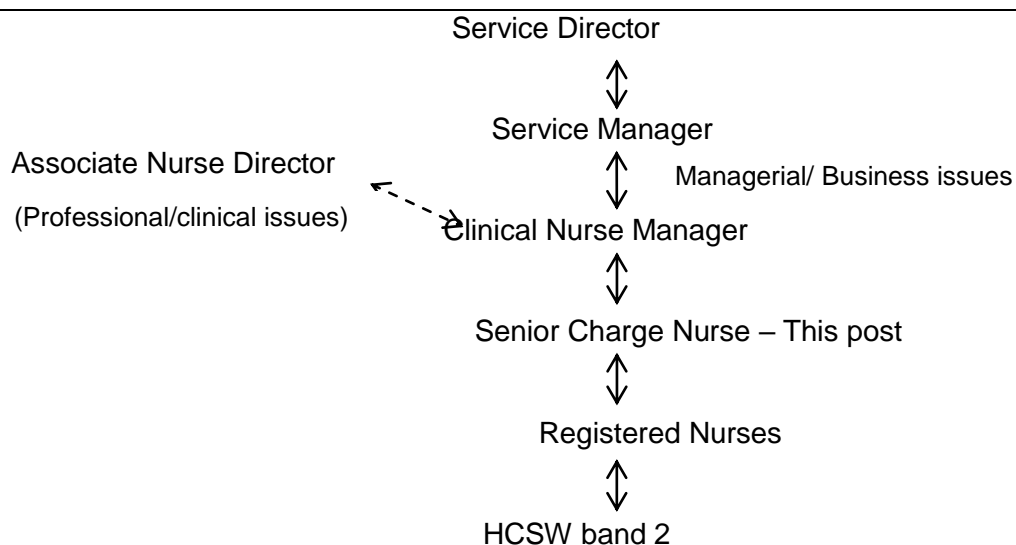


JOB DESCRIPTION

1. JOB IDENTIFICATION	
Job Title:	Senior Charge Nurse, Outpatient Services (Band 7)
Responsible to:	Clinical Nurse Manager
Department(s):	Metabolic, Western General Hospital
Directorate:	Outpatients & Associated Services
Operating Division:	Acute
Job Reference:	033322
No of Job Holders:	1
2. JOB PURPOSE	
<p>Clinical, professional and managerial responsibility for area of responsibility including all clinical and staff governance issues. The post holder is responsible for maximising service provision, including the delivery of safe and effective clinical practice, ensuring that all local and national guidelines and targets are adhered to and met.</p>	
3. DIMENSIONS	
<p>The Outpatient Departments within Outpatients & Associated Services encompass a wide range of specialties.</p> <p>Outpatient Departments currently hosts the following specialties. Diabetes & Endocrinology, Orthopaedics; General Surgery; Hepatobiliary; Gastro-intestinal; Vascular; GI Cancer; Oncology; Renal & Transplant; Hematology; General Medicine & Respiratory. Minor surgery procedures and specialty dressings are supported by suitably qualified nurses within the departments</p> <p>The post holder may be required to work within any of the departments within Outpatients & Associated Services of NHS Lothian</p> <p>Staffing responsibilities: The post holder has line management responsibility for the nursing team within the clinical setting and works within an allocated annual budget]</p> <p>Financial/Budgetary</p> <p>The Post Holder has delegated responsible for the area's allocated annual budget of £490k and workforce establishment of 5.67 wte ensuring effective use of the nursing resource including supplies and equipment.</p> <p>The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.</p>	

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

To provide a high quality, safe and supportive environment in order to care for patients within a specialist outpatient department meeting the patient's needs. Ensuring the highest standard of patient care and management.

Provides in principal a service to Lothian and has regular patient referrals for the South East of Scotland and at times the whole of Scotland

The Directorate of Outpatients and Associated Services sits within the Acute Services within NHS Lothian. This Directorate is responsible for:-

- The management of all external healthcare provision to ensure that adequate resources are available to meet waiting times legislation and benchmark services ensuring they provide value for money, (Circa £8-10M per annum)
- The operational management of Outpatient Services across NHS Lothian to effect the implementation of standardised, efficient and patient-centred pathways and processes. Ensure compliance with all governance standards Delivering effective and efficient clinical services (in excess of 1 Million patient attendances per annum)
- Leadership of implementation of the Modern Outpatient Strategy and the modernisation of outpatient services to reflect changes in roles and priorities across primary and secondary care.
- The management of acute Diabetic and Endocrinology and Dermatology services across Lothian, ensuring the service is patient centred and responsive to the needs of these long term conditions patient groups.(£13.4M budget)
- The redesign of outpatient services across NHS Lothian, standardising processes to optimise capacity and exploring and implementing new ways of working to optimise the experience for the patient. (the redesign of models of care affecting 68,000 patient attendances)
- The management and further development of the Lothian Flow Centre for all acute services in NHS Lothian, which supports the incoming and discharging flow of patients in real time across all sites (125,000 calls per annum and 101,000 patient/general transport journeys)

6. KEY RESULT AREAS

Managerial:

1. Lead by example and act as a positive role model for all staff, promoting team working and managing the department skill mix to deliver clinically effective, high quality, safe, person centred care. Apply appropriate workforce toolkits and contribute to workforce planning for the outpatient/clinic area, maintaining partnership working at all times, and ensuring that workload / activity is completed within allocated timescales.
2. Be responsible for the control and monitoring of a delegated budget ensuring provision of high quality and cost effective service within the financial envelope.
3. Work in conjunction with members of the multidisciplinary team to deliver the service agenda through effective leadership, multidisciplinary team working, leading the nursing team to ensure clinical, financial and staff governance is achieved and maintained.
4. Line management responsibility for the outpatient/clinic nursing team including for example recruitment, induction, mandatory training, identification of learning and development needs of all members of the team through performance review and personal development plan (PDP), matters of discipline and grievance. Responsible for ongoing maintenance of all staff personal files ensuring these are complete and up to date e.g. training, annual / sick leave etc.
5. Facilitate and create an environment that supports assessment and learning of all staff providing mentorship and clinical supervision, to enable all team members to continuously update, develop and implement current knowledge and skills to meet changing needs of the service. Deliver and contribute to teaching / mentoring / coaching sessions as required including encouraging innovation.
6. Resolve and manage complaints to conclusion in line with NHS Lothian policy. Understand and share the learning points emerging from the investigation of complaints ensuring structured feedback systems are in place and that action plans are implemented to enhance the delivery of the service and improve patient / carers experience.
7. Lead the development and implementation of local procedures, protocols and standards and implementation of corporate board policy, ensuring adherence of staff at all times.
8. Deputise for the Clinical Nurse Manager as required in their absence to maintain effective operational management of the outpatient/clinic area and participate in the outpatient/clinic coordinators rota.
9. To be accountable for maintaining all records acting within boundaries of NMC registration and in line with local and national guidelines and policies.

Clinical:

10. Responsible for supervising the assessment, implementation and monitoring of care needs to ensure the delivery and maintenance of optimal care outcomes.
11. Leads on continuous quality improvement of patient care through the use of audit and monitoring compliance to service and professional standards for example Clinical Quality Indicators (CQI's) putting corrective action plans in place as necessary, including outcomes of Patient Quality Indicator audits (PQI's).
12. Leads the inter-professional approach to the coordination and planning of the patients journey

ensuring the delivery of seamless care, including involvement of patient / carers.

13. Be actively involved in projects including research and audit disseminating findings to all members of the multidisciplinary team, adopting and implementing best practice.
14. Is responsible for identifying local infection control issues and ensuring that agreed standards and policies relating to infection control are implemented and audited. Ensures that the standards relating to HEI and associated national guidelines are developed and introduced and their effectiveness evaluated.
15. Responsible for risk assessment (including patient behaviours and working environment) and incident management within the outpatient/clinic areas including implementation of action plans and associated learning to ensure ongoing compliance with related legislation and guidelines, including Health and Safety at Work Act and NHS Lothian Health and Safety policy and reporting systems, to safeguard patients, visitors and staff.
16. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

Responsible and knowledgeable in the safe use of all clinical and non clinical equipment used within the area ensuring this is checked and maintained and where problem are identified these resolved so that all equipment is fit for purpose.

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

- HR Systems for recording of all staff information, training activity, pay information
- Supplies and equipment ordering systems
- Patient information recording systems
- Range of systems/databases for report writing as required in role
- Risk assessments
- Staff bank ordering system

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

The post is self directed and the postholder will organise workload in response to the demands of the service.

Work review will be by the line manager in line with the agreed KSF Post Outline.

9. DECISIONS AND JUDGEMENTS

The post holder is expected to make clinical and professional autonomous decisions, demonstrating critical analysis and decision making skills, on a daily basis, including provision of advice to the multidisciplinary team.

Makes decisions in relation to allocation of financial resources, skill mix and application of policy and procedure to support, guide and direct both staff and patients within area of responsibility.

Recognising and addressing staff performance issues timeously taking corrective action and continuously monitoring to ensure a positive outcome is achieved.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Motivate and inspire the multidisciplinary team to ensure effective collaborative working is achieved.

Managing provision of service within finite financial envelope, taking account of competing demands and resources and the unpredictability of the environment.

Creating an environment to enable implementation of change, including engaging and motivating staff to embrace and implement the change and overcoming any resistance.

Addressing the equality and diversity needs of patients and staff.

11. COMMUNICATIONS AND RELATIONSHIPS

Communicate verbally and in writing to members of the multidisciplinary team - members of Primary Health Care Team, Social Care; statutory and non-statutory services with the ability to express professional views within group settings and support client advocacy.

In addition to the above other contact falls into the following main categories in relation to healthcare, staffing and service issues:

The postholder will be expected to communicate, negotiate and liaise with:

- The patient, relatives and carers, and the multidisciplinary team involved in the provision of care
- Nursing staff regarding patient care, allocation of work, workload issues
- Other relevant departments within the division e.g. Facilities, Estates, Domestic Services
- Partnership, Trade Union and Professional Organisation representatives in relation to service and staffing issues

The Senior Charge Nurse is responsible for ensuring a multi-disciplinary team approach including interacting with key staff in service delivery including: Medical, Therapists, Finance, Procurement and Support Services, Education Facilitators, Health and Safety and Risk Management.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Examples may include:

Physical Skills:

Skills required to undertake clinical interventions eg administer intravenous injections and or intramuscular injections, syringe pumps and infusions, insertion of urinary catheters, wound management.

(this list is not exhaustive and will vary depending on clinical area).

Physical Demands:

Patient movement with use of mechanical aides, manoeuvre patients.
Push trolley's, wheelchairs.
Stand/walking for the majority of shift.

Mental Demands:

Frequent concentration required whilst undertaking both managerial and clinical aspects of role which may be unpredictable and complex. The postholder will be subject to frequent direct and indirect interruptions from patients, relatives and the multidisciplinary team.

Emotional Demands:

Communicating with distressed / anxious / worried patients / relatives.
Communicating complex issues with the multidisciplinary team.
Caring for the terminally ill and their relatives.
Caring for patients following receipt of bad news and supporting relatives.
Personal / interpersonal stressors.

Working Conditions:

Exposure to body fluids several times each shift.
Exposure to verbal aggression high frequency.
Exposure to infections and temperature variations.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Registered nurse.
Evidence of further education including post-graduate certification/diploma/Continuous Professional Development in relevant area.
Relevant experience in specialty with ability to demonstrate appropriate skills and knowledge.
Evidence of management, education and training i.e. completion of Leading Better Care modules, Institute of Leadership and Management (ILM).
Ability to demonstrate effective communication and time management skills.
IT skills.
Audit experience.
Evidence of problem solving skills.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date: