

Clinical Support Nurse Advanced Nurse Practitioner

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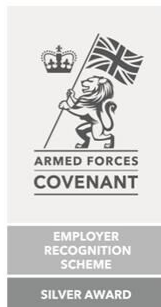


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Western Isles Health Board
The best at what we do



Job Advert



Clinical Support Nurse (Advanced Nurse Practitioner)

Band 7 - £52,845 – £61,466 per annum

(Consideration will be given to appointing into a Band 6/7 Development Post on an annexe 21)

Plus £1,461 Distant Islands Allowance per annum

Permanent Post

36 Hours per Week

An exciting development opportunity has arisen for a motivated and enthusiastic Registered General Nurse to join the Clinical Support Nurses (ANP) team based at Western Isles Hospital as a band 7. Consideration will be given to appointing into a Band 6/7 development post on an annexe 21 based on relevant clinical experience in an acute setting. A development post would entail the applicant commencing as a band 6 transitioning to band 7 on completion of learning and competencies.

Applicants will have RN1 Adult level registration with the NMC and preferably a current Advanced Life Support and European Paediatric Advanced Life Support certificate. Applicants for band 7 posts should also have completed and be competent in Non-Medical Prescribing and Clinical Assessment for Advanced Practitioners and have completed or be willing to work towards completion of the full Advanced Nurse Practitioner programme.

Applicants for B6 posts must be willing to complete the Advanced Nurse Practitioner programme and would be expected to transition to B7 within 2 years.

The applicant should be a skilled practitioner with a minimum of 3 years' experience in an acute setting and be able to demonstrate strong interpersonal skills with a flexible team orientated approach. The practitioner should work well as an individual but also within the wider clinical teams.

Experience of bed management and operational management of acute areas is desirable.

If you would like to discuss further please contact Kathleen MacIntyre, Lead ANP -CSN Team
01851704704 ext 2460.Pg 12081
kathleen.macintyre@nhs.scot

The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme). This post is not eligible for relocation expenses.

All NHS Western Isles vacancies appear on the NHS Scotland website: apply.jobs.scot.nhs.uk, along with a job description.

Tha beàrnan-obrach NHS Eilean Siar uile gu léir a' nochdadh air làrach-lìn NHS na h-Alba <https://apply.jobs.scot.nhs.uk/>, còmhla ri dealbh-obrach.

If you have any further queries, please contact Tel: 01851 762027.

NHS SCOTLAND JOB DESCRIPTION TEMPLATE

1. JOB IDENTIFICATION	
Job Title:	Clinical Support Nurse (Trainee Advanced Nurse Practitioner)
Responsible to (insert job title):	Lead Nurse Acute Services
Department(s):	Clinical Support Nurses
Directorate:	Acute
Operating Division:	Single Operating Division
Job Reference:	
No of Job Holders:	
Last Update (insert date):	12/07/2023

2. JOB PURPOSE
<p>Under the supervision of the Band 7 Clinical Support Nurse (CSN) the post holder will:</p> <ul style="list-style-type: none">• Provide leadership, clinical support and advice to nursing and junior medical staff acting as the second point of contact and making referrals to or co-ordinating the contribution of other members of the Out of Hours team ensuring a high level of practice is provided throughout the Western Isles Hospital that is consistent with current policies and protocols.• Have responsibility for the assessment of care needs, development, implementation and evaluation of programmes of care throughout the hospital during the shift worked.• Be responsible for maintaining set standards of care and participating in the development of policies for the Out of Hours multi- disciplinary team.• Be required to develop and demonstrate the skills required to become a competent advanced clinical nurse practitioner and will be able to provide effective support to the out of hours service working across role boundaries and ensuring comprehensive holistic care which is sensitive to the needs of patients in the service areas covered are provided <p>N.B In the event of NHS Scotland being placed on an 'Emergency Footing' and or NHSWI declaring a 'Major Incident', or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence.</p>

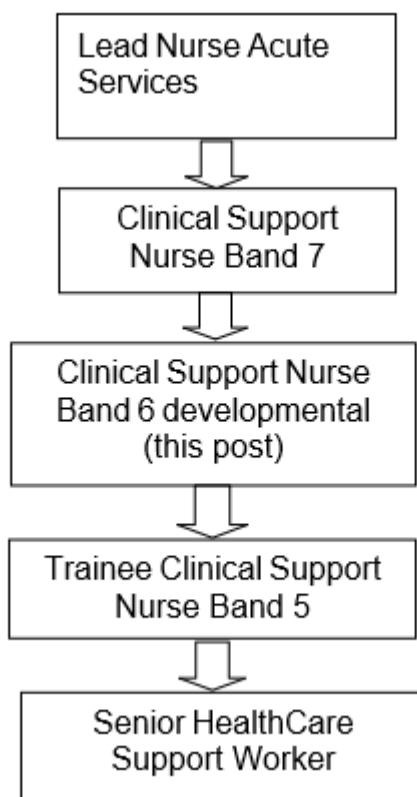
3. DIMENSIONS

Clinical Support Nurses provide a central role of knowledge, skills and competencies advocating a range of activities central to the patient from health promotion and education to medical and diagnostic testing.

Clinical Support Nurses (CSN) work Independently and have overall responsibility for providing high quality, safe and supportive clinical and emergency care for patients, clients, carers and relatives out of hours and at weekends. The post holder attends all clinical emergencies hospital-wide, and if requested in A&E.

This post-holder will be required to develop the advanced physical assessment skills required to be a CSN in the acute hospital setting, advising or providing immediate treatment or care independently as a Nurse Practitioner and referring to the appropriate medical staff if required, and according to priority.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

- To provide a Clinical Response Service to all clinical areas with base at the Western Isles Hospital, assessing and treating acutely ill patients and supporting Junior Doctors and Nursing staff to provide a safe and effective service.

6. KEY RESULT AREAS

- To make judgements following assessment of projected bed states/streaming for the duration of the shift and thereafter and to make and prioritise decisions relating to bed allocation, utilisation of resources both within wards and between wards.
- To be able to anticipate potential problems likely to occur during the shift or thereafter and facilitate solutions, such as appropriate responses to anticipated/potential patient crises e.g. making arrangements regarding transfer to mainland hospital, provision of resources for relatives, mobilization of staffing resources for the coming shifts etc.
- Where solutions are not readily available to liaise appropriately with hospital management team in hours and the Exec on call out of hours. In the absence of support must be able to facilitate effective short to long term solutions until such times as senior management is available or appraised.
- Where staff shortages occur optimise patient care by effective redistribution of resource, in response to care needs and risk prioritization.
- Be able to respond to staff requests for CSN/medical intervention based on assessment of individual patient acuity and prioritisation of medical/nursing resource.
- In absence of medical staff be able to supervise care at ward level with support from CSN, take and interpret diagnostic tests, highlight changes in condition according to clinical indicators which would require further medical intervention, and be able to assess, determine and instigate appropriate medical and nursing intervention where clinical information may be conflicting or incomplete.
- Must be familiar with standard care algorithms such as the UK resuscitation council's guidelines and to make judgements on appropriate clinical interventions following analysis and interpretation of clinical data. Will be expected to assume a lead role in emergency/crisis situations where required, implementing algorithms of care as per national guidelines for individual patients.
- Will implement diagnostic investigations/prepare for acute outcomes in the absence of medical staff in preparation for medical intervention/patient transfer.
- Will co-ordinate patient transfer by aircraft to mainland hospitals and liaise with retrieval staff when required.
- Must be familiar with national treatment guidelines such as SIGN guidelines and to be able to interpret these according to individual clinical presentation.
- Must be able to make judgements based on assessment of specific critical incidents e.g. cardiac arrests/violence/intoxication (staff/public)/deaths etc and determine appropriate management/clinical interventionist strategies in order to support ward staff, junior doctors, relatives and any others involved in the critical situation. Judgements will be made according to individual situations with similar incidents not always determining the same



intervention. Exercise clinical leadership as opposed to managerial control of the situation or when to source external advice/support from multidisciplinary team out of hours.

- Will act as 2nd line bleep holder and screen all ward-based requests to medical advice/intervention (this excludes A&E). Triage patients from ward-based information and intervene in accordance with patient Group Directives (nurse prescribing) & care pathways and make decisions regarding whether medical assistance or intervention is required.
- To be able to assess patient status in all wards in order to anticipate areas requiring intervention/support.
- Will continually update self to the availability of resources across the hospital and prioritise allocation of these to areas of most need (beds, staffing, equipment) and often at short notice · Will demonstrate a commitment to developing clinical skills and expertise of medical and nursing staff, assess and supervise the clinical skills of nurses in a variety of clinical areas.
- Is responsible for the maintenance of patient records and documentation relating to own practice and for the appropriate and timely recording/documentation of clinical care, and to advise and instruct other staff on the same.
- Will be supportive in establishing and implementing systems to co-ordinate, monitor, assess and prioritise workloads, supporting effective contingency planning ensuring that the interest of patients/clients are met.
- Applies research and evidence to improve practice within area of practice.
- The post-holder will be required to carry out intricate procedures requiring a high degree of hand eye co-ordination which are often required to be undertaken promptly to facilitate assessment and treatment in order to pre-empt deterioration in patient conditions, for example: Venepuncture, cannulation, urinary catheterisation, cardiac defibrillation, preparing and administering intravenous drugs.
- The post-holder will be expected to operate and perform basic maintenance of diagnostic point of care laboratory equipment·
- Is responsible for identifying, analysing and prioritising own training and development needs and that of others and ensuring that training plans are submitted and agreed taking cognisance of mandatory training, physical, human and financial resources.

7a. EQUIPMENT AND MACHINERY

- The post holder will be familiar with and regularly use the following equipment -allowing for safe patient care: ·
- Infusion devices
- Alaris infusion pumps, syringes, blood warning devices · Cardiac monitors
- Saturation monitors
- Blood pressure monitoring machines – manual and automatic ·



- Patient handling devices – hoists, PAT slides, glide sheets Blood glucose level monitors
- Digital thermometers – rectal thermometers, aural thermometers, skin temperature
- Airway management, ET tubes, nasopharyngeal tubes, guedal airways, laryngeal mask airway (LMA), tracheostomy systems, oxygen therapy, Nebulisers, Non-invasive ventilation

7b. SYSTEMS

- The post holder must have excellent computer knowledge in the use of WORD, EXCEL, POWER POINT, Email, Teams, video conferencing, TURAS..
- The post holder will use several hospital systems e.g. TOPAS, SCI Store, PACs, Hepma, E Rostering, Safe Care.

8. ASSIGNMENT AND REVIEW OF WORK

- Acts within established parameters e.g. acknowledgement of personal competencies, extended scope of practice which are clearly defined by the NMC's code of conduct, and the Western Isles NHS Board's operational protocols.
- Has delegated responsibility for standards and quality of clinical practice and clinical leadership and management of the nursing staff out of hours.
- Is responsible for working independently, with support, across all departments and specialties within the hospital and using initiative to make sound and rational and reasonable decisions regarding patient wellbeing, and the smooth operation of the hospital at night and at weekends.
- Is the second point of contact for patient assessment and will make independent decisions based on clinical knowledge and assessment of the facts, in determining whether medical intervention is required.
- Is responsible for taking clinical responsibility as a bleep holder for all areas within and across the hospital.

9. DECISIONS AND JUDGEMENTS

- Areas of responsibility, priority tasks, allocated by core CSN on duty.
- Will use own judgement whilst observing patient's condition and should ascertain whether or not medical intervention is required.
- Will demonstrate the ability to make independent decisions in and across disciplinary environment in the absence of other management resources, taking into account professional, legal and resource implications with a primary role in bed management and managing staffing resources out of hours particularly in crisis situations e.g. cardiac arrest, MAJAX etc.
- Exercise reasonable judgement regarding escalating to senior clinical staff and or Exec on call



10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing patient condition during out of hours
Managing the Hospital safely out of hours
Managing time effectively, prioritising and reprioritising work to meet competing complex demands.

Dealing with conflicting staff priorities.

Maintaining service provision during periods of absence.

11. COMMUNICATIONS AND RELATIONSHIPS

- The post holder will require excellent interpersonal skills to motivate staff and communicate at all levels. Sometimes this will be in an emotive atmosphere, e.g. complaints from relatives.
- Will facilitate a sensitive and positive approach to the handling and review of complaints that ensures there is learning from the experience of users of the service to improve healthcare experiences.
- Will effectively investigate complaints and clinical incidents within the remit of the role and make recommendations to prevent recurrence.
- Will network and call on members of the multi-disciplinary team, including outside agencies such as social work, community nursing resource and police, in situations where the CSN's individual skills require additional assistance.
- Be a point of contact for all members of the multi-disciplinary team (at weekends and during the night) to ensure optimum care is delivered to the patient in all circumstances.
- Possess a high standard of interpersonal skills and participate in cross boundary working. Due to the nature of the post i.e. predominantly night working the post holder must also demonstrate a level of IT knowledge (and of other communication systems), to enable e-mail communication both internally and externally.
- Lead effective multi-disciplinary teamwork and healthy working relationships through consistent and visible support.
- Will visit all departments regularly during the shift to obtain reports of activity levels/bed state/staff sickness levels and to evaluate patients progress and where appropriate facilitate transfers/discharges.
- To be able to maintain professional distance and allow ward staff to practice independently while still supervising care.
- To be able to foster interdisciplinary ties in specialist areas e.g. psychiatry/midwifery etc.
- Will provide opportunities for staff to express views/opinions and feelings in an environment that is empowering and facilitative.
- Will be able to communicate complex technical/diagnostic information appropriately to nursing staff group/medical staff/patients and relatives.
- Will manage interaction with external agencies e.g. police, press in accordance with NHSWI agreed policies and protocols.
- Communication with groups/others will include: Consultants, Junior Doctors, patients, relatives and carers, Senior management, Northern constabulary, Members of the public

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

Physical demands of the job

- Given the layout of the hospital, it is important that the postholder is physically fit and able to walk within in a large area.
- The post-holder will be required to utilise moving and handling (every shift) and or control and restraint techniques (once or twice per week) in order to nurse confused, non-co-operative and sometime aggressive patients who require timeous/prompt medical interventions, or removal from the premises.
- Will be required to attend emergency situations urgently necessitating sudden effort from stop start positions unexpectedly throughout every shift.
- Will be required to work within confined spaces (every shift) as additional medical equipment may be required to monitor and support the patient's condition.
- The post-holder will be required during such situations to manoeuvre heavy equipment such as chairs, bedside cabinets to facilitate emergency responses speedily and intuitively.
- Will be required during emergency situations e.g. cardiac arrest, patient falls, when the post-holder will have to move heavy patients (average male weight 13-14 stones) without recourse to hoists often in restricted spaces.
- Will be required to transfer patients from bed to trolley and from one specialty to another specialty urgently and speedily e.g. the compromised patient from a medical ward to the HDA (which involves long corridors and elevators).
- Must be of a level of fitness to sustain working over a large hospital area, walking on average 4-6 miles per shift.
- Must be able to run to clinical emergencies impromptu, then assist/lead the clinical response e.g. cardiac massage, maintaining airways, performing detailed clinical tasks (every shift).

Mental effort

Will carry a pager and be on call for the duration of every rostered shift period and to respond to the pager every time. This will inevitably result in the post-holder having to undertake, without prior notification, several tasks simultaneously or to change from one task to another according to the demands placed on the post-holder. Will be expected to effectively manage and prioritise competing demands throughout every shift within one or more areas of practice across the hospital.

- Should expect to work anywhere in the hospital for unpredictable and undefined periods of time and at short notice.
- Will be required to make frequent clinical decisions in critical decision i.e. when patient condition deteriorating and be able to communicate these to and utilise the multidisciplinary team promptly and timeously and often under pressure.
- Will be able to do any or all the above whilst assessing and updating and communicating information regarding ill patients.
- May be required to do one to one care of critically ill patients at any time including ventilated patients, sick children, medevac to mainland etc.
- Must be prepared to tolerate unreliable, irregular break times and an unpredictable workload.

Emotional effort.

- Will provide support in dealing with distressed, upset, angry or anxious patients, carers, relatives and staff (at least once per shift).
- Will be expected to manage many situations particularly relating to threats of violence (at least once per week) whilst ensuring safety of the patient, self and staff by managing the situation appropriately which can be both physically and emotionally demanding.
- Will be involved (at least once per shift) in communicating difficult, sensitive and highly upsetting information regarding sick patients to relatives ensuring that the information provided is understood.
- Will be expected to counsel distressed patients and relative to come to terms with their illness/disability or pending death.
- Will be exposed on a daily basis to nursing and caring for terminally ill patients.
- Will be able to deal with sudden and distressing circumstances e.g. sudden patient death, major accidents, staff injuries/assault etc and to support all grades of staff, offer support and counselling to relatives etc
- Will provide debriefing, and emotional support to staff, members of the public involved in adverse incidents e.g. victims of assault (which may be distressing to the post-holder) and to ensure follow up advice such as occupational health is arranged

Working conditions

- Due to the nature of the workload, the post-holder is at risk of needle stick injuries, handling hazardous body fluid (several times per shift) e.g. blood, sputum, exudates, faeces and should be able to deal with such situations safely.
- The post-holder will organise and carry out decontamination of infected areas on a daily basis.
- The post-holder is likely to be exposed to violent and aggressive patients/members of the public (often under the influence of alcohol/drugs) at least once per week.
- The post-holder will be able to demonstrate coping mechanisms/strategies with regard to the need to deal with distressing and aggressive situations.
- The post-holder should be able to work in physically stressful and highly charged situations in which lifesaving decisions have to be made quickly and with confidence.



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

Essential

- 1st level Registered Nurse
- Nursing Degree
- Willingness to undertake Advanced Nurse Practitioner programme
- Ongoing professional development related to current practice
- Knowledge of MAJAX procedures and awareness of the CSN role within MAJAX hierarchy i.e. able to act as senior team member in a coordinating and or clinical role
- Venepuncture, cannulation, urinary catheterisation procedures
- Competency in patient assessment (SEWs/BASICs), ability to apply, explain and make clinical judgements based on these criteria.
- Minimum of 3 years' experience in an acute hospital setting

Desirable

- Paediatric Immediate life Support Certificate
- BASICs
- Arterial blood gas sampling
- Ability to use/maintain central/hickman/arterial lines and advise on best practice ability to perform and interpret ECG's, telemetry results.
- Ability to process venous/arterial blood samples and interpret results.
- ALS (Advanced life Support) Certificate
- European Paediatric Life Support certificate
- Non-Medical Prescribing
- Clinical Assessment

14. STANDARD ELEMENTS

STANDARD ELEMENTS

Confidentiality



Comply with all approved NHSWI Policies and Procedures. Comply with NHSWI Communication Strategy and Media Strategy.

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

Health and Safety:

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights.

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

15. 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:

Date: 19.02.2025

Head of Department Signature:



• **NHS WESTERN ISLES - PERSON SPECIFICATION GUIDANCE**

Job Title: Clinical Support Nurse , Trainee ANP

Department: Clinical Support Nurses

Location: Western Isles Hospital

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<ul style="list-style-type: none"> • Advanced clinical assessment skills • Working as part of multi-disciplinary team. • Minimum of 3 years' experience of working in an acute clinical environment 	<ul style="list-style-type: none"> • HDU/ ITU Experience • Paediatric experience
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	<ul style="list-style-type: none"> • First Level Registered Nurse • First level Degree • Evidence of continuous professional development. • IV Drug Administration • Cannulation & Venepuncture • Willing to work towards Advanced Nurse Practitioner qualification 	<ul style="list-style-type: none"> • ECG interpretation • CAAP (Clinical assessment for advanced practitioners) • Non Medical Prescribing • X-Ray awareness • Mentorship in line with NMC standards to support learning for pre-registration students and new staff

<p>KNOWLEDGE AND SKILLS</p>	<ul style="list-style-type: none"> • Excellent communication skills • Effective decision making skills • Ability to lead and influence • Ability to interpret and manage clinical conditions • Ability to priorities and manage competing demands • Understanding of the importance of confidentiality • Computer literate 	<ul style="list-style-type: none"> • Experience of managing and reporting operational risks. • Triaging of Patients • Evidence of recent academic education
<p>DISPOSITION</p>	<ul style="list-style-type: none"> • Self-motivated and able to use own initiative. • Ability to work within time constraints. • Ability to work effectively as a team member. • Ability to develop new skills 	
<p>OTHER</p>	<ul style="list-style-type: none"> • Responds flexibly to changing service needs. • Ability to work flexible hours over 7-day period day and night . 	<ul style="list-style-type: none"> • Gaelic Speaker



NHS SCOTLAND JOB DESCRIPTION

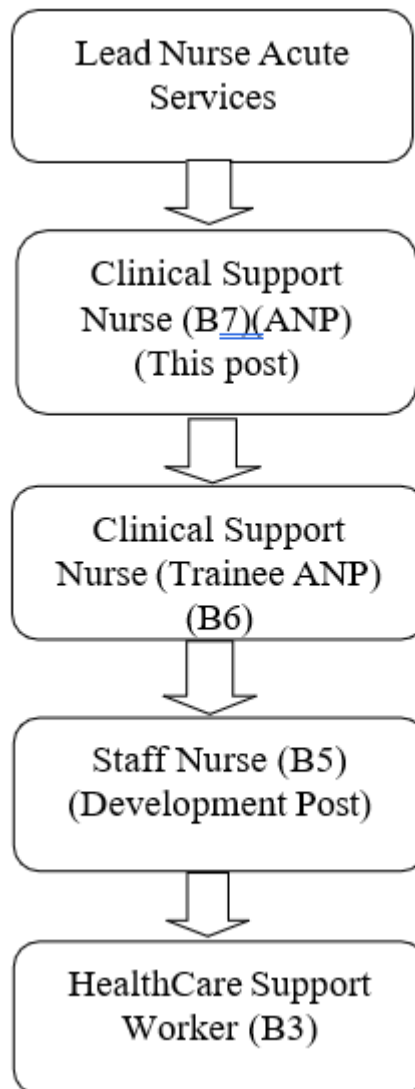
1. JOB IDENTIFICATION	
Job Title:	Clinical Support Nurse Band 7 (Advanced Nurse Practitioner)
Responsible to (insert job title):	Lead Nurse Acute Services
Department(s):	CSN team
Directorate:	Acute Services
Operating Division:	Single Operating Division
Job Reference:	
No of Job Holders:	
Last Update (insert date):	19/09/2023

2. JOB PURPOSE
<p>The post holder will:</p> <p>Provide leadership, clinical support, supervision and advice to nursing staff, , junior medical staff and undergraduate medical students and making referrals to or co-ordinating the contribution of other members of the Out of Hours team ensuring a high level of practice is provided throughout the Western Isles Hospital that is consistent with current policies and protocols.</p> <p>Have responsibility for the assessment of care needs, development, implementation and evaluation of programmes of care throughout the hospital during the shift worked.</p> <p>Be responsible for helping set standards of care and developing policies for the Out of Hours multi-disciplinary team.</p> <p>Be required to develop the skills required to become a competent advanced clinical nurse practitioner and will be able to provide effective support to the out of hours service working across role boundaries and ensuring comprehensive holistic care which is sensitive to the needs of patients in the service areas covered are provided.</p> <p>N.B In the event of NHS Scotland being placed on an ‘Emergency Footing’ and or NHSWI declaring a ‘Major Incident’, or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence.</p>

3. DIMENSIONS

- Clinical Support Nurses provide input to clinical care based on knowledge, skills and competencies advocating a range of activities central to the patient from health medical and diagnostic testing to promotion and education.
- Clinical Support Nurses (CSN) work independently and have overall responsibility for providing high quality, safe and supportive clinical and emergency care for patients, clients, carers and relatives out of hours and at weekends.
- This post-holder will be required to develop the advanced physical assessment skills required to be a CSN in the acute hospital setting, advising or providing immediate treatment or care independently as an Advanced Nurse Practitioner and referring to the appropriate medical staff if required, and according to priority.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

To provide a Clinical Response Service to all clinical areas within the Western Isles Hospital, assessing, planning, implementing, and evaluating care and treatment for acutely ill patients and supporting and supervising Junior Doctors, undergraduate medical students and Nursing staff to provide a safe and effective service

6. KEY RESULT AREAS

- To make judgements following analysis and assessment of projected bed states, patient flow, and streaming for the duration of the shift and thereafter and to make and prioritise decisions relating to bed allocation, utilisation of resources both within wards and between wards.
- To be able to anticipate potential problems likely to occur during the shift or thereafter and facilitate solutions, such as appropriate responses to anticipated/potential patient crises e.g., making arrangements regarding transfer to mainland hospital, provision of resources for relatives, mobilization of staffing resources for the coming shifts etc
- Where solutions are not readily available to liaise appropriately with the on-call executive manager.
- Where staff shortages occur optimise patient care by effective risk-based assessment and redistribution of resource
- Be able to respond to staff requests for CSN/medical intervention based on assessment of individual patient acuity and prioritisation of medical/nursing resource.
- In absence of medical staff be able to supervise care at ward level with support from CSN, take and interpret diagnostic tests, highlight changes in condition according to clinical indicators which would require further medical intervention, and be able to assess, determine and instigate appropriate medical and nursing intervention where clinical information may be conflicting or incomplete.
- Must be familiar with standard care algorithms such as the UK resuscitation council's guidelines and to make judgements on appropriate clinical interventions following analysis and interpretation of clinical data. Will be expected to assume a lead role in emergency/crisis situations where required, implementing algorithms of care as per national guidelines for individual patients.
- Will implement diagnostic investigations/prepare for acute outcomes in the absence of medical staff in preparation for medical intervention/patient transfer
- Will co-ordinate preparation for patient transfer by aircraft to mainland hospitals and liaise with these staff when required.
- Must be familiar with national treatment guidelines such as SIGN guidelines and to be able to interpret these according to individual clinical presentation.
- Must be able to make judgements based on assessment of specific emergency/urgent presentations and determine appropriate management/clinical interventionist strategies in order to support ward staff, junior doctors, relatives and any others involved in the emergency/urgent situation. Judgements will be made according to individual situations (with similar incidents not always determining the same intervention) e.g. when considering the competency levels of those staff involved in the situation and the emotional sequels experienced with the need to exercise clinical leadership as opposed to managerial control of the situation or when to source external advice/support from multidisciplinary team out of hours.
- Will act as 2nd line bleep holder and screen all ward-based requests to medical advice/intervention (this excludes A&E). Triage patients from ward based information and intervene in accordance with patient Group Directives (nurse prescribing) & care pathways and make decisions regarding whether medical assistance or intervention is required.

- To be able to assess patient status in all wards in order to anticipate areas of stress/crisis.
- Will continually update self to the availability of resources across the hospital and prioritise allocation of these to areas of most need (beds, staffing, equipment) and often at short notice
- Will demonstrate a commitment to developing clinical skills and expertise of medical and nursing staff, assess and supervise the clinical skills of nurses in a variety of clinical areas.
- Is responsible for the up to date and accurate maintenance of patient records and documentation relating to own practice and for the appropriate and timely recording/documentation of clinical care, and to advise and instruct other staff on the same.
- Will be supportive in establishing and implementing systems to co-ordinate, monitor, assess and prioritise workloads, supporting effective contingency planning ensuring that the interest of patients/clients are met.
- Applies agreed national and local protocols, pathways and best practice to improve practice within area of practice.
- The post-holder will be required to carry out intricate procedures requiring a high degree of hand eye co-ordination which are often required to be undertaken promptly to facilitate assessment and treatment in order to pre-empt deterioration in patient conditions, for example
 - venepuncture,
 - cannulation,
 - urinary catheterisation
 - preparing and administering intravenous drugs

The post holder will be familiar with and regularly use the following equipment -allowing for safe patient care:

- infusion devices –infusion pumps, syringes, blood warning devices
- Cardiac monitors
- Saturation monitors
- Blood pressure monitoring machines – manual and automatic
- Patient handling devices – hoists, PAT slides, glide sheets
- Blood glucose level monitors
- Digital thermometers – rectal thermometers, aural thermometers, skin temperature airway management, ET tubes, nasopharangeal tubes, guedal airways, laryngeal mask airway (LMA), tracheostomy systems, oxygen therapy, Nebulisers, Non-invasive ventilation
- Defibrillators
- The post-holder will be expected to use and perform basic maintenance of diagnostic laboratory equipment
- Is responsible for identifying, analysing and prioritising own training and development needs and that of others and ensuring that training plans are submitted and agreed taking cognisance of mandatory training, physical, human and financial resources

7a. EQUIPMENT AND MACHINERY

- Responsible for ensuring that staff are aware of their responsibilities in the safe use, transportation, and storage of equipment.
- Responsible for emergency nursing equipment, issuing, and replacing.
- Be Competent in the use of infusion devices and ventilatory and life support equipment

7b. SYSTEMS

- The post holder must have excellent computer knowledge in the use of WORD, EXCEL, POWER POINT, ,
- The post holder will use several hospital systems Eg TOPAS, Cortex, SCI Results Reporting, Email , E rostering , Safe Care, PACS, JAC, Hepma

8. ASSIGNMENT AND REVIEW OF WORK

- Acts within established parameters e.g. acknowledgement of personal competencies, extended scope of practice which are clearly defined by the NMC's code of conduct, and the Western Isles NHS Board's operational protocols.
- Has delegated responsibility for standards and quality of clinical practice and clinical leadership and management of the nursing staff out of hours.
- Is responsible for working independently with support, across all departments and specialties within the hospital and using initiative to make sound and rational decisions regarding patient wellbeing, and the smooth operation of the hospital at night and at weekends.
- Is responsible for patient assessment and will make independent decisions based on clinical knowledge and assessment of the facts, in determining whether medical intervention is required.
- Is responsible for taking clinical responsibility as a bleep holder for all areas within and across the hospital

9. DECISIONS AND JUDGEMENTS

- Areas of responsibility, priority tasks, allocated by core CSN on duty.
- Will use own judgement whilst observing patient's condition and should ascertain whether or not medical intervention/escalation is required.
- Will demonstrate the ability to make independent decisions in and across a multi discipline environment in the absence of other immediate management resources, taking into account professional, legal and resource implications with a primary role in bed management and managing staffing resources out of hours.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing patient condition during out of hours

Managing the Hospital safely out of hours

Managing time effectively, prioritising work to meet competing complex demands.

Dealing with conflicting staff priorities.

Maintaining service provision during periods of absence.

11. COMMUNICATIONS AND RELATIONSHIPS

- The post holder will require excellent interpersonal skills to motivate staff and communicate at all levels. Sometimes this will be in an emotive atmosphere, e.g., complaints from relatives
- Will facilitate a sensitive and positive approach to the handling and review of complaints that ensures there is learning from the experience of users of the service to improve healthcare experiences
- Will effectively investigate complaints and clinical incidents within the remit of the role and make recommendations to prevent recurrence
- Will network and call on members of the multi-disciplinary team, including outside agencies such as social work, community nursing resource and police, in situations where the CSN's individual skills require additional assistance.
- Be a point of contact for all members of the multi-disciplinary team (at weekends and during the night) to ensure optimum care is delivered to the patient in all circumstances.
- Possess a high standard of interpersonal skills and participate in cross boundary working.

Due to the nature of the post i.e. predominantly night working the post holder must also demonstrate a level of IT knowledge (and of other communication systems), to enable e-mail communication both internally and externally.

- Lead effective multi-disciplinary teamwork and healthy working relationships through consistent and visible support.
- Will visit all departments regularly during the shift to obtain reports of activity levels/bed state/staff sickness levels and to evaluate patients progress and where appropriate facilitate transfers/discharges.
- To be able to maintain professional distance and allow ward staff to practice independently while still supervising care.
- To be able to foster interdisciplinary ties in specialist areas e.g. psychiatry/midwifery etc.
- Will provide opportunities for staff to express views/opinions and feelings in an environment that is empowering and facilitative.
- Will be able to communicate complex technical/diagnostic information appropriately to nursing staff group/medical staff/patients and relatives.
- Will manage interaction with external agencies e.g police, press etc as per protocol

Communication with groups/others will include:

- Consultants
- Junior Doctors
- Undergraduate medical students
- Patients, relatives and carers
- Senior management
- Northern constabulary
- Members of the public

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

Physical demands of the job

- Given the layout of the hospital, it is important that the postholder is physically fit and able to walk within in a large area.
- The post-holder will be required to utilise moving and handling (every shift) and or control and restraint techniques (once or twice per week) in order to nurse confused, non-co-operative and sometime aggressive patients who require timeous/prompt medical interventions, or removal from the premises
- Will be required to attend emergency situations urgently necessitating sudden effort from stop start positions unexpectedly throughout every shift.
- Will be required to work within confined spaces (every shift) as additional medical equipment may be required to monitor and support the patient's condition. The post-holder will be required during such situations to manoeuvre heavy equipment such as chairs, bedside cabinets to facilitate emergency responses speedily and intuitively.
- Will be required during emergency situations e.g. cardiac arrest, patient falls, when the post-holder will have to move heavy patients (average male weight 13-14 stones) without recourse to hoists often in restricted spaces.
- Will be required to transfer patients from bed to trolley and from one speciality to another speciality urgently and speedily e.g. the compromised patient from a medical ward to the HDA (which involves long corridors and elevators).
- Must be of a level of fitness to sustain working over a large hospital area, walking on average 4-6

mites per shift

Mental effort

- Will carry a pager and be on call for the duration of every rostered shift period and to respond to the pager every time. This will inevitably result in the post-holder having to undertake, without prior notification, several tasks simultaneously or to change from one task to another according to the demands placed on the post-holder. Will be expected to effectively manage and prioritise competing demands throughout every shift within one or more areas of practice across the hospital.
- Should expect to work anywhere in the hospital for unpredictable and undefined periods of time and at short notice.
- Must be able to run to clinical emergencies impromptu, then assist/lead the clinical response e.g. cardiac massage, maintaining airways, performing detailed clinical tasks (every shift).
- Will be required to make frequent prompt clinical decisions i.e. when patient condition deteriorating and be able to communicate these to and utilise the multidisciplinary team promptly and timeously and often under pressure.
- Will be able to deal with a fluctuating work pattern and changing demands from patients, staff, relatives and other employee groups.
- Will be able to do any or all the above whilst assessing and updating and communicating information regarding ill patients.
- May be required to do one to one care of critically ill patients at any time including occasional ventilated patients, sick children, medevac to mainland etc
- Must be prepared to tolerate unreliable, irregular break times and an unpredictable workload.

Emotional effort

- Will provide support in dealing with distressed, upset, angry or anxious patients, carers, relatives and staff (at least once per shift).
- Will be expected to manage many situations particularly relating to occasional occasionally threats of violence whilst ensuring safety of the patient, self and staff by managing the situation appropriately which can be both physically and emotionally demanding.
- Will be involved (at least once per shift) in communicating difficult, sensitive and highly upsetting information regarding sick patients to relatives ensuring that the information provided is understood.
- Will be expected to counsel distressed patients and relative to come to terms with their illness/disability or pending death.
- Will be exposed on a daily basis to nursing and caring for terminally ill patients.
- Will be able to deal with sudden and distressing circumstances e.g sudden patient death, staff injuries/assault etc and to support all grades of staff, offer support and counselling to relatives etc
- Will provide debriefing, and emotional support to staff, members of the public involved in adverse incidents e.g. victims of assault (which may be distressing to the post-holder) and to ensure follow up advice such as occupational health is arranged.

Working conditions

Due to the nature of the workload, the post-holder is at risk of needle stick injuries, handling hazardous body fluid (several times per shift) e.g. blood, sputum, exudates, faeces and should be able to deal with such situations safely.

The post-holder will organise and carry out decontamination of infected areas on a daily basis.

The post-holder is occasionally likely to be exposed to violent and aggressive patients/members of the public (often under the influence of alcohol/drugs) at least once per week.

The post-holder will be able to demonstrate coping mechanisms/strategies with regard to the need to deal with distressing and aggressive situations.

The post-holder should be able to work in physically stressful and highly charged situations in which life saving decisions have to be made quickly and with confidence.

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

Essential

- 1st level Registered Nurse
- MSC Advanced Practice (or working towards)
- Knowledge of MAJAX procedures and awareness of the CSN role within MAJAX hierarchy i.e. able to act as senior team member in a co-ordinating and or clinical role
- Venepuncture, cannulation, urinary catheterisation procedures
- Competency in patient assessment (NEWs/PEWs, BASICs), ability to apply, explain and make clinical judgements based on these criteria.
- Non medical prescriber
- Clinical Assessment for Advanced Practitioners

Desirable

- ALS (Advanced life Support) Certificate
- European Paediatric Advanced Life Support certificate
- Paediatric and adult Immediate life Support Certificate
- BASICs
- Arterial blood gas sampling
- Ability to use/maintain central/hickman/arterial lines and advise on best practice ability to perform and interpret ECG's, telemetry results
- Ability to process venous/arterial blood samples and interpret results

14. STANDARD ELEMENTS

STANDARD ELEMENTS

Confidentiality

Comply with all approved NSWI Policies and Procedures.

Comply with NSWI Communication Strategy and Media Strategy.

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

Health and Safety:

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights.

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

15. 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:19.02.2025



NHS WESTERN ISLES - PERSON SPECIFICATION GUIDANCE

Job Title: Clinical Support Nurse (B7)

Department: CSN Team

Location: Western Isles Hospital

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<ul style="list-style-type: none"> • Experience of clinical assessment. • Working as part of multi-disciplinary team. • Minimum of 5 years' experience working in an acute hospital setting • Experience of working within protocols / algorithms / guidelines. • Be able to evidence high standards of clinical care delivery • Staff Management/evidence of Leadership Skills • ECG interpretation 	<ul style="list-style-type: none"> • Experience in providing education, training and establishing a supportive, learning environment • Quality improvement • Experience of managing and reporting operational risk • HDU Experience • Paediatric experience
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	<ul style="list-style-type: none"> • First Level Registered Nurse • MSC in Advanced Nurse Practice (or working towards) • Evidence of continuous professional development. • Clinical Assessment for Advanced Practitioners • Non-Medical Prescribing (post graduate qualification) • IV Drug Administration • Cannulation & Venepuncture • Mentorship in line with NMC standards to support learning for pre-registration students and new staff • 	<ul style="list-style-type: none"> • Comprehensive Geriatric Assessment • ALS trained • PALS trained

KNOWLEDGE AND SKILLS	<ul style="list-style-type: none">• Excellent communication skills.• Robust clinical decision making skills.• Ability to lead and influence.• Ability to deal with differences of professional opinion with colleagues	<ul style="list-style-type: none">• Experience in working with delirium and falls clinical pathways• Good conversations training
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	<p>by discussion and informed debate, respecting their views and opinions and behaving in a professional way at all time</p> <ul style="list-style-type: none"> • Excellent time management and organisational skills • Experience of managing and reporting operational risks. • Triaging of Patients • Ability to set priorities and manage competing demands. • Understanding of the importance of confidentiality. • Computer literate. • IV Drug Administration • X-Ray awareness • Venepuncture and Cannulation 	<ul style="list-style-type: none"> • Understanding of risk management processes/datix
<p>DISPOSITION</p>	<ul style="list-style-type: none"> • Excellent communication skills • Effective decision making skills • Ability to lead and influence • Ability to interpret and manage clinical conditions • Self motivated and able to use own initiative • Ability to work within time constraints • Ability to work effectively as a team leader. 	
<p>OTHER</p>	<ul style="list-style-type: none"> • Committed to safe patient centred care.. • Responds flexibly to changing service needs. • Ability to work under pressure and remain calm • Ability to develop new skills. • Excellent skills in communicating complex ideas • Ability to work flexible hours over 7 day period. 	<ul style="list-style-type: none"> • Gaelic Speaker

A Place to Live

The quality of life in the Western Isles, particularly for those with families, is outstanding: a safe space to bring up children, stress-free commutes with jaw-dropping views, and the opportunity to stroll along our pristine beaches or explore our dramatic scenery on your days off.

Community spirit is at the heart of the Western Isles. It is close-knit and welcoming, residents are proud of the place where they live and are keen to support young and old. The islands have a strong cultural identity stemming from their distinctive history.

Although the islands are remote, you can still keep connected with the wider world. There are frequent transport links to the mainland via ferries and three island airports – Barra, Benbecula, and Stornoway. The Air Discount Scheme (cheaper flights for islanders) and Road Equivalent Tariff (subsidised ferry fares) ensure transport is affordable. High-speed internet is widely available and allows islanders to stay connected globally.

Local Primary and Secondary Schools provide high quality education with the opportunity to learn through the Gaelic language. There is a network of excellent sport and leisure facilities in the Western Isles with annual cultural festivals and venues with live entertainment.

Key worker housing can be applied for through Hebridean Housing Partnership.

Useful Information

cne-siar.gov.uk Comhairle nan Eilean Siar (Western Isles Council - for more information on Schools, leisure and culture)
visitouterhebrides.co.uk (for more information on our islands and what to see and do)

A Place to Work

NHS Western Isles employs over 1000 staff over a number of sites, including:

- Ospadal nan Eilean Siar (Western Isles Hospital), Stornoway
- Ospadal Uibhist agus Bharraigh (Uist and Barra Hospital), Benbecula
- St Brendan's Hospital, Barra
- A number of GP and Dental Practices across the island chain
- A variety of community-based health services

Being part of a smaller team with a flat management structure provides the opportunity to widen your experience and be involved in a range of planning and decision-making that you might not otherwise experience in a larger setting. Our patients are our community, and there is opportunity to contribute to multi-disciplinary and holistic care to patients and families across healthcare settings.

Support and development are central to NHS Western Isles' ethos, and this involves working in partnership with the University of the Highlands and Islands, NHS Education for Scotland, and other higher education institutions. Our Professional Practice and Learning team will support and advise you on your learning journey. Many opportunities can now be accessed remotely through online learning. Regular clinical training is available and scenario-based learning is available in our recently-installed sim lab.

The Western Isles has a range of employment opportunities in the public and private sector for those that are relocating as a family. Please contact us and we can direct you to vacancies that might be suitable.

All staff are valued equally and we welcome and encourage those from diverse backgrounds to come and work for us.



NHS WESTERN ISLES

BENEFITS

Pay

The NHS pay system is known as Agenda for Change (AfC) which applies to all staff excluding medical, dental and executive level managers.

The benefits include a standard working week of 36 hours, with pay enhancements to reward weekends, nights and overtime working. This ranges from time plus 88% to time plus 30% depending on your pay band and shifts you work.

Distant Islands Allowance is paid to all staff who live in the Western Isles. This is currently £1,461 per year.

Annual Leave

Annual leave entitlement is 27 working days, rising to 29 working days after 5 years' service and 33 days after 10 years' service. In addition to this, you are entitled to 8 statutory public holidays every year.

We understand that balancing work and home commitments can sometimes be difficult.

Our policies offer:

- Flexible working including home working
- Paid parental leave
- Paid carer leave
- Paid bereavement leave
- Occupational sick pay scheme

Wellbeing

We recognise that your mental and physical wellbeing is important and we aim to support you in the workplace.

We have a 24-hour confidential helpline to support you and your family through any of life's issues or problems. This includes counselling, family issues, bereavement, financial wellbeing, relationship advice, legal information and more.

NHS Pension Scheme

All new employees will automatically be enrolled in the NHS Pension Scheme, or if you are an existing member your membership will continue.

Key features

- Benefits accrued on a Career Average Revalued Earnings (CARE) basis.
- Normal pension age the same as your State Pension Age.
- Pension accrual rate of 1/54th of pensionable earnings each year.
- Valuable death benefits for your dependents.
- Option to take part of your pension and continue working.

Further information on the benefits of the scheme, can be found at sppa.gov.uk.

Travel & Transport

We participate in the Cycle to Work scheme, enabling you the opportunity to buy a bike tax-free.

Those who need to travel a lot for work will be eligible for a leased car.

Right to Work in the United Kingdom

We will support those that are eligible for a certificate of sponsorship to apply for a work visa. Candidates who require a Certificate of Sponsorship can access further information on the UK Border Agency's new points based system that now governs the way individuals from outside the EEA can work in the UK at bia.homeoffice.gov.uk.

