



JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: **Senior Charge Nurse Outpatient Department**

Responsible to: **Clinical Nurse Manager**

Department(s): **Outpatient Department**

No of Job Holders: **1**

Last Update **July 2019**

2. JOB PURPOSE

The post holder carries continuing responsibility for the Outpatients Department and will provide clinical leadership to the team. The post holder will lead and develop the team in the provision of care for all patients. He/she will manage the team of staff that includes registered nurses, associate practitioners, senior healthcare support workers and student nurses for outpatients, and the pre assessment service.

In addition the post holder will:

- Lead the whole team in the provision of safe and effective clinical practice.
- Enhance the patients' experience of care.
- Manage and develop the performance of the team.
- Contribute to the delivery of the organisational objectives.
- Budget management for department
- Co ordination of care within the multidisciplinary team.
- Provision of pre assessment nursing service
- Plan the direction of service provision

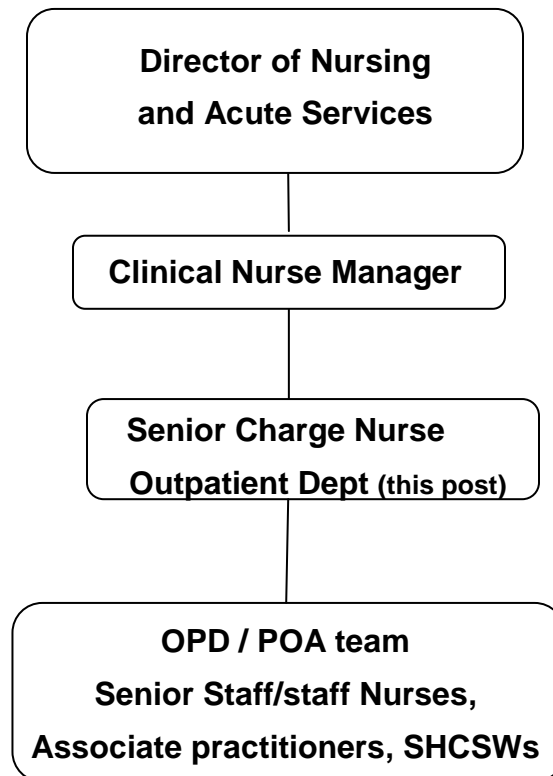
3.DIMENSIONS

The post holder is the first line manager for the nursing team for the Outpatient department at the Gilbert Bain Hospital and has responsibility for the nursing team within the department and will:

- Manage the department budgets within available resources by ensuring the delivery of high quality cost effective care and appropriate utilisation of the nursing resource.
- Be responsible for the professional development and line management of the nursing team, which encompasses both registered, and support staff.
- Prepare the team to deliver new services that arise from service redesign/repatriation.
- Create an environment in which effective learning can take place.
- Co-ordinates and advises on nursing care and the involvement of the multidisciplinary team within designated areas.
- Be responsible for department audit activity.
- Be responsible for the nursing pre assessment service

Whilst this appointment is attached to this particular department it does not exclude the post holder being required to work in another ward or department as the service demands

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The outpatient department provides the main facilities to deliver care to patients who require an outpatient appointment.

The outpatient department is modern and well equipped with twelve consulting rooms, 2 VC suites a treatment room, sluice, photo dermatology suite and a nursing office. All rooms are also equipped with PC cameras and speakers for attend anywhere consultations.

The outpatient department in the Gilbert Bain hospital is truly unique in its breadth of services that it delivers; the department offers clinics for local consultants for general medicine, general surgery and anaesthetics/chronic pain and a wide range of Nurse/AHP lead clinics covering a multitude of specialities. In addition to the local clinics, OPD is home to all visiting specialist services from other health boards and facilitator of all tele-health appointments.

6. KEY RESULT AREAS

Within the governance framework the post holder will focus and lead on the following key result areas:

1. SAFE AND EFFECTIVE CLINICAL PRACTICE

Clinical Leadership and Teamwork

Demonstrate critical analysis and decision –making skills to lead the delivery of a clinically excellent, high quality service within a multidisciplinary team environment, influencing and facilitating change within ward/department and where appropriate the organisation.

Evidence Based Clinically Effective Practice

Acting as a change agent develop clinical practice through the effective utilisation and integration of evidence into practice; setting, implementing and monitoring evidence based policies, procedures and protocols.

Continuous Quality Improvement

Develop a culture that improves quality by ensuring continuous review and development of practice through the use of audit, patient feedback and reflection on practice by self and other members of the team.

Patient safety

Responsibility for promoting a safe and clean environment for staff, patients and visitors by ensuring compliance with legislation, policies and protocols e.g. health and safety, HAI, risk management and critical incident reporting and analysis, assessing and managing actual and potential risks to health and well-being.

Ensure high standard of record keeping in accordance with NMC, national legislation and local standards, facilitating effective communication with multi-professional team re patient care.

2. PATIENT EXPERIENCE

Coordination of the Patient Journey

Responsible for ensuring the planning and co ordination of the patients' episode of care including the smooth transition to other settings, promoting effective discharge and communication with interdisciplinary and interagency teams as required.

Clinical Expertise

Responsible for co-ordinating nursing interventions, influencing clinical decisions and monitoring the quality of patient care provided through utilising and maintaining expert clinical knowledge relevant to own field of practice, underpinned by theory and experience.

Promote a Culture of Person Centred Care

The post holder will be highly visible within ward/department and communicate regularly with patients, relatives and/or carers and within a multidisciplinary team environment be a credible leader promoting equality and diversity through person centred approaches to care.

Identifies opportunities to develop care and services by ensuring that there are effective systems in place to ascertain patient and carer experience/feedback and complaints are managed in line with organisational policy including the dissemination of learning points.

3. EFFECTIVE CONTRIBUTION TO ORGANISATIONS OBJECTIVES

Networking

Through successful networking with peers promote the exchange of knowledge, skills and resources.

Service Development

Working in partnership with a range of clinicians and managers, ensure the valuable contribution of nursing in the planning or development of Outpatients services to meet the 18 week referral to treatment Standard and promoting the involvement of patients/public. The SCN post holder is responsible for delivering a team who can support service improvements that enable patient centred care whilst delivering efficiencies.

Political and Strategic Awareness

Develop and maintain a working knowledge of local, national and professional strategy and policy, demonstrating the ability to contribute to policy and strategy development at a departmental and organisational level and, where appropriate national level.

The organisational goals will be reflected in the post holders' personal objectives. The post holder will ensure the organisational objectives are reflected within the department development plans.

4. MANAGE AND DEVELOP THE PERFORMANCE OF THE TEAM

Role Model

As a role model, create a supportive ethos to empower staff to contribute to the delivery of high quality patient centred care.

Learning and Development

Create a learning environment that ensures effective learning opportunities for all staff and students, facilitating a range of clinical support strategies e.g. mentoring, coaching, clinical supervision and action learning.

Support the career pathway of individual team members by ensuring all staff have Individual Performance Review and Personal Development Plans and they maintain an up to date knowledge of current clinical and professional issues and legalities.

Identify and plan training and development requirements of nurses, associate practitioners, SHCSWs, students and support staff, ensuring the provision of appropriate orientation and induction programmes, ongoing mandatory training and education opportunities.

Manage the Practice Setting

Ensure effective workforce planning by monitoring workload and, through efficient rostering, maintain appropriate staffing levels taking account of role and competence of staff when delegating work.

Manage the nursing team by ensuring compliance by self and others with professional standards, legislation, national and organisational policies, leading recruitment and selection, attendance management, ensuring grievance and disciplinary matters within own department are identified, actioned and reported to appropriate manager.

7a. EQUIPMENT AND MACHINERY

The post holder is expected to have a knowledge of all equipment used in the area however may not have daily clinical involvement

The post holder will also be required to manage the use of the following equipment and to take responsibility for the effective operation of the systems detailed below that need expert validation prior to use on patients:

- Moving and Handling equipment to assist patient mobility and promote comfort.
- Medical and Technical equipment to record vital signs and administer treatments.
- IT equipment to read, analyse, record and transmit information.
- Endoscopes and rigid scopes
- Photo dermatology Equipment
- Surgical Instruments
- Resuscitation Trolley & Defibrillator
- Non invasive monitoring; holters, sleep study machines, ambulatory BP monitors. Reveal monitors
- Glucose Testing Monitor & HB1C testing
- Patient trolleys / Beds / Plaster room chair
- Specialist equipment for Ophthalmology, ENT, Gynae clinics etc
- Oxygen & suction
- Urine testing
- Urine flow metre

- Scales –various & Height measurement devices
- Cleaning solutions for endoscopes
- Teleconferencing equipment

7b. SYSTEMS

The post holder will work with or contribute to:

- Maintenance of patient nursing records in accordance to NMC guidelines and NHS Shetland standards
- Electronic timesheets (SSTS) - check and authorise time sheets for payment of staff salaries
- Complete all documentation related to staff changes and recruitment and forward to payroll, personnel and line manger as appropriate
- Maintain records re staff attendance at all training events and including mandatory training
- Monitoring leave and absences
- Completion of TURAS PDP and appraisals
- Develop, monitor and revise office and ward systems.
- Formatting and populating data bases i.e. census reporting as required
- Use of various IT systems including: Trakcare, email, Microsoft Office, intranet and internet
- Responsibility for extracting and inputting information into the Trakcare outpatients system
- Teleconferencing equipment
- PECOS ordering system to ensure adequate stock supplies

8. ASSIGNMENT AND REVIEW OF WORK

Workload is determined by the needs of the service. The post holder will be responsible to the Clinical Nurse Manager for clinical guidance and professional management, accountability for budgetary responsibilities, work review and formal appraisal of performance.

9. DECISIONS AND JUDGEMENTS

The post holder will be constantly required to make judgements involving a range of facts or situations, which require the analysis of data from various sources and comparison of a range of options, and to review the judgement of others. The post holder will be clinically and professionally expected to make autonomous decisions on a daily basis, including staffing issues, provision of advice on a range of issues to nursing staff and supporting multi-disciplinary team (including medical staff) in clinical decision making.

In addition the post holder will:

- Make autonomous decisions in planning and prioritising patient care and delegating to team members
- Planning up to 1 year in advance the operation of the department to accommodate clinics
- Recognise own limitations in the provision of clinical service referring to senior management and health care professionals accordingly
- Have the authority to alter hours of employment on a temporary basis within department budget
- Agree team members training needs via PDP and reviews
- Identify need to suggestions from staff re operational management of department
- Identify and manage risk assessment within the outpatient department, reporting and actioning any near misses/critical incidents.
- Take appropriate action when managing staff and patients in the event of a Major Alert.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Managing the demands of direct patient care within existing resources
- Management of change, service and practice
- Management of people, promoting attendance, managing poor performance and behaviour.
- Managing unrealistic expectations of staff and patients
- Matching organisational needs with available resources'.

11. COMMUNICATIONS AND RELATIONSHIPS

Establishes and maintains robust communication networks Communication will be both informal and formal and consist of written and verbal reports and presentations to a range of audiences.

Internal

The post holder will be expected to communicate and liaise with:

- Patient, their relatives and the multidisciplinary team in the provision of care.
- Outpatients team – patient care, allocation of work, workload issues
- Other departments e.g. Estates, Supplies, Human Resources, Fire Officer, Infection Control, Staff Organisations

External

- Other relevant agencies regarding patient care
- Other health boards who are involved in pathways/direct patient care.

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

Physical skill

- Moving and handling skills
- Keyboard, word processing skills
- Administer intravenous injections and intra – muscular injections
- Wound care
- Using specialist equipment in nurse led clinics.

Physical effort needed for the post:

- Moving equipment and patients
- Manipulating databases
- Working at VDU for over ½ shift

Mental effort

- Concentration required when checking documentation/patient notes and calculating drug dosages. Due to the nature of the Senior Charge Nurse role, there may be frequent interruptions from patients, relatives and team members. Concentration required when observing patients, which may be unpredictable.
- Workload can be unpredictable e.g. emergency situations, staffing issues
- Frequent Interruptions to normal working day
- Retention and communication of complex issues and knowledge to multidisciplinary team and other external organisations as appropriate.

Emotional demands

- Communicating with distressed/anxious/ worried patients/ relatives.
- Caring for the terminally ill
- Caring for patients following receipt of bad news
- Supporting staff in the work environment

Environmental and working conditions

- Working with bodily fluids, faeces, and emptying bedpans/urinals, catheter bags daily
- Exposure to verbal/physical aggression.

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

- First level nursing qualification with evidence of continuing professional development and previous experience at Band 6
- Educated to degree level or evidence of equivalent through professional development and experience.
- Experience of Service redesign and development
- Experience of mentoring and preceptorship and a mentoring qualification

- High level of clinical expertise within relevant speciality developed through post registration qualification or through professional development and experience
- Evidence of leadership and management development
- Ability to maintain professional and personal credibility across staff groups
- Personal motivation and enthusiasm for the development of nursing, patient care and the enhancement of the patients experience of care
- Computer literate with ability to word process documents operate national data bases as required
- Excellent communication skills with ability to negotiate with a range of personnel
- Proven ability to manage change
- Time management skills
- Non medical prescriber or willing to undertake

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:	Date:
Head of Department Signature:	Date: