# Job Description

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| 1. **JOB IDENTIFICATION** | Job Title | Charge Nurse |
| Department(s)/Location | Older Peoples Mental Health Liaison Team (OPMHLT)  Perth Royal Infirmary Intermediate Care |
| Number of Job Holders | 2 |
| CAJE | SC06-97 |
| JOB PURPOSE The post holder will have specialist knowledge of the care of older people with complex mental health needs across a range of clinical conditions and related issues. As part of a multidisciplinary team the post holder will exercise a high degree of professional autonomy and have responsibility for assessment of care needs; development/implementation/review of person-centred intervention plans ensuring the delivery of high-quality care and support to patients. You will manage a defined caseload of older people presenting with co-morbid physical and mental health needs within an acute hospital setting.  The post holder will contribute to the provision of specialist education and training within the acute setting as well as the continuing development of clinical practice and continuing professional development of the Multi-disciplinary team. You will also act as a role model and provide clinical direction, support and specialist advice to the Multi-disciplinary team. | | |
| ORGANISATIONAL POSITION Senior Nurse  Tay Ward, Stroke Unit, Simpson Admin Team & POA Liaison Service  Senior Charge Nurse  Charge Nurse  **Charge Nurse**  **(this post)**  Specialist Occupational Therapist  Health Care Support Worker | | |
| SCOPE AND RANGE  * Practice within the legal and ethical framework as established by the Nursing and Midwifery Council (UK NMC) and National legislation, including mental health legislation to ensure patients interests and wellbeing are met. * Be responsible for a defined caseload, referrals being received through the PRI Psychiatry of Old Age Liaison Team. * Work as an autonomous practitioner to complete comprehensive mental health / risk assessments and care/intervention plans working in partnership with Ward based Multi-disciplinary team. * Act as a clinical resource providing specialist advice to health and social care professionals. * Support patients, staff and carers through periods of transition. * Support, advise, educate and monitor patients allocated to the healthcare support worker and students adopting effective formal/ informal supervision. * Lead the team in the absence of the SCN. * Provide mentorship to allocated students. * Participate in education and training of staff. * Ability to travel within the range of the job. | | |
| 1. **MAIN DUTIES/RESPONSIBILITIES**   **Clinical**   * Undertake assessment of patients who present with undifferentiated and undiagnosed problems. * Acquire and maintain knowledge of health conditions/issues encountered in the Acute Hospital Setting. * Work in partnership with the patient and multi-disciplinary team (MDT) conduct a comprehensive nursing assessment of the older person with mental health needs. * Devise a person-centred care/intervention plan in collaboration with patients/families/ MDT/carers which includes effective discharge planning. * Act as the lead to assess, negotiate, formulate, co-ordinate and review complex care plans according to patient’s changing needs on an on-going basis. * Provide and maintain high standards of clinical care including health promotion, health management and prevention strategies to patients, carers and significant others. * Co-ordinate urgent/unplanned referrals, admissions and case reviews. * Actively engage in and promote psychological approaches to care. * Facilitate group activities where appropriate. * Understand complex drug regime’s and common side effects and follow UK NMC Drug Administration Guidelines. * Develop and maintain advanced clinical skills to support delivery of patient care and treatment. Examples of advanced clinical skills may include but are not inclusive of Non-Medical Prescribing (NMP), Cognitive Behavioural Therapies, Health Behaviour change or Anxiety Management. * Where Post holder has NMP Qualification and approval to practice, undertake assessment, diagnosis, initiate prescription and review of medication for patients in accordance with NHS Tayside Prescribing Formulary. * Be required to visit patient’s own home to provide ongoing assessment of needs, support and education and will comply with Lone Worker Policy and guidelines during transitional care input or out-patient reviews. * Complete ongoing referrals to other agencies where clinically indicated. * Be responsible for using own judgement to carry out timely discharges for patients from own caseload and Health Care Support Workers.   **Documentation**   * Ensure that up to date written and electronic records are maintained in accordance with UK NMC, NHS Tayside and local standards. Supervising junior staff and student’s record keeping as appropriate. * Provide specialist reports and letters to referrers and other agencies adhering to confidentiality and information sharing guidelines. * Ensure documentation reflects an accurate record of patient information whilst maintaining confidentiality and dignity. * Comply with relevant national legislation e.g. Freedom of Information (Scotland) Act 2002, Data Protection Act 1998, Mental Health (care and treatment) (Scotland) Act 2003, Adult Support and Protection (Scotland) Act 2007. Adults with Incapacity (Scotland) Act 2000.   **Professional Ethics**   * Complies with the UK NMC Code of Professional Conduct and local and national policies and procedures. * Ensures that all registered nursing staff comply with UK NMC Code of Professional Conduct and all local and national policies and procedures and reports on non-compliance. * Respects the individuality, values, cultural and religious diversity of patients and staff, and contributes to the provision of a service sensitive to these needs.   **Leadership, Supervision and Appraisal**   * Participating in the identification of training needs of staff addressing scope of practice issues and competencies. * Ensures compliance with compulsory updates for self and team. * Contributes to effective guidance, supervision and appraisal as required. * Reviews and reflects on own practice and performance through effective use of professional and operational supervision and appraisal.   **Training Staff and Students.**   * Contributes to the co-ordination of induction and orientation of new staff. * Assists in managing learning programmes for students, nurses and other learners allocated to the area. * Assists in planning and implementing training and education of staff as required to meet patient need, staff and service development. * Contribute to nursing student supervision and teaching by acting as mentor, using continuous assessment and providing a progressive learning environment. * Deliver educational packages where indicated. * Ensure personal development is maintained by participating in specific study relevant to service needs. * Alert SCN of any training needs/deficits identified by staff.   **Service Development and Delivery**   * Takes an active role in the operational planning and implementation of policy and service developments within the team, leading on delegated projects. * Contributes to professional nursing and multidisciplinary developments within Team and wider service, leading on delegated projects. * Support managers/SCN in ensuring patient and public involvement in service delivery, design and change as appropriate. * Contribute to change for the benefit of patient care and to the development of the extended role of the nurse. * Contribute to the Health Improvement Agenda.   **Professional Development**   * Maintain a portfolio in line with requirement for revalidation. * Review and reflect on own practice and performance through effective use of professional and operational supervision and appraisal in keeping with requirements for revalidation. * Develops management and leadership expertise within area of responsibility. * Undertake delegated duties for SCN. * Develops clinical expertise within area of responsibility. * Acquire practice and deliver advanced clinical skills as identified for service provision with approval of SCN.   **Clinical Governance, Quality and Standards**   * Works in partnership with Clinical Governance colleagues to provide appropriate information to evaluate service and identify areas of development. * Encourages and participates in audit and research to support and improve care. * Facilitates the use of best practice and evidence based nursing care, monitoring and reviewing this care and alerting the Line Manager to any deficiencies or service developments identified. * Complies and ensures staff compliance with all relevant NHS Tayside and local policies and procedures including those relating Health and Safety, Risk Management, Confidentiality of Information, Infection Control, Safe and Secure Handling of Medicines, Moving and Handling, Lone Worker Policy and Fire Orders and all other mandatory training e.g. Fire Lectures, Moving and Handling Update, CPR (annually). * Follows NHS Tayside Policy when dealing with and learning from complaints in conjunction with Manager and relevant departments. Assists with written complaints as delegated by Manager. Learning points shared within ward/department/tea.   **Leadership and Management Skills**   * Supervise and support clinical junior and Admin staff. * Delegate responsibilities appropriately within the Multi-disciplinary team. * Co-ordinate the day to day activities of student/junior nursing staff. * Exercise effective personal time management, punctuality and reliable attendance. * Be a keyworker to a designated group of patients. * Lead as a specialist resource in relation to older people’s mental health within in-patients and intermediate care services. * Contribute to regular Multi-disciplinary team meetings participating in discussion of relevant clinical and other issues. * In the absence of the SCN Contribute to human resource management within designated area in line with relevant policies e.g. rostering, promoting attendance at work, recruitment and selection. * As delegated by the SCN support staff to achieve agreed objectives in partnership with Human Resources.   **Research and Practice Development**   * Undertakes research and/or audit projects relevant to clinical area, disseminating findings at local and national level. * Acquires research and development skills through participation in local audit and research projects. * Support SCN to implement and embed current evidenced based practice into team culture. * Disseminates and implements relevant research findings to optimise patient care and treatment delivery thereby reducing the theory practice gap. | | |
| 1. **COMMUNICATIONS AND RELATIONSHIPS**  * Establish and maintain efficient and effective communication with patients, families/ carers, multi-disciplinary team members, primary care team, independent and other statutory and non-statutory agencies e.g. Alzheimer’s Scotland. * Frequently be required to work with and negotiate with statutory & voluntary agencies. * Ensure effective communication is maintained with SCN and above. * Contributes to the effective communication and interpretation of changes in operational/organisational policies, procedures and guidelines within the clinical area. * Maintains the effective two-way flow of communication within the organisational structure. * Provide and record formal, informal support and counsel to other team members. * Provide verbal and written reports. * Use appropriate communication skills and monitor the effect for patients who have barriers to communication e.g. sensory impairment, learning difficulties, language barriers, confusion. * On a daily basis communicate highly sensitive information to patients and families/carers requiring empathy and reassurance skills. * Deal with information of a highly personal, sensitive, confidential and emotive nature when it can be contradictory to patient and families/carers expectations and desires. * Deal with situations that may be confrontational. * Overcome barriers associated with poor motivation and reluctance to engage with the service. * Reassure, support and encourage patients, families/carers as part of the treatment process using terminology tailored to the individuals understanding. * Be an active member of education programmes by the delivery of presentations and training to the public, professional, voluntary and independent organisations within Perth and Kinross. * Provide advice to colleagues working within other clinical areas regarding the nursing management and support of older people with mental health needs. * Provide advice and guidance on health promotion and health management to patients, families/carers and other healthcare professionals and agencies. This may be one to one discussion, team meetings or reviews. * Promotes awareness of mental health nursing role within the multidisciplinary team. | | |
| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  * Mental Health Nurse (RMN) 1st level registration. * Current valid registration with UK NMC. * Evidence of post registration continuing professional development. * Extensive specialist knowledge, skills and experience of working with older people with mental health needs in a wide range of settings, including bit not inclusive of psychological therapies and/or Non-medical prescribing Qualification. * The ability to work effectively within emotional, stressful and potentially volatile situations and be able to meet the physical demands of the job. * Knowledge of and comply with relevant national legislation e.g. Freedom of Information (Scotland) Act 2002, Data Protection Act 1998, Mental Health (care and treatment) (Scotland) Act 2003, Adult support and protection (Scotland) Act 2007. Adults with Incapacity (Scotland) Act 2000. * Knowledge of common physical health conditions in the older person/Frailty is required to understand the impact of Mental Health conditions or needs on disease process, treatment and managements within the Acute Hospital. * Ability to engage and work collaboratively with a wide Multi-disciplinary team within a varied care setting. * A responsible approach towards their role, utilising good communicative and interpersonal skills. * A comprehensive knowledgeof psychotropic medication used in the older person is required to assess and review plans of care. * Advanced computing skills. | | |
| 1. **SYSTEMS AND EQUIPMENT**  * Be familiar with the use, storage and maintenance of all equipment used within the clinical area of work. * Use and maintain Bleeps/mobile phones supplied, to maintain good communications links in line with Health and Safety requirements. * Demonstrate proficient use of IT systems. * In collaboration with SCN and clinical team, maintain an effective systematic approach to maintaining accurate documentation of individual care plans, medical records and collation of patient data. * Comply with Lone Worker Policy and specific area log on/log off procedures in accordance with local protocol.   **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. | | |
| 1. **PHYSICAL DEMANDS OF THE JOB**  * The ability to respond to frequent stressed and distressed behaviour and fluctuating mental state. * The ability to manage barriers to planned care. * To occasionally use moving and handling techniques. * Occasional exposure to bodily fluids. * To care for patients and families/carers following receipt of bad news. * To respond immediately to emergency situations. * To prioritise daily caseload. * Prolonged periods of concentration especially with new and complex patient and families/carers. * To deal with distressed and bereaved patients and families/carers. * To work as an autonomous practitioner for majority of working day.   **Mental Demands**   * Providing expert clinical care incorporating expanding clinical skills and higher level of judgement and autonomy in making decisions. * Critically analyse the features of the deteriorating patient and initiate treatment within agreed protocols and if necessary ensure correct lines of referral. * Retention and communication of knowledge and information. * Concentration required when undertaking all clinical work. Due to the nature of the role, they will be subject to frequent interruptions from patient/relatives/team members. * Managing the demands of direct patient care within existing resources. * Prioritising and meeting competing demands from patients, relatives and members of the multi-disciplinary team. * Developing and maintaining an advanced level of clinical skills and knowledge. * Communication in difficult situations, for example: continuing or withdrawing active clinical interventions, managing the relatives and staff expectations in such situations. * Balancing advocacy for the patients and multi-disciplinary team. * Requirement to respond rapidly to local and national priorities. * Supporting and staff members during professional and personal crises. * Managing conflict.   **Emotional demands**   * Communicating with distressed/anxious/worried patients/relatives/staff. * Supporting staff that are caring for distressed older people. * Caring for patients following receipt of bad news. * Supporting staff in the work environment. * Acutely ill patients. * Emergency situations. * Unpredictable workload. * Managing conflicting and competing priorities. * Exposure to verbal/physical aggression. | | |
| 1. **DECISIONS AND JUDGEMENTS**  * Practice autonomously as detailed within UK NMC code and to be legally responsible and accountable for own work including the delegated management of patients. Seeking advice from senior colleagues and ensuring complex issues are discussed with them. * Make decisions on a daily basis regarding patient care acknowledging the limits of the role and responsibilities to ensure holistic patient management. * Within the delegated caseload make clinical judgements and act on them. * Gain valid consent and have the ability to work within a legal framework with patients who lack capacity to consent to treatment. * Demonstrate a sound understanding of clinical governance, risk assessment and apply to work situation. * In the absence of SCN, respond to any emergency referrals reporting to Line Manager if required. * Regularly assume role of duty worker for the team, involving planning and organising staffing resources, support of junior staff, advising external agencies, prioritising work, and responding to crisis. | | |
| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  * Understand that information contained in referrals may not reflect difficulties within the Care/Home environment and so initial visits may be more complex than referral suggests. * Effectively manage/prioritise a delegated patient caseload and professional demands. * Undertake a physically and mentally demanding job whilst taking care to safeguard own health and safety as well as that of patients, families/carers and colleagues. * Use emotional effort in caring for highly distressed patients and their families/carers e.g. impact of diagnosis * Have frequent sustained periods of intense concentration within a busy clinical environment. * Assess risks/report and manage all working priorities. * Working in partnership with clinical team utilising a whole system approach to the assessment of older persons. * Dealing with competing demands from the patients, nursing, medical and AHP staff and the directorate management team. * Being the clinical expert within the area ensuring delivery of best practice, leading by example. * Work within resource limitations. * Participate in the introduction and consolidation of changes to practice. * Creating an environment and culture which encourages staff to develop. * Initiating, co-ordinating, facilitating and managing change. | | |