#### **JOB DESCRIPTION**



**ACUTE SERVICES DIVISION**

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| JOB DETAILS |
| Job Title: Neonatal Community Team Leader  Service Directorate: Women and Children’s  Neonatology  Reporting to: Lead Midwife / Nurse Neonatology  Professional  & Operational Line Manager: Designated Senior Charge Nurse Level 2 |
| JOB PURPOSE: | |
| Responsible for the professional and clinical leadership, management, coordination and governance of the neonatal community services across NHS GGC.  To be responsible for the provision of the highest quality of neonatal nursing/ midwifery care in accordance with the philosophy and policies outlined by the Nursing and Midwifery Council (NMC) and the Acute Division and effectively manage the service within the span of the post-holder’s control, namely neonatal liaison services.  To maximise provision of integrated care across health boards for babies who have complex needs and require additional support within the Neonatal & Acute Division and associated services ensuring that all local and national guidelines and targets are adhered to and met.  The post holder will provide clinical leadership in the care of babies requiring post surgical follow up, they will act as a liaison and information resource for neonatal surgery and manage complex discharges to promote high quality patient and family centred care.  The post holder will contribute to the development of the neonatal liaison service by providing excellence in patient care, development of clinical pathways and guidelines underpinned by evidence based practice. They will facilitate a collaborative approach to the management and ongoing care of surgical and medical babies promoting patient and family focused care, including developing pathways to support local repatriation.  The post holder will facilitate improvements in quality practices and development of clinical guidelines within the context of the Neonatal service.  The post-holder will provide professional advice and leadership to managers and clinicians, both locally and across the West of Scotland Neonatal Network enabling them to adopt a systematic approach to the delivery of safe, effective, evidence based neonatal care.  The post holder will work across neonatal clinical teams liaising directly with Neonatal Consultant, Paediatric Surgeons and MDT in the planning of individual patient care and development of clinical pathways | |

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| 1. **ORGANISATIONAL STRUCTURE:** |
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| 1. **SCOPE AND RANGE**   The post holder will provide professional advice, leadership, clinical pathway development to the Neonatal Multi-disciplinary team enabling them to adopt a systematic approach to the delivery of safe, effective, evidence based care to neonatal babies.   * Ensuring that standards of practice are maintained, reviewed and continuously, developed and that staff deliver safe, effective, patient-centred, efficient, timely and equitable care within their scope of practice as part of the healthcare team * Contributing to the management of the ward/department budget by ensuring effective use of physical, human and financial resources e.g. the nursing/midwifery resource and supplies including pharmaceutical supplies and equipment * Creating an environment in which effective learning can take place * Co-ordinating the involvement of the multidisciplinary team delivering care to neonatal surgical babies in Greater Glasgow and Clyde and from referral Health board * Liaising directly with Paediatric Consultants to plan and co-ordinate patient care   Ensure standards are met, maintained and monitored and regularly linking with the Clinical Governance structure. |

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| 1. **MAIN DUTIES/RESPONSIBILITIES**   Within the governance framework of the organisation (including clinical, staff and financial governance) the post holder will focus and lead on the following key result areas:   1. **TO ENSURE SAFE & EFFECTIVE CLINICAL PRACTICE**    1. ***Clinical Leadership and Team working***   The post holder will promote teamwork within a multi-professional environment, demonstrating critical analysis and decision making skills, leading the delivery of a clinically excellent, high quality service influencing and facilitating change within ward/department and where appropriate.  Workload is determined by the needs of the service. The post holder will liaise with the Neonatal Surgery Coordinator.   * 1. ***Evidence Based Clinically Effective Practice***   Act as a change agent, developing clinically effective practice through the effective utilisation and integration of evidence; setting, implementing and monitoring evidence based policies, procedures and protocols  To review national guidelines and practice in neonatal surgery and alert awareness/implications to unit practice and education requirements  Monitor performance and assess compliance with infection control guidance   * 1. ***Continuous Quality Improvement***   Ensure a culture of continuous quality improvement through the use of audit, patient feedback and reflection on practice by self and other members of the team eg. “Better Together” The Patient Experience Programme.  To establish and maintain databases and audit tools  To contribute to standard setting and audit process within the multidisciplinary team in accordance with clinical governance and clinical effectiveness   * 1. ***Patient Safety***   Ensuring compliance with legislation, policies and protocols including health and safety, healthcare associated infection, risk management and critical incident reporting and analysis, assessing and managing actual and potential risks to health and well-being  Ensure a high standard of record keeping in accordance with Nursing & Midwifery Council, national legislation and local standards, facilitating effective communication with multi-professional team.  Take a lead role in the Safer Patients Initiative, in particular the implementation and management of  The Scottish Patient Safety Programme with specific patient safety aims.  Ensure alignment of Scottish Patient Safety Programme with system wide goals and processes,  Including relevant Health &Safety strategies and policies.  Facilitate communication and sharing of practice and ideas throughout the Neonatal teams.   1. **TO ENHANCE THE PATIENTS EXPERIENCE**    1. ***Clinical Expertise***   Support nursing and midwifery interventions, influencing clinical decisions and monitoring the quality of patient care through provided through using expert clinical knowledge relevant to own field of practice, underpinned by theory and experience.  ***Promote a Culture of Person Centre Care***  Within a multidisciplinary team environment, develop a culture of person-centred care communicate and promote a caring environment where equality and diversity issues are managed in line with organisational policy including the dissemination of learning points.  3. **TO MANAGE & DEVELOP THE PERFORMANCE OF THE TEAM**   * 1. ***Role Model***   Lead by example and act as a role model, creating a supportive ethos to empower staff to contribute to the delivery of high quality person-centred care, promoting team working and managing skill mix to deliver clinically effective, high quality safe family centred care.   * 1. ***Learning and Development***   Support and take a lead in the learning and development of all staff, creating a learning environment that ensures effective learning opportunities for all staff and students, including appropriate orientation and induction programmes, a range of clinical support strategies (mentoring, coaching, clinical supervision and action learning) and planning on going mandatory training and relevant education/development opportunities   * 1. ***Managing the Practice Setting***   The post holder will work with and support the Designated Senior Charge Nurse/Lead Nurse and Clinical Service Manager to ensure that service developments meet the needs of our operational network and support the implementation of strategy and service redesign. The post holder will support and manage the senior staff nurses within the liaison team. The post holder will ensure that they make effective and efficient use of resources to ensure delivery of safe patient care. They will be responsible for the control and monitoring of a delegated budget ensuring provision of high quality and cost effective service within the financial envelope. They will ensure that policy is configured appropriately to meet high standards of clinical governance and liaise with other services and the wider multidisciplinary team across the neonatal network to ensure timely and safe discharge from hospital to home or referral unit. To engage with other disciplines, agencies and the public to establish nursing service improvement and re-design that is clinically effective and fit for purpose.  Community Liaison services Team Lead will undertake care management, skilled clinical interventions which encompass a broad spectrum of technical expertise, health education and health promotion in order to build confident parents and families.  Line management responsibility for the Liaison team including recruitment, induction, mandatory training, identification of learning and developmental needs of all members of the liaison team through performance review and personal development plan, matters of discipline and grievance. Responsible for ongoing maintenance of all staff personal files ensuring these are complete and up to date, eg training, annual/sick leave etc.  Resolve and manage complaints to conclusion in line with NHS GGC policy, escalate where appropriate. Understand and share learning points emerging from investigation of complaints ensuring structured feedback systems are in place and that action plans are implemented to enhance delivery of the service and improve patient/carer experience.   * 1. ***Healthcare Associated Infections (HAIs)***   Promote the quality agenda and support Senior Charge Nurse / team to meet HAI at ward/department level. Achieve and Participate in compliance with national and local hand hygiene audits and environmental audits   * Reduce the risk of cross infection and early identification of “at risk” patients * Promote and maintain a culture in which safety related to infection prevention and control is of the highest importance * Promote a clean and safe environment by ensuring compliance with policies and protocols in relation to HAI * Ensure patient safety and quality by monitoring trends of Clostridium Difficile and MRSA   Comply with NHSGG&C infection prevention and control policies. |

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| * 1. **TO CONTRIBUTE TO THE DELIVERY OF THE ORGANISATION OBJECTIVES**   2. ***Networking***   Network with peers across professional groups promoting the exchange of knowledge, skills and resources   * 1. ***Service Development***   Work in partnership with a range of clinicians and managers in the planning or development of own service promoting the involvement of patients / public   * 1. ***Political and Strategic Awareness***   Develop and maintain a working knowledge of local, national and professional strategy and policy, ensuring that organisational goals are reflected in own personal objectives and in ward / department plans and demonstrate the ability to contribute to policy and strategy development at a departmental and organisational level, and where appropriate, national level. |

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| EQUIPMENT AND MACHINERY The Registered Nurse / Midwife is expected to have the knowledge and skills necessary to use all equipment safely in the area. The post holder will be required to manage the use of the following equipment for the reasons stated and is responsible for ensuring that systems/policies/procedures are communicated to staff to ensure safe use, maintenance and storage of equipment in the area:   * Moving and Handling equipment to assist patient mobility and promote comfort * Medical and Technical equipment to record vital signs and administer treatments * Near patient testing to monitor physiological status * IT equipment including local and national systems to read, analyse, record and transmit patient and staff information within the boundaries of local and national policies and legislation |

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| **7. DECISIONS AND JUDGEMENTS**  The post holder   * Will be responsible to the Lead Nurse/ Midwife in respect of guidance and professional management, work review and formal appraisal of performance. * Reports directly to NSICU coordinator and Lead Nurse but works autonomously during non-clinical role * Collaborates with colleagues across neonatal sites and service in the development and monitoring of patient care plans and protocols for neonatal surgical patients * Will have responsibility for setting and monitoring standards and quality of clinical practice. * Has responsibility for supporting the nursing team to reflect upon and review their decisions in relation to assessing, monitoring, evaluating and interpreting patients’ condition and effectiveness of their care programmes. * Liaise with Paediatric Surgical team to plan and co-ordinate care of neonatal surgical patients across neonatal sites |

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| 1. **COMMUNICATION & RELATIONSHIPS**   Excellent communication skills are paramount to motivate staff and to communicate with a wide range of professionals and families  Negotiating skills are required to manage change effectively  Is responsible, within sphere of practice, for establishing systems and standards of communication for routine, complex and potentially stressful matters with a wide range of health and social care workers, patients, families, other relevant departments/agencies using a wide range of media such as telephone, verbal and written communications to overcome any difficulties in communication with people involved, identifying and negotiating appropriate actions to reach agreed outcomes, demonstrating sensitivity and empathy when communicating with people.  Establish and maintain relationships based on mutual respect communicating on a regular basis with the patient/relatives/multi-disciplinary team and external agencies in the provision of care and services.  Ensures appropriate systems are developed and operational to facilitate dissemination of information up, down and across the organisation. |

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| 1. **DEMANDS OF THE JOB (Physical, Mental, Emotional)**   Physical Skills (several times per shift)  The post holder will require a range of physical skills relevant to clinical area examples are drug administration including intramuscular, intravenous and subcutaneous injections, venepuncture and insertion of venous access devices  Physical Demands (several times per shift)  The physical demands will be dependant on clinical area but will include for example patient movement with use of mechanical aids / equipment; standing/walking for the majority of the shift; occasional movements to treat patients e.g. stooping  Mental Demands (several times per shift)  The mental demands will be dependent on clinical area but will include for example concentration required when observing patient behaviours/physiological status; balancing the competing demands of the role while maintaining a high level of visibility to staff, patients, families and/or carers; maintaining high level and consistent professional behaviour in unpredictable and stressful situations; ability to react swiftly and appropriately to sudden changes in patient clinical conditions; meeting the needs of all stakeholders with finite resources; balancing the demands of staff and service when completing duty rotas; keeping abreast of national and local police and evidence based practice, interpreting applicability and adapting for local implementation; continuously motivate, enthuse and maintain morale of staff within an ever changing environment, working as clinical leader within multi-professional team requires high levels of concentration.  Emotional Demands (variable frequency)  Examples include communicating with distressed/anxious/worried patients/relatives/staff; caring for terminally ill; caring for and/or communicating bad news to patients/relatives/staff; dealing with challenging behaviours; supporting team members with professional development issues in neonatal surgical care; carrying out performance/investigatory/disciplinary procedures  Working Conditions (several times per shift)  Working conditions will be dependant on clinical area but will include for example exposure to body fluids; exposure to verbal aggression and potentially physically aggressive behaviours (frequency variable); exposure to infected and infectious materials and patients; temperature of the environment |

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| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**   Developing and maintaining effective partnerships, motivating, facilitating, team building and working collaboratively to ensure common goals are established and met in relation to neonatal surgical care.  Providing expert advice to all grades of staff both within and external to Greater Glasgow and Clyde Health Board.  Effective management and prioritisation of competing demands within an unpredictable environment  Balancing the demands of all stakeholders to provide a safe, effective, efficient, patient-centred, timely and equitable service for neonatal surgical patients  Deputise in the absence of the Lead Nurse to ensure effective management of physical, human and financial resources and standards of care in the clinical area. |

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| **11. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST**   * First level nursing or midwifery qualification (appropriate part of NMC Register relevant to area) with first degree or evidence of continuing professional development equivalent to level 9 of Scottish Credit and Qualifications Framework (SCQF) as a minimum * Neonatal qualification * Ideally post holder should have a minimum of 5 years post registration experience within relevant area, of which 2 years must be in a neonatal surgical setting, and demonstrate expert clinical and professional practice developed through experience and theoretical knowledge * Ability to maintain professional and personal credibility across all staff groups * Ability to lead teams, lead practice and continuous professional development, work effectively as part of a multi-professional / multi-agency team * Personal motivation and enthusiasm for the development of nursing, patient care and the enhancement of the patients experience of care * Computer and information literacy * Successfully have completed the Cleanliness Champions Programme |