NHS TAYSIDE - AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1 JOB IDENTIFICATION | Job Title | Clinic Charge Nurse | |
|  | Department(s)/Location | Angus H&SCP | |
|  | Number of Job Holders | 3 | |
| JOB PURPOSE Responsible and accountable for the delivery of nursing care provision in a locality Care and Treatment Centre (C&TC). Plan, manage and organise the workload of a defined locality C&TC providing leadership and clinical supervision to the C&TC Nursing Team as well as case supervision to junior members of the C&TC Nursing Team.  Undertake assessment of individual and/or family care needs in conjunction with the clients and within available resources plan, implement and evaluate health care programmes conducive with meeting their needs. Provide expert and specialist nursing care and when appropriate take on role of lead assessor. Work in collaboration with the Primary Health Care Team, wider Community Nursing Services, and other agencies involved in the delivery of care in the Community when appropriate based on the values of the clinical group within the clinical governance framework.  Support Public Health Agenda. | | | |
| ORGANISATIONAL POSITION Locality Manager  Community Nurse Manager  Community Clinic Team Leader  **Community Clinic Senior Nurse (This Post)**  Staff Nurse  Health Care Assistant | | | |
| SCOPE AND RANGE **Environment of Care**  The Community Clinics within Angus  **To include**   * The post holder will be required to work autonomously with individual patients and their families within the community setting to coordinate and deliver nursing services to clients of a locality in the clinic setting * Provision of a wide range of healthcare options to locality populations, to ensure the highest standard of care is given, which complies with current clinical guidelines and legislation. Provision of Public Health/Health education is essential and every opportunity should be taken to promote a healthy lifestyle * Assess, plan, implement and evaluate the care requirements of the locality population using a variety of sources to meet the patient’s needs * Liaison and collaboration with other agencies both voluntary and statutory to provide a seamless service to patients and their carers being cognisant of local and national policies * Responsibility for assessing and providing care to a diverse client group with complex health and social care needs * Provide specialist advice and consultation on community nursing issues to other professionals and service users   **Staff Management/Supervisory responsibility**  • Staff Management, including staffing levels   * Supervisory responsibilities for the team including annual appraisal of junior members * Demonstrate awareness of financial budget for C&TC Nursing Team, staffing, prescribing, stock control and ordering equipment | | | |
| MAIN DUTIES/RESPONSIBILITIES  1. Responsible and accountable for the ongoing assessment, development, implementation and monitoring of health care ensuring that the highest standard of service and care is delivered in a consistent and safe manner, primarily within the clinic setting. 2. Maintain accurate up to date clinical records including electronic records and care plans in accordance with local policy, legislation, good practice and patient confidentiality. 3. (a) Undertake a range of clinical duties ensuring all protocols and policies, are implemented and adhered to and equipment is maintained to the appropriate standard.   (b) Provide professional leadership and develop and monitor the aims of the service.   1. Participating in development of guidelines and protocols and ensure all NHS Tayside protocols, policies and guidelines are implemented and adhered to in pursuit of the highest standards of care. 2. Support and educate patients, relatives and carers in order to achieve optimum health and independence.   6. Develop and participate in the Health Improvement plan, promotion of healthy lifestyles, prevention of disease to support the Public Health Agenda and foster a health promotion/health improvement culture within the C&TC Nursing Team.    7. Initiate, establish and maintain good working relationships with patients, carers and members of the Primary Health Care Team to support multidisciplinary working.  8. Audit agreed standards of care, measure clinical outcome and implement any required change in line with clinical governance. Participate in and support research and development projects.  9. Establish and maintain effective communications and relationships with statutory and voluntary agencies, which promotes collaborative working and effective co-ordination of services for individuals and groups. This may require participation in effective discharge planning procedures and development of care packages.  10. The post holder is required to comply with all Statutory Policies and Procedures of NHS Tayside the Health and Social Care Partnership and the Nursing Midwifery Council Code, Guidelines and Standards.  11. The post holder is required to take responsibility for his or her own professional development in discussion with and with the agreement of the Team Leader.  12. Provide management, leadership and mentorship to the C&TC Nursing Team. Participate in the teaching and clinical supervision of staff, and students.  13. To participate in the recruitment and selection of new staff within the service and take an active role in their induction/orientation programme.  14. By personal example ensure that the highest standard of professional conduct is maintained.   1. To assist in the investigation and resolution of complaints in line with local policies. 2. Responsible for the ordering and maintenance of stock supplies with in the Clinic e.g. dressings and ensure equipment is maintained to the appropriate standards. 3. To maximise all available physical and human resources to meet continuing patient need. 4. Planning and organisational skills for effective clinic management and appropriate deployment of C&TC Nurse resource. 5. Work autonomously making decisions influencing patient care, develop specialised individual patient programmes of care/care packages including risk assessment. 6. Manage own clinic workload and supervise clinical decisions made by junior staff and conduct performance appraisal. 7. Lead effective teamwork and healthy working relationships through consistent and visible support. | | | |
| COMMUNICATIONS AND RELATIONSHIPS  * The post holder will regularly communicate confidential, complex and sensitive information with various people through face-to-face, on the telephone or in written correspondence maintaining confidentiality at all times (daily basis). * The ability to establish and maintain good relationships between the nursing team and wider multidisciplinary team is essential and includes communications with public health care team and other health, welfare, social services and voluntary agencies (daily basis) * The ability to work effectively with clients, carers and relatives either individually, as a family unit or as a community in order to promote positive relationships * Essential communication skills would include tactful persuasion, motivation, negotiation and empathy as well as diplomacy leading to informed patient choice * Communicate on a daily basis with people with barriers to understanding e.g. deaf, blind or patients suffering dementia * Use negotiating skills to influence behaviour change   A very high level of interpersonal skill is required when communicating in an emotive or hostile atmosphere with various patient groups e.g. those with substance misuse problems, mental illness or whilst caring for those in the terminal stage of their illness (daily basis).  **KEY CONTACTS**:   * GPs and Primary Care and Community Staff * Minor injuries units, out of hours nursing and medical staff and Community Hospital Staff * Senior Nurses with management responsibility * Practice Nursing Staff and Marie curie staff * Community and Practice Administration Staff * Support services in the HSCP e.g. Social Work, Pharmacists, dieticians, podiatrists and other allied health professionals in relation to patient condition/care * Patients/Relatives and Carers/ persons with Power of Attorney * Other NHS Boards * Other Statutory and Voluntary Agencies * Patient participation and public involvement groups | | |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB  * Registered General Nurse with previous post registration experience in a health care setting obtaining a wide clinical knowledge in order to under pin clinical decisions * Evidence of Continuous professional development * Experience of Advanced History Taking and Clinical Assessment or working towards completion of the Advanced History Taking and Clinical assessment post registration module (level 11) * Knowledge and understanding of national health agendas and current policy drivers * Knowledge and understanding of primary care structures and functions * Knowledge and experience of clinical governance   **Competencies:**   * Specialist holistic assessment skills * Highly developed communication, interpersonal skills, and Problem-Solving Skills * Time Management Skills * Leadership skills with ability to work well under pressure and be adaptable * Ability to work on own initiative and delegate determining priorities and making efficient use of resources * IT skills * Ability to introduce and manage change within the C&TC nursing team * Maintaining mandatory training requirements * Manage complex clinical care utilizing advanced skills * Teaching and mentorship skills | | |
| SYSTEMS AND EQUIPMENT  * Responsible for the safe use of patient related equipment e.g. Near Patient Testing Equipment (INR monitoring), * Doppler machines. * Ensure that all relevant equipment is regularly checked. In accordance with local policy. * Computer systems including Microsoft office packages e.g. word, excel, PowerPoint, Trakcare and Emisweb, NHS Tayside intranet and email systems, internet and Monitor computer support system. * Travel between various sites. * Organises team workload, staff meetings, rotas and adjusts as necessary. * Overall responsibility for stock within the locality C&TC.   **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. | | |
| PHYSICAL DEMANDS OF THE JOBPhysical  * Daily use of IT systems * Daily demands of travel across a locality * Frequent demands of moving and handling of equipment eg wheelchairs, test equip * Occasional demands of moving and handling adult patients * Standing/walking for the majority of the shift * Occasional exposure to physical and verbal aggression  Emotional  * Daily exposure to anxious patients with complex health needs * Care of patients who are in receipt of a poor prognosis/dealing with the effects of a terminal illness * Frequent support of staff involved in distressing situations * Occasional support to families and carers * Dealing with unpredictable patient demands * Occasional need to deal with urgent situations requiring re-priority of work-load * Communication with anxious /aggressive patients/relative   **Mental**   * High level of concentration required on a daily basis when checking documents/patient records, scheduling appointments, planning and delivering care * Prioritise own workload and that of others so that patient needs are addressed. This may sometimes require changing planned work rotas at short notice * Concentration to calculate drug doses in a busy environment * Undertaking research and participating in audit * Involves high demands on time because of the workload and diversity of the role and the autonomous nature of the role, which can create significant stress levels * Requirement to recognise changes in patient condition requiring action * Utilising resources effectively * Stock management and control   **Working Conditions**   * Daily exposure to a wide variety of settings that may be isolated * Exposure to body fluids ,several times each shift * Lone working * Travel in all weathers between sites * Frequent hand washing | | |
| DECISIONS AND JUDGEMENTS  * Working as an autonomous practitioner workload will be both self-generated and generated via an electronic referral system. * The post holder must use significant initiative to anticipate and react to change and service need. * Work will be carried out and reviewed in accordance with NHS Tayside’s policies and procedures. * The line Manager will undertake an annual performance review and appraisal in accordance with Personal development policy. * Assessing and interpreting a wide range of acute/chronic conditions, whilst making relevant changes to patient care/ management as required. * To make independent decisions in relation to prescribing as part of holistic care and in line with legislation. * Prioritise and decide when to refer to other healthcare professionals and statutory and voluntary services. * Management and coordination of other team members. Taking action as required resolving staff disputes/ problems within own team. * Review clinical competencies of the C&TC nursing team on a regular basis. * Take a proactive part in the recruitment, interview and selection process for new staff within community teams. * The Team Leader can be contacted for support and advice when necessary. | | |
| MOST CHALLENGING /DIFFICULT PARTS OF THE JOB Being able to manage the organisation of the Senior Nurse role within the C&TC, maintaining continuity of care and improving the quality of patient care.  Being able to meet the clinical needs of a diverse client group and demands from other agencies and professionals whilst balancing conflicting priorities in addressing the health challenges within NHS Tayside.  Self-development and contributing to service developments by participation in working groups/committees plus C&TC Nurse Team to support above.  Regularly working without direct supervision.  Involving and encouraging patients and their families to participate in care planning and self management.  Maintaining partnership working with families and other agencies meeting clinical and managerial responsibilities ensuring that high standards are maintained. This includes responding promptly to informal complaints, reporting incidents appropriately and participating in adverse incidents reviews when called. | | |
| JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each post holder to whom the job description applies. | | |