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**JOB DESCRIPTION**

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| **1. JOB DETAILS** |  |
| *Please complete all details below apart from the job reference and note that the job holder(s) should not be named on this form. It is intended that job descriptions will be anonymous for banding purposes. The AfC Team will devise a confidential system to link job holders with their job descriptions and accordingly will complete the job reference.* | |
| Job Title: | Staff Nurse |
| Immediate Senior Officer/Line Manager: | *Charge Nurse* |
| Department(s): | NSS/SNBTS |
| Business Unit: |  |
| Job Reference: | NPBTCG011 |

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| **2. JOB PURPOSE** |
| As a member of a multi-disciplinary team the post holder will provide nursing and managerial support to the nurse in charge in order to ensure effective day-to-day management and direction of the department.  Plan, deliver, support and evaluate the highest possible quality of donor/patient care.  Contribute to the leadership, motivation, ongoing development and performance management of team staff including all aspects of health and safety.  Ensure that nationally agreed guidelines, SOPs and policies are adhered to. |

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| **3. DIMENSIONS** |  |
| Donor Services annually collects some 290,000 blood donations from 340,000 donor attendances across Scotland. In addition, 10,000 apheresis procedures are undertaken each year to produce 14,000 platelet products.  Blood is collected at six static sites and at blood collection “sessions” in the community across Scotland. Staff are located in six geographically dispersed departments based in Aberdeen, Inverness, Dundee, Dumfries, Glasgow and Edinburgh. | |

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| **4. ORGANISATION CHART** |
| Head of Nursing Donor Services  Senior Nurse Manager  Senior Charge Nurse  Charge Nurse  Staff Nurse  Head of Territory |
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| |  | | --- | | **5. ROLE OF THE DEPARTMENT** | | The Donor Services Department is responsible for the planning and provision of adequate supplies of safe, high quality blood components for NHS Scotland in full compliance with regulatory requirements.   * BTC Donor Services leads, develops, implements and maintains an approved national strategy for the BTC blood donor program. The department is responsible for all aspects of donor communication, donor recruitment, publicity, administration and the blood collection and Apheresis programmes to meet the demand for blood. * The department deals with approximately 260,000 donor attendances per year yielding some 220,000 donations, and ensures the provision of secure a safe and sufficient blood supply, to appropriate regulatory and legal standards, that meets NHS Scotland requirements * The Department develops and implements policy, processes and systems for the safe, effective, person centred care of blood donors to ensure donation is safe for donors and the blood collected safe for patients.   In addition, in Dundee, the department currently provides nursing support to the Clinical Directorate for a range of clinical and therapeutic services for patients being treated in NHSScotland. This is presently under review. | |

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| **6. KEY RESULT AREAS** |
| **CLINICAL PRACTICE AND LEADERSHIP**  **Clinical leadership and Team Working**  Manage and deliver safe, effective and person centred, evidence based care and interventions appropriate to donor/patient needs whilst managing a designated workload for a delegated area of practice and accepting professional accountability, responsibility.  **Evidence Based Clinically Effective Practice**  Develop effective relationships by gathering information to deliver care in partnership with donors/patients, involving them in shared decision making and obtaining their informed consent. Work effectively across professional boundaries actively involving and respecting others contributions.  Act autonomously as well as part of team demonstrating use of own initiative while operating within organisational procedures. Provide support and facilitate change management where appropriate.  **Continuous Quality Improvement**  Ensure effective contribution, monitoring and delivery of national targets through use of audit and clinical dashboard information.  Continue to develop competences in meeting the holistic needs of patients/donors by developing knowledge and skills appropriate to specific areas of practice.  Share information effectively and concisely for a range of situations and contexts to ensure patient/donor safety and continuity of care, by communicating effectively within a multi disciplinary team. Responsible for aspects of clinical effectiveness and management of resources.  **Patient/Donor Safety**  Ensure a clean and safe environment working within policies whilst working in conjunction with all other team members. Contributing to health and safety requirements in the workplace, assessing risks and acting on findings to ensure patient/donor/public safety by applying knowledge and demonstrating understanding of policies and procedures.  **LEARNING AND DEVELOPMENT**  Act as a role model to influence others and create a learning environment and a supportive ethos to empower staff to the delivery of a highly professional package of care.  Actively contribute and participate in the ongoing training, supervision and monitoring. Provide fair and timely assessments of staff through performance review in line with knowledge skills framework and organisational requirements.  Be responsible and accountable for maintaining own professional development in all current clinical and professional issues and legalities. Recognise poor performance of self, others and take appropriate measures  **EVIDENCE BASED PRACTICE**  Identify areas for research from own practice by reflecting on practice, aid a culture to promote continuous improvements through the use of audits. Contribute to audits, use databases and evidence to underpin own practice and aid implementation of innovative practice.  Consolidate understanding and application of different research approaches. Identify ideas for research development from own practice. |
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| **7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS** |
| Post holder would be able to prioritise workload using own initiative to make decision of clinical judgements within their professional accountability and responsibility.  Review of performance is annual with bi-annual review of progress.    Post-holder must meet all requirements of the NMC.  Use initiative while operating within organisation procedures.  Post holder will be accountable for the delivery of care as delegated to them by the nurse in charge, accepting delegated responsibility as required. |

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| **8. COMMUNICATIONS AND RELATIONSHIPS** |
| Post holder will demonstrate strong leadership using critical thinking, analysis and evaluation in making critical judgements.  The post holder will interface with patients/donors establishing and maintaining excellent customer relations while maintaining the reputation and image of the organisation.  Respect the dignity, wishes and beliefs of all patients, professionals and donors by demonstrating effective care, compassion, communication skills and behaviours.  The post holder should understand the principles and implications of dealing with confidential patient information and legalities of the Data Protection Act. |

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| **9. MOST CHALLENGING PARTS OF THE JOB** |
| Prioritising day-to-day requirements as part of the management team.  Dealing effectively and compassionately with patients/donors who are unhappy with the service by listening and responding to views.  Assess situations by contributing to identification of the root cause of problem.  Act and influence others to incorporate non-judgemental values based care. |

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| **10. SYSTEMS** |
| Effectively use a range of information and communication technologies to support and enhance practice while applying information governance principles.  Requirement for inputting patient confidential information into specialist computer programme. |

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| **11. PHYSICAL, MENTAL, EMOTIONAL EFFORT** |
| **Physical Demands (several times per shift)**  The physical demands will be dependant on clinical area. This may include for example;   * Patient movement with use of mechanical aids * Loading and unloading of equipment for sessions * Standing/walking for prolonged periods of time * Lengthy use of Display Screen Equipment * Occasional restrictive movements to treat patients/donors/clients e.g. stooping * Developed clinical skills relevant to area such as intravenous injections, use of infusion devices, syringe drivers, phlebotomy, cell separators.   **Mental Demands (several times per shift)**  The mental demands will be dependant on clinical area but will include for example,   * Concentration required when checking documents/patients notes and calculating drug dosages whilst subject to frequent interruptions from patients/team members * 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 policy and evidence based practice * Contribute to monitoring quality and financial data to develop action plans for improvement * Continuously motivate, enthuse and maintain morale of staff within an ever changing environment   **Emotional Demands (variable frequency)**  Examples include;   * Communicating with distressed/anxious/worried patients/relatives/staff * Caring for terminally ill/bereaved relatives caring for and/or communicating bad news to patients/relatives/staff * Dealing with challenging behaviours * Supporting team members with personal and professional issues * Contributing to performance/investigatory/disciplinary procedures   **Working Conditions (variable frequency)**  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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| **12. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| The post holder is expected to have the knowledge and skills necessary to use all equipment safely in their area of practice.  Where applicable, the post holder will be required to manage and use 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 with patient/donor/client/ mobility and promote comfort. * Medical and technical equipment to record vital signs and administer treatments such as 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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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| Educational Qualifications  First level registered nurse educated to degree level (or evidence of working and thinking at this level)  Experience   * Experience of managing a delegated workload.   Knowledge & Skills   * Knowledge of venepuncture, quality systems would be advantageous. * Post holder will be expected to have the ability to produce electronic documentation using standard packages for example Microsoft word. * Ability to work autonomously within scope of practice and as part of a multi disciplinary team. * Time management skills. * Excellent interpersonal and good oral and written communication skills.   Personal Qualities   * Must show commitment to life-long learning and up-to-date personal development plan. * Ability to work flexibly. |

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| **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: |
| *HR Department will check job description format and content and then send the job description to the AfC Team*  HR Representative’s Signature: | Date: |