

Job Description

Job Title:	Lead Nurse for Clinical Support Services Outpatient Departments
Department:	Outpatients Departments Stanmore; Children and Young Persons unit (CYP), Phillip Newman unit and Bolsover Street
Grade:	8a
Hours:	37.5
Responsible to:	Senior Matron – Clinical and Operations, Patient Access & Clinical Support Services
Accountable to:	Chief Nurse

Job Purpose

The Lead Nurse will be responsible and accountable for providing a high quality service to patients within the Royal National Orthopaedic Hospital NHS Trust and its key stakeholders. The Lead Nurse is required to provide clinical leadership, professional education and training and to contribute to the Clinical Governance and the Research and Development Agenda. The post holder will also ensure the provision of quality clinical and effective service delivery including environment cleanliness, along with improvement and modernisation to enhance the patient experience.

The post holder will work with other agencies external to the Trust, enabling robust communication channels in order to aid best nursing practice to all areas of responsibility within the Trust.

To be highly visible, and accessible and a figure to whom staff, patients and their families can turn to for assistance, advice and support.

Key Relationships

- 1 Chief Nurse, Deputy Chief Nurse and Associate Chief Nurses for adult and children
- 2 Senior Matrons
- 3 Director of Finance
- 4 Unit Directors
- 5 Service Managers
- 6 Medical and Surgical Teams
- 7 Clinical Director
- 8 Clinical Leads
- 9 Clinical Nurse Specialists
- 10 Senior Sisters/Charge Nurses
- 11 Allied Health Professionals
- 12 Customer Care and PALs Co-ordinators
- 13 Admission and Discharge Care Pathway Co-ordinator

Main Duties and Responsibilities

The Lead Nurse will be responsible for leading nursing within the Outpatients departments,, ensuring it is of the highest standard by a process of continuously monitoring and reviewing.

They will provide visionary leadership and direction to produce improvements in nursing practice and the patient experience.

- To provide leadership and strategic direction for the clinical support services within the Trust.
- To have responsibility for the effective management of the financial resources of clinical services and to maximise the financial performance of the services in this remit whilst maintaining high standards of service delivery, in accordance with legal and professional standards.
- To contribute to the strategic, operational and business development of clinical support services.
- To take responsibility for the clinical service compliance with health and safety, quality, governance, policies and procedure.
- Be accountable for clinical services achieving compliance with internal audit requirements.
- To be a proactive member of the clinical support services management team and to participate in projects and tasks that are unit or Trust orientated.
- To be a key member of the clinical support services management team and help lead, motivate and inspire all staff in these areas.
- In the absence of a Ward Manager to ensure the smooth running, leadership and management of the clinical team continues effectively.

Core Responsibilities:

Financial and Operational

- Facilitate the cost effective management of the clinical services in all areas of the clinical support services
- To work in partnership with and support the Unit Director and the Senior Matron for the division.
- Drive the commercial performance of clinical services against established KPIs:
- Manage and revise operational procedures to deliver efficiencies and savings
- Devise and manage an effective staff resource plan to provide cost effective labour, covering staff skills ratios, use of Bank and agency staff, and external recruitment
- Compile business case(s) for capital expenditure that safeguard(s) clinical standards, drives performance of nursing services and develops services
- Manage the successful implementation of key business and operational initiatives.
- Contribute to the Clinical Support Services business plan and support the operational leads to formulate plans, budgets and objectives.
- Work closely with other members of the senior management team to deliver the successful implementation of key initiatives within clinical support services.
- Provide support to other senior managers as appropriate, to help deliver the hospital clinical, commercial and operational targets.

Clinical Governance

- Co-ordinate and maintain the delivery of services ensuring safe practice and adherence to regulatory bodies
- To ensure compliance with appropriate regulatory and best practice frameworks

- To manage 3rd party clinical service providers where appropriate
- To ensure effective systems and processes are in place to satisfy CQC requirements.
- To develop effective system to facilitate regular review and improvements in patient satisfaction & quality of service.
- To have delegated for child and adult protection and for safeguarding in all areas.
- Maintain professional clinical standards in accordance with the NMC Code of Professional Conduct and other clinical professional bodies e.g. HPC
- To ensure all clinical areas meet the regulatory requirements relative to that specialty
- To ensure the Chief Nurse is informed of clinical issues affecting the safety and efficacy of care to patients.
- To ensure effective systems and processes for appraisal are in place for all other staff through the Senior Sisters/Charge Nurses in line with agreed corporate objectives and specific service plans.
- To be accountable for professional development and clinical audit functions in Nursing and Outpatients services.
- Establish a culture that ensures consistent compliance with internal Trust policy and external regulatory standards across private patients, through monitoring and driving improvements on clinical indicators for nursing and other clinical areas within the remit
- Co-ordinate compliance with standards in respect of all legislative requirements across all clinical services (including but not limited to CQC, DSE, Fire, COSHH, BLS, Manual Handling, Safeguarding Children, Information Security, Infection Control and Blood Transfusion)
- Develop and establish a clinical model to ensure the effective delivery and recording of a high quality service that meets patient care needs
- Coordinate a satisfactory Quality Improvement Programme, monitoring performance and taking corrective action when required
- To manage the clinical governance framework within clinical support services
- To ensure the management of clinical audits of relevant services.
- To ensure investigation of clinical incidents and that incidents are followed through to resolution.
- To ensure correct management of clinical complaints and that corrective actions are taken as appropriate.
- To be highly visible and accessible to patients and nursing staff and to provide clinical leadership and direction for those staff.
- To ensure that local and national policies are adhered to and when relevant be involved in the development of new policies and guidelines and updating of present policies and guidelines.
- To support the implementation of local strategies for infection control
- To work in partnership with the Associate Chief Nurses within the Trust, to offer support, advice regarding care of patients.
- To participate in staff disciplinary panels as required
- To chair or participate in interviews for new staff
- To support staff in the handling of difficult and or controversial circumstances and situations, including liaising with distressed and difficult patients and relatives.
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Managerial aspect of the role:

- To identify service development needs, contribute to the planning, development and evaluation of the service, and hold responsibility for defined projects.

- Lead on change management and modelling for OPD depending on change in demand
- Lead on adult and children`s services and compliance with expected standards
- In addition;
- To work with and provide cross cover of the role of the senior nurse for Admissions and Bed team and the Complex Discharge team including; ensure all patients on the planned admissions list have an appropriate allocated bed within the organisation and work with all relevant departments to prevent hospital cancellations on the day of admission.
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- To ensure the Trust can provide good patient pathways and timely access, including improving admission on day of surgery, maximising day surgery procedures and providing the most appropriate length of stays for all procedures.
- To work with Theatre Manager in ensuring effective communication of patient admission lists and developing systems that ensure consequent plans of special equipment needs in Theatres.
- To ensure cancellations are monitored and reported appropriately.
- To support the Complex Discharge Liaison Team to be a specialist link between the Trust and key stake holders in order to promote collaborative working and provide a seamless service for patients.
- Ensure that an estimated date of discharge is the focus for proactive management of patient's journey with all relevant multi-disciplinary team members, patients and carer
- To identify delays in patient pathways and instigate appropriate action to resolve issues and facilitate discharge. Working closely with Matrons and ward teams.
- To be responsible for the management co-ordination and discharge planning of diverse and highly complex patients.
- In conjunction with the multi-disciplinary teams, ensure that patients with complex needs have an individualised discharge plan of care that is relevant to their needs in the community
- Ensure that the multidisciplinary team members meet the discharge date, holding others to account as necessary.
- To ensure the Trust is represented as required at local, regional and national meetings relating to discharge-planning.

Communication and Leadership

- Ensure strong levels of nursing staff engagement, providing visible leadership and direction.
- Management and motivation of the operational teams by promoting an open learning environment, encouraging acceptance to change, and promoting innovation through empowerment.
- Develop and maintain a committee and communication structure to ensure that all staff are aware of operational procedures and private patient developments
- Maximise the performance and potential of direct reports through regular performance coaching and review, and reflective practice, ensuring they meet the required standards in their current job and develop their skills and knowledge
- Build a pipeline of talent that will sustain the performance of the clinical services in the future
- Ensure all clinical staff have attended the requisite mandatory training courses
- Supporting the Trusts vision, values and behaviours and incorporating these into meaningful team and personal objectives.
- Set high personal and professional objectives in line with the Trusts code of conduct.
- To recruit and retain a motivated management team who ensure these standards are reinforced within each team.
- Establish a culture that ensures consistent compliance with internal policies and external regulatory standards and through working with the senior management team on the unit ensure high standards of clinical quality, governance and integrity are delivered.

Research and Development

- Support the Senior Sister to initiate, develop and support evidence based nursing practice for outpatient area.
- Evaluate nursing practice in relation to its evidence base and clinical effectiveness to improve clinical outcomes for patients
- In conjunction with the Senior Matron and the Clinical Governance department, establish appropriate systems within the ward for auditing and monitoring quality standards in accordance with Trust policy and procedures
- Facilitate the development of a climate of inquiry to develop evidence based nursing practice and clinical standards for patients.
- Maintain up to date knowledge on nursing and ensure that information is disseminated to the team regularly.
- Influence the research agenda by working closely with Research and Development Department.
- Help support and develop nurses in the unit to strengthen research strategies and to undertake appropriate research related work.
- Ensure that mechanisms are in place for your staff to support eligible patients into approved clinical research trials.

Professional Responsibilities

- To practice according to the NMC (Nursing Midwifery Council) Code of Professional Conduct.
- Take responsibility for own professional development, growth and personal development plan in agreement with the Senior Matron
- To update own knowledge in relation to current research and evidence based practice.

This job description is an overview of the role and will be reviewed as appropriate in consultation with the post holder.

This post is exempt from the Rehabilitation of Offenders Act 1974 which means that any criminal conviction must be made known at the time of application.

Personal Conduct

- All staff within the clinical units are expected to treat other members of hospital staff with courtesy and respect. The hospital rules and policies including the disciplinary procedure, apply to all staff without exception.
- The Practitioner will always behave in a courteous manner with members of the public, patients and other members of staff. They will always be helpful, polite and welcoming. They will be proficient in communication skills with a positive body language. Uniform policy must be adhered to.

Safeguarding Children and Vulnerable Adults at Risk

The Trust recognises its duty to safeguard and promote the welfare of children, young people and adults. Staff must at all times treat patients with dignity and respect protecting, young people and adults at risk from abuse and neglect

Employees have a responsibility to ensure that prompt and appropriate action is taken when concerns have been made about a child, young person or adults at risk. Employees should be aware of their responsibilities as detailed in the Local Safeguarding Children Procedures and Safeguarding Adults at Risk Policy.

The Trust will assist you by providing mandatory training, support and advice.

Safeguarding children and adults is everyone's business

IT Skills

All staff are required to demonstrate a level of IT literacy skills appropriate to their job, as the use of IT is fundamental in delivering good quality efficient health care.

Effort and Environment

The following information has been designed to assist the recording of the effort and environment factors required for Agenda for Change.

- **Physical**

Daily combination of sitting, standing and walking

Working on the wards undertaking dressings etc

Frequent requirement for light/moderate physical effort e.g. carrying equipment

- **Mental**

Daily detailed IT and computer use

Regular presentation of information and teaching to a variety of staff internally and externally to the Trust

Analysis of patient flow and clinical systems to identify opportunities for improvement

Occasional requirement for concentration where the work pattern is unpredictable

- **Emotional**

Dealing with difficult situations with multidisciplinary staff and dealing with patients and the relatives

- **Working conditions**

Requirement to use VDU equipment on most days

Assuming normal Health and Safety standards are met.

Driving to and from work is not included.

Terms and Conditions of Service

This appointment is subject to the terms and conditions of employment of the Royal National Orthopaedic Hospital NHS Trust.

Professional conduct

The post holder must comply with the Code of Professional Conduct applicable to their profession.

Risk Management

The Royal National Orthopaedic Hospital NHS Trust strives to take a holistic approach to the management of risk; Health and Safety, Caldicott, Corporate and Clinical Governance requirements are all elements of risk management.

Risk management is fundamental in ensuring the safety of all whilst on Trust premises and in ensuring that a high level of quality care is continually provided. To support staff in the management of risk, the Trust provides training programmes and facilitates staff in the use of risk management identification tools. In turn, individuals are responsible for ensuring that they attend training sessions and adhere to the Trust's policies and procedures, which includes the reporting of incidents, both actual and near miss.

Health and Safety at Work Act

Under the provisions of the Health and Safety at Work Act 1974 it is the duty of every employee to:

- Take reasonable care of themselves and of others who may be affected by their acts or omissions.
- Co-operate with their employer in ensuring that all statutory and other requirements are complied with.

Clinical Governance

All staff must comply with the Trust Infection Control Policy. All employees must attend infection control training as required within their department as directed by their line manager.

Confidentiality

Post-holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection of 1998. Post-holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, post-holders must apply the Trust's FOI procedure if they receive a written request for information.

Equal Opportunities

The Trust welcomes all persons without regard to age, ethnic or national origin, gender or sexual orientation, religion, lifestyle, presenting illness or disability. We aim to provide a non-judgemental service at all times.

No Smoking Policy

The Trust prohibits smoking in all of their buildings and premises.

ROYAL NATIONAL ORTHOPAEDIC HOSPITAL NHS TRUST

Person Specification

Ward/Department: Lead Nurse for Clinical Support Services				
Essential = E Desirable = D			Applicati on form/CV	Interview
Essential Qualifications	Registered Nurse	E	√	
	Intravenous accreditation	E	√	
	Mentorship course or equivalent	E	√	
	Specialist Clinical Orthopaedic Course or relevant experience.	E	√	
	Minimum 2 years as Senior Sister/CN or CNS	E	√	
	BSc Nursing or working towards	E	√	
	Leadership Qualification or equivalent experience	E	√	
Desirable Qualifications	MSc or working towards	D	√	
Communication	Ability to work as part of a multi- disciplinary team	E	√	√
	Ability to communicate effectively at all levels across the Department/Trust/ Organisations	E	√	√
	The ability to communicate with patients in an empathetic manner regarding their treatment and procedures.	E	√	√
	Can demonstrate an enthusiastic, approachable and friendly manner	E		√

	Ability communicate effectively, both written and oral	E	√	√
Personal and People Development	Experienced in teaching and sharing knowledge	E	√	√
	Understanding of own Knowledge and Skills Framework and ability to identify others learning needs and interests	E	√	√
	Ability to self-reflect, carry out tasks of own job and identify what s/he needs to learn to able to do current job better	E		√
	Mentorship, preceptorship, assessment and appraisal experience and skills	E	√	√
Health, safety and security	Acts in a way that is consistent with legislation, policies and procedures and abide by the Trust Health and Safety policies	E	√	√
	Ability to support others in maintaining health, safety and security	E	√	√
	Ability to identify and assess the potential risks involved in work activities and processes for self and others	E		√
	Ability to identify how to manage risks and help others manage risks	E	√	√
Service Improvement	Have led service improvement with tangible outcomes	E	√	√
	Knowledge of current and emerging NHS strategy and policy	E	√	√
	Knowledge and understanding of NHS and Trust performance targets	E		√
	Effectively carries out tasks related to evaluating services.	E	√	√
	Ability to lead the nursing team in service improvement	E		√
	Change management experience	E		√
Quality	Can deliver to KPI's	E		√
	Ability to work within set timeframes working to priorities and deadlines	E		√
	Ability to monitor the quality of own and others work	E		√
	Ability to use and maintain resources efficiently and effectively and encourage others to do so	E	√	√
	Knowledge of the Integrated Care Boards and how they liaise and assist the Trust	D		√
Equality and Diversity	Ability to treat everyone with whom s/he comes into contact with dignity and respect	E	√	√
	Experience of Equal Opportunity policies and procedures	E		√
	Ability to identify and take action when own or other's undermines equality and diversity	E		√
Assessment and care planning to meet health and wellbeing needs	Ability to prioritise clinical work effectively	E	√	√
	Can show a non-judgemental approach to patient care	E	√	√
	Can demonstrate a knowledge of current and emerging health care issues	E		√
Learning and	Ability to provide formal teaching development to staff/colleagues.	E	√	√

Development	Ability to evaluate effectiveness of learning activities and identifies how it could be improved	E	√	√
People Management	Experience in leading a larger team of 10 plus	E	√	√
	Have Experience of managing against HR policies; sickness absence/performance management.	E	√	√
	Ability to plan allocate and supervise the work of a team	E	√	√
	Ability to support staff during the NHS development review process	E	√	√
	Ability to assess the work of the team, provide clear constructive feedback to the team in order to maintain and improve performance	E		√
Other Requirements	Ability to work flexible hours to meet service requirements	E	√	
	Can prove a good computer literacy in Windows and IT systems	E	√	
	Proven track record in budget management	E	√	