

Candidate Information Pack

Including Job Description & Person Specification



Croydon Health Services provides integrated NHS services to care for people at home, in schools, and health clinics across the borough as well as at Croydon University Hospital and Purley War Memorial Hospital.

CUH provides more than 100 specialist services and is home to the borough's only Emergency Department and 24/7 maternity services, including a labour ward, midwifery-led birth centre and the Crocus home birthing team.

Purley War Memorial Hospital (PWMH) in the south of the borough offers outpatient care, including diagnostic services, physiotherapy and ophthalmology services run by Moorfields Eye Hospital, alongside an onsite GP surgery.

Our experienced district nursing teams, Allied Health Professionals and community matrons look after for people of all ages across Croydon and our Children's Hospital at Home cares for children with long-term conditions without them having to come to hospital.

We are a very close-knit and friendly organisation where every one of our 3600 members of staff is valued. We strongly believe that our employees are our greatest asset.

Join us and be a part of the team that is making Croydon proud.



Our values

We will always be **professional**, **compassionate**, **respectful** and **safe**.

Professional

- Set ourselves very high standards and share best practice
- Keep our uniforms smart, and be professional and consistent in our approach
 - Work in partnership to best support our community's needs
- Use resources wisely without compromising quality or safety

Compassionate

- Treat everyone as we would want to be treated ourselves
- Demonstrate kindness, dignity, empathy and compassion
- Make time for the people we are caring for, to understand their needs and wants
 - Organise our services to give people the best possible experience of care

Respectful

- Be courteous and welcoming, and introduce ourselves
 - Value the diversity and needs of everyone
- Always involve people in decisions about their care, listening to and respecting their wishes
- Appreciate the contribution that staff from all backgrounds bring to our services

Safe

- Be open and honest in everything we do, sharing what we do well and admitting our mistakes, to constantly improve our care
- Protect the confidentiality of those in our care and show sensitivity to people around us
 - Feel free to raise concerns so we are always learning
- Make time for training and development and support research so people always receive the highest standards of care.

JOB DESCRIPTION

Job Title	NMC Registered Healthcare Professional - Clinical Supervisor – Immunisations - Bank
Department	South West London Immunisation Service
Location	Various Sites across South West London
Band	Band 6
RESPONSIBLE TO	Clinical Service Lead/Matron
ACCOUNTABLE TO	Head of Service/Nursing

JOB SUMMARY

As a Clinical Supervisor for the Immunisations service, the post holder will work as part of a dynamic team in delivering a safe and effective service for the delivery of vaccinations for influenza (flu), COVID-19 vaccine(s) and assist in other immunisation programmes as required. You will be required to vaccinate adults and children.

The post holder will undertake a clinical supervisory role, overseeing a team of Immunisers and other HCPC at larger Pop Ups or working alongside a single colleague at smaller closed outreach clinics.

In particular, the post holder will be responsible for:

- Delivery of a safe immunisation service, assisting to influence and facilitate change within the setting and service areas.
- Conducting clinical assessments of patients prior to vaccination
- Supporting the reviews of complex medical histories and potential adverse reactions and offering specialist advice as needed.
- The clinical supervision of safe vaccination delivery.
- The supervision of drawing up and preparation of the vaccine prior to administration and ensuring that each activity is recorded.
- Ensuring the best possible clinical outcomes by using up-to-date skills and adhering to evidence-based policies and procedures



MAIN DUTIES AND RESPONSIBILITIES

- Responsible for clinical supervision of a team of registered professionals and immunisers/administrative staff, or individual colleague.
- Responsible for providing highly specialist advice and technical services in relation to the care of patients
- Required to work with minimal supervision
- Plan, advise, recommend and evaluate treatment when necessary
- Handle difficult conversations (sensitive, language barriers, hostile atmosphere) and convert complex technical information into easily to understand communication
- Lone working may on occasion be required
- Collection of cool box from base site to Clinic location – preferred if you have a clean driver's license and use of your own car for work purposes

Responsibilities for Policy and Service Development Implementation

- Observe infection control procedures
- Adheres to Professional Code of conduct, and maintains own professional development ensuring fit for practice
- Ensures that all NHS statutory & mandatory training is kept up to date. Attends all mandatory training as needed. This includes Basic Life Support, Anaphylaxis and Immunisation training.
- Follow local and national policy making comments on proposals for change
- Act as a mentor or respond to any escalations or queries from more junior staff.
- Support staff in the provision of care including training in the use of site protocols for implementing safe delivery of the service.

Responsibilities for Financial and Physical Resources

- Responsible for the safe and effective use of equipment and other resources, ensuring equipment is maintained in good working order
- Ensure vaccine, stationery, health promotion and MECC resources are ordered and monitored appropriately
- Corporate responsibility for the financial resources and physical assets of the vaccination site

Responsibilities for Human Resources (including training)

- Improve and maintain personal and professional development by participating in in-house forums, clinical meetings and clinical supervision and support the development of others by acting as a mentor and role model
- Attend statutory and mandatory training in compliance with national requirements
- Understand current and emerging factors related to workplace health and the issues facing those working to deliver health services to the UK population
- Have an awareness of policies and procedures that affect the management of staff
- Involved in the induction and supervision of new and existing staff, and clinical supervisor to named staff within the team.
- Mentors other staff frequently



Responsibilities for information resources (including systems access)

- Effectively use IT support systems to enhance direct and indirect care delivery
- Use of an electronic patient record system
- Submit accurate and timely activity data as required

Freedom to Act

- To make judgements and decisions within the confines of own professional code of conduct boundaries and within national and trust guidelines/policies for self and report to the Matron of the Roving service.
- Interpret overall health service policy and strategy
- Act with minimal guidelines and set goals and standards for others

Physical Effort

- Manual handling of equipment (e.g. records, vaccination equipment)
- Frequent requirement to exert moderate physical effort (walking, standing up)
- Sit moderate periods in the office when using visual Display Units / writing records / correspondence
- Lift and carry patient records and equipment daily

Mental Effort

- Frequent requirement for intense concentration (supervisory responsibility, drawing-up, patient assessment and observation)
- Work pattern altering to meet service need and prioritising work issues accordingly with changes faced

Emotional Effort

- Occasional need to cope with difficult emotional situations
- Occasional exposure to aggressive patients and family members

ROLE SPECIFIC

- Assist with the overall coordination and day to day delivery of the vaccinations, ensuring necessary equipment is prepared and checked prior to Pop Up. Report low stock of clinic supplies to Matron/Operations Manager to ensure ordering of consumables is maintained.
- Support with the preparation of Cool boxes to ensure the safe transportation of vaccine to Pop Up Clinics, and ensure maintenance of the Cold-chain and supervision of vaccines during clinics. Ensure necessary records are maintained, completed and filed to ensure accurate records and audit trail.
- Supervise the pre-vaccination clinical assessments to confirm the correct vaccination,



the consent agreements and consult on the provision of specialist advice on contra indications

- Ensure post vaccination information is given to the patients.
- Address any concerns that may arise regarding the vaccine and contra-indications including triggering any clinical escalation that maybe required, first to the Matron-of the Roving service and then to the Head of service/ Nursing ~~medical director~~ as appropriate.
- Supervise the review of patients' medical history and address any potential adverse reaction risks; provide patients with information on what to do in the event of adverse reactions.
- Supervise the configuration of the vaccination pod and station as appropriate at the Pop Up (as per the Green Book): vaccine, vaccine batch numbers recorded, staff member administering vaccination, date and site confirmation
- Supervise and coordinate the vaccine preparation (drawing-up, ensuring correct storage and providing injections to the vaccination station)
- Supervise vaccination delivery (oversee paperwork and vaccine confirmation activity, ensure national guidelines are respected regarding PPE, clinical and non-clinical waste, sanitisation)
- Supervise the vaccinators and support and advise other HCPC as needed in the delivery of vaccinations
- Exchange PPE equipment if the individual has come into contact with a patient when overseeing the vaccination process
- Work with patients and families in all stages of the care planning process including assessing risks and needs
- Work in partnership with patients and carers, gaining consent, and treating all with reassurance, empathy, professionalism and handling difficult conversations
- Coordinate the infection control and waste disposal, ensuring that all activities are adhered to the highest health & safety standards
- On return to Pop Up base, ensure accurate documentation of used and returned vaccines, ensuring appropriate vaccine rotation as per the Pop Up vaccination policy.

Behaviour / Ways of working / Work approach

- Manage and priorities own workload
- Work as an effective team member, demonstrate good personal communication skills and actively promote excellent team and interdisciplinary relationships
- Demonstrate appropriate assertiveness and ability to challenge others when the rights of patients and others may be infringed
- Display good analytical ability and sound decision making in changing clinical situations. Develop insight into evidence underpinning care
- Demonstrate ability to assess, plan, implement and evaluate the needs of patients
- Demonstrate concise, accurate, timely record keeping and ensure that all work carried out is recorded accurately
- Be a confident and competent computer user with good IT skills and experience of using applications such as Outlook, Word, Excel
- Provide skilled, evidence-based care which adheres to agreed policies and procedures



Patient Safety and Clinical Governance

- Use clinical judgement and risk assessments to keep the patients as safe as possible
- Follow the centre and national policies including Patient Group Directions (PGD's) and national protocols or standard operating procedures (SOPs) are followed. These include SOPs on the safe storage, administration and disposal of the vaccine and running a Pop Up service.
- Assist in the monitoring and maintenance of the health, safety and security of self and others in work area.
- Assist in the identification and assessment risks in work activities.
- Practise in accordance with the professional, ethical and legal codes of the site and its protocols and guidelines
- Work with team to maintain high standards of infection control in the clinical area and a well-maintained department environment
- Actively promote diversity and sustain relationships that promote dignity, rights and responsibilities. Identify and take action to address discrimination and oppression
- Ensure that the practice complies with Data Protection/ Confidentiality/ Caldicott principles in addition to Statutory and Regulatory guidelines of the Professional Bodies (NMC, GPhC, HCPC and others)
- Safeguard people by recognising and responding when an adult or child might be at risk from abuse but also recognising their own limits and asking for help and escalate concerns when necessary
- Reflect on everyday practice to identify areas where improvements in safety or quality can be made
- Maintain compliance with staff mandatory training requirements

You are the difference – Staff Pledges

All staff are expected to demonstrate a considerate and respectful attitude.

I will always introduce myself to patients and other staff “Hello my name is”

If I see that someone looks like they need help, assistance or they look lost – I will always – Can I help you?

If I can't help you I will always ensure that I refer you to someone who can

If I see behaviour that is inappropriate I will feel empowered and supported to always challenge it



This job description is not an exhaustive document, but is a reflection of the current position. The job holder may from time to time be asked to undertake other reasonable duties. Any change will be made in discussion with the job holder in light of service needs.

Job Description Agreement

This job description can be updated annually as part of the personal development plan. This job description has been updated and agreed by:

Current post holder: **Date:**

Line Manager: **Date:**



Person Specification				
Criteria		Essential	Desirable	Evidence*
Qualifications	<ul style="list-style-type: none"> Educated to degree level in relevant subject or equivalent level of experience of working at a similar level in specialist area NMC Registered Nurse. Current immunisation training / update or willingness to undertake Further training or experience in a clinical supervisory position 	✓ ✓ ✓ ✓		A/I/C
Knowledge and experience	<ul style="list-style-type: none"> Specialist knowledge in a relevant subject to post graduate level Previous experience in similar role in public sector Previous experience in clinical supervision Previous experience in immunisation and vaccination Knowledge of immunisation schedules in accordance with national recommendations Experience of working as part of a multi-disciplinary team Working knowledge and literate with computer skills to use of word document, internet access and email correspondence and electronic record keeping. Evidence of continuous personal and professional development and willingness to commit to ongoing CPD 	 ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓	A/I

Skills Capabilities & Attributes	<ul style="list-style-type: none"> • Clean driver's license and use of own car for work purposes • Effective skills in communicating complex and sensitive information and in difficult situations, requiring empathy, reassurance, persuasion and influence. • Practical skills and knowledge of cold chain procedures and medicines management • Skills for nurturing key relationships and maintaining networks • Ability to analyse and interpret information, pre-empt and evaluate issues, and recommend and appropriate course of action to address the issues • Problem solving skills and ability to respond to sudden unexpected demands • Ability to make decisions on difficult issues where there may be a number of courses of action • Ability to engender trust and confidence and demonstrate integrity in the provision of advice and support • Able to work under limited supervision using own initiative, organising and prioritising own and others' workloads to changing and often tight deadline 	<div>√</div> <div>√</div> <div>√</div> <div>√</div> <div>√</div> <div>√</div> <div>√</div> <div>√</div>	<div>√</div>	<div>A/I</div>
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* Evidence will take place with reference to the following information:	
A	Application form
I	Interview
C	Certificate

