

Job Description

Job Details	
Job Title:	Clinical Lead Nurse RMN
Business Unit:	Community Services
Department/Ward:	Gateshead Specialist Memory Hub
Location:	Bensham Hospital
Pay Band:	Band 6

Main Purpose of the Job
<ul style="list-style-type: none"> • To promote and deliver patient centred care aligned with the Trust vision and Nursing and Midwifery strategy. • To take a lead role in the absence of the Senior Sister/Charge nurse to provide continuing responsibility. • To be accountable for the planning and delivery of all aspects of patient care in relation to the specialist area of practice. • Responsible for the patient's clinical journey along agreed patient care pathways, supported by evidence based practice. • To provide the highest standard of safe, effective and compassionate care through the effective use of evidence based practice in line with agreed local and national standards and the NMC Code. • To support a continuously improving service, in line with the clinical governance framework, Trust objectives, Accreditation and the NHS performance framework. • To provide clinical advice and support to the nursing and multi -professional team to facilitate the effective delivery of care to patients at all times. • To continually develop professionally to ensure the post holder has the appropriate level of skill, knowledge and competence to meet service/specialty requirements. • To represent service as a Clinical lead.

Dimensions
<ul style="list-style-type: none"> • To support in practice service developments, audit and benchmarking against agreed standards. • Have a vision for the area/service and be able to work collaboratively with others and implement the vision in practice • To support manager in financial management and use non staff budget effectively. • To assist in recruitment and selection. • To promote and support an environment through a multi-disciplinary approach and facilitate the development of staff. • Lead on audits/practice development/caseload/clinical. • To deliver clinical supervision with junior staff.

Organisation Chart <i>Please highlight job and show colleagues on same level and two levels above and below</i>
<pre> graph TD DNMD[Director of Nursing & Midwifery] -.-> COM[Clinical Operations Manager] OD[Operations Director] --> CBM[Clinical Business Manager] CBM --> COM COM --> SSCN[Senior Sister / Charge Nurse] SSCN --> JSCNCL[Junior Sister / Charge Nurse/ Clinical Lead] JSCNCL --> DT[Department Team] </pre> <p>The chart illustrates the organizational structure. At the top is the Director of Nursing & Midwifery. A dashed line connects this role to the Clinical Operations Manager. The Clinical Operations Manager reports to the Clinical Business Manager, who in turn reports to the Operations Director. Below the Clinical Operations Manager is the Senior Sister / Charge Nurse, followed by the Junior Sister / Charge Nurse/ Clinical Lead, and finally the Department Team at the bottom.</p>

Communications and Relationships
<p><i>Please specify information being communicated and the level of complexity entailed and to whom, the skills required to motivate, negotiate, persuade, empathise, breaking bad news sensitively and provide reassurance.</i></p>
<ul style="list-style-type: none"> • Applies effective communication/leadership skills in clinical practice with a caring and compassionate attitude at all times. • Establishes and maintains effective communication with individuals, the wider nursing team, and other health professional regarding patient's conditions, care planning and treatments. • Lead nursing team to ensure effective communication with patient's relatives and carers, explaining medical conditions, progress and investigations taking into consideration level of understanding, culture and background. • Develop and maintain effective channels of communication within the team, engaging, staff at all levels. • Actively manages barriers to communication across all areas of responsibility to ensure positives outcomes. • Effectively responds to dealing with difficult and/or complex communication situations e.g. breaking bad news, dealing with concerns and complaints and appropriate escalation where further support is required. • Actively participate in professional groups and forums within, and where appropriate external to the organisation eg recruitment open events/ nurse conference. • Produces accurate and complete records of communication consistent with legislation policies and procedures. • Communicates regularly and effectively with senior management regarding all aspects of clinical care and service delivery, including environmental issues. • Communicates with a range of stakeholders and key links e.g. nursing and medical colleagues, ward sisters, matrons, community mental health nurses, allied health professionals and voluntary organisations. Across primary and secondary care, professional and technical support staff, PPF, Social Services, Facilities, Administrative and Technical staff.

Knowledge, Skills, Training and Experience
<i>Please include theoretical, practical, professional, special knowledge etc, required to fulfil the job satisfactorily at entry level. Please include educational level normally expected or equivalent level of practical experience.</i>
<p><u>Essential</u></p> <ul style="list-style-type: none"> • Registered Mental Health Nurse Part1 with current NMC Registration • Relevant experience in specialist area. • High level of communication and interpersonal skills. • Good working knowledge of the Mental Capacity Act. • Ability to cope with and diffuse difficult and stressful situations. • Understanding of change management • Team working skills. • Commitment to evidence based practice. • Excellent organisational skills and the ability to prioritise workload. • Value people as individuals. • Car driver. • IT skills/knowledge appropriate to the role • Management/caseload management and leadership skills. • Evidence of ongoing professional development. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Previous experience in memory services. • Audit experience. • Experience in Cognitive Stimulation Therapy

Analytical and Judgemental Skills
<i>Please include analytical & judgemental skills required for the post e.g. making judgements in situations where information is either difficult to obtain / understand or medical notes/information on history is unavailable.</i>
<ul style="list-style-type: none"> • Analyse and make clinical decisions based on clinical information through detailed Nursing assessment and evaluation. • Ensure that patient care is planned and delivered to meet individual patient need • Make clinical judgements involving a range of facts and situations which require analysis or comparison of a range of options. • Respond to situations and plan short and longer term adjustments to own workload and that of the team to ensure safe delivery of care. • Respond to information gained from audit and research in area of practice to implement change where necessary to ensure best practice. • Take an active in role risk assessment, ensuring incidents and accidents are reported as per Trust policy and that appropriate risk management structures are in place. • Effectively deal with complaints from service users.

Planning and Organisational Skills
<ul style="list-style-type: none"> • In the absence of the senior nurse ensure safe staffing and skill mix within the ward/dept is adhered to i.e. efficient and safe rostering. • Support the senior nurse with the planning and implementation of audits to meet the needs of reviews, service development and improvements in specialist area of practice. • Plan care in collaboration with other health care professional, other agencies and service users.
Physical Skills (manual dexterity)
<p><i>Examples Include: hand-eye co-ordination, sensory skills, (sight, hearing, touch, taste, smell etc), dexterity, manipulation, speed and accuracy, keyboard and driving skills.</i></p> <ul style="list-style-type: none"> • Deliver clinical care which may involve a range of expertise in physical skills e.g. drug administration, manual handling, delivery of personal care, recording and interpreting vital signs, • Competence in the use of all medical devices. • Competent in the use of specialist equipment relevant to the role • Accurate IT skills required for e-mail, report writing, EMIS, presentation and use of end user software such as Careflow.

Patient/Client care:
<p><i>Please specify the level of involvement in the provision of care to patients/clients and including how responsibility is shared with others.</i></p>
<ul style="list-style-type: none"> • Contribute to the provision of individual patient care by personal participation in order to maintain skills as health care professional and provide an effective role model for the nursing and multi-disciplinary teams. • Demonstrate knowledge and skills through nursing practice of the highest standard in accordance with the NMC Code of Conduct and registration, and local and national policies and guidance. • Act as patients advocate in all matters relating to his or her care, treatment and welfare acknowledging and incorporating cultural preferences, health beliefs and behaviours. • Facilitate an environment where health promotion and informed patient choice is encouraged and developed to its maximum potential within the available resources. • Lead a team that evaluates clinical practice within the area by monitoring standards of care and ensuring that nursing practice is evidence based and audited regularly in order to provide a continually improving service in accordance with the clinical governance agenda. • Promote and maintain a culture where staff actively contribute to the clinical governance agenda. • Ensure accurate clinical records are kept in line with current NMC guidelines on records and record keeping and Trust Policies • Respond to enquiries from relatives, carers, deal with concerns, formal complaints, including PALS concerns, and actively problem solve to improve the patients experience, escalating to seniors where further support is required. • Be pro-active in risk assessment and clinical incident reporting and participate in root cause analysis where required, • Constantly promote the importance of the patient experience within the team, and actively seek the views of patients and carers in the process of evaluating and developing care delivery on the ward/dept.

Policy and Service Development:
<i>Level of involvement in the implementation of policy and contribution to the decision making process both within own department and other functions.</i>
<ul style="list-style-type: none"> • Demonstrate an understanding of an integrated approach to quality issues so that every member of the team contributes and is aware of their responsibility in this area. • Contribute to the development of the service. • Contribute to the development/implementation of new policies and guidelines within the clinical area with a specific regard to the impact on patient care. • Contribute to and work with the team to ensure that all local and national, standards guidance and targets are achieved. • Ensure that all Trust policies are adhered to by self and others. • Contribute to the development of nursing practice guidelines and care pathways within service area. • Comply with the Trust's Risk Management Strategy and Directorate/Department clinical and health and safety policies and procedures and report any incidents/accidents and near misses in accordance with the Trust policy • Maintain knowledge of local/national health policy in relation to service delivery • Demonstrate learning from compliments, complaints, concerns and patient feedback • Support the views of patients and carers in the process of evaluating care provision within the ward/dept. • Support the development and maintenance of a team culture which actively encourages empowerment thereby supporting and facilitating change. • Implement locally devised PGDs.

Financial and Physical Resources e.g. budget, stock and equipment:
<ul style="list-style-type: none"> • Knowledge of equipment and medical devices used in the clinical area and report the failure of mechanical problems of any items of equipment in line with the Medical Devices Policy • Participate with relevant staff to have effective processes in place for the ordering of stock and non-stock items • Utilise resources effectively using evidence based and best practice • Adhere to Trust Information Governance Procedures.

Human Resources
<i>Responsibilities of the job for the training and development of employees/students/trainees.</i>
<ul style="list-style-type: none"> • Maintain, update and develop own skills knowledge and competence to meet the requirements of the role, in accordance with the NMC Code and Registration requirements. • Implement/work within the Trust's HR policies and procedures. • Support the senior nurse with the provision of training, education and support to Student Nurses, Registered Nurses, Health Care Assistants and other support staff working within the team. • Comply with local induction programmes for staff new to the clinical area. • Work within a team that supports staff to promote shared leadership, mentorship education, training and clinical supervision programmes. • Participate in Annual Training Needs Analysis to identify own training requirements and reflect own identified learning needs and ensure demonstrated in practice • Ensure annual appraisal and personal development plan is in place in a timely way in line with NMC requirements and the NHS Knowledge and Skills Framework. • Ensure process of revalidation when appropriate is undertaken and evidence of this collated in anticipation of NMC requirements. • Provide education to patients and carers as appropriate to individual need • Embed the Trust vision and core behaviour's in delivering a quality service to both internal and external customers across the nursing HCA and MDT team. • Monitor and manage work performance of junior staff.

Information Resources:
<i>Level of responsibility for either paper based or computerized records and systems, responsibility for information systems both hardware and software, plus the generation and creation of information</i>
<ul style="list-style-type: none"> • Use of Medway, EMIS, Datix and any other end user software required for both clinical and non-clinical aspects of the role. • Maintain accurate record keeping and documentation within patients' records, integrated care pathways and electronic systems. • Adhere to the Trust Information Governance Procedures • Retrieve patient information from computer systems including patient results acting on them appropriately. • Complete relevant records relating to application of annual leave, study leave and travel expenses. • Ensure that all necessary information on patient activity is correctly recorded. • Manage the effective implementation, utilisation and development of information technology systems within the clinical area in order to ensure the provision of accurate clinical and statistical data.

Research and Development:
<i>Responsibility for informal or formal clinical or non-clinical R & D including audit.</i>
<ul style="list-style-type: none"> • Participate in research, audit and evidence based practice in area of practice. • Remain up to date with developments in research and evidence based practice in relation to own and associated areas. • Participate in audit and monitor standards of care against best practice in order to provide a continually improving service. • Lead the team in identifying priority areas of practice development within clinical area. • Develop audit tools to assess patient experience and satisfaction within area. • Support the evaluation/audit of nursing practices, ensuring all care is recorded in order to provide a continually improving service – supporting the clinical governance framework. • Acquire and utilise evidence to ensure best practice.

Freedom to Act
<i>Please specify the level of autonomy and accountability, the level of discretion in the role and where guidance is available from e.g. supervisor, departmental procedures / NHS Guidance/legislation.</i>
<ul style="list-style-type: none"> • Accountable for own professional practice and able to work independently and with/ without direct supervision. • Work within the Trust policy and guidelines to meet current standards • Use management and judgemental skills to analyse complex situations and formulate critical thinking and appropriate solutions. • Organise own workload and participate within the team prioritising to meet the needs of the service. • Recognise situations that may be detrimental to the safety of patients, staff and visitors bringing them to the attention of the senior nurse and /or matron and appropriate others.

Physical Effort
<i>Please describe activities, frequency and the degree of effort required</i>
<ul style="list-style-type: none"> • Continuous delivery of direct patient care in accordance with individual need including assessment and history taking • Continuous moving and handling patients in a range of aspects of clinical care for example on/off beds, examination couch, push wheelchairs and basic needs such as hygiene and toileting requirements • Frequently moving of equipment / specialist equipment including equipment for home visits.

Mental Effort
<i>Please describe the scope, circumstances and frequency of concentration & interruptions</i>
<ul style="list-style-type: none"> • Constant concentration to manage patients in a safe environment and act appropriately to changing demands. • Frequently needs to concentrate during assessment, management and delivery of direct patient care. • Frequent interruptions to working pattern when answering telephone calls. • Frequently deal with stressful situations and resolving conflict with patients, carers and staff. • Ability to monitor and react to constantly changing environment/situations and problem solve to ensure smooth running of the service, drawing on support and appropriate escalation to senior nurse and / or Matron as situations occur.

Emotional Effort
<i>Please describe the exposure, frequency and involvement in distressing or emotional situations</i>
<ul style="list-style-type: none"> • Frequently deal with situations which require empathetic management of patient/carer/staff/colleague distress and anger including the provision of unwelcome news. • Act as a patient advocate at all times. • May be required to be present and /or give sensitive, complex and distressing news to patients and relatives. • Provide support to patients/carers following serious diagnoses which may be distressing and involve complex discussion and treatment plans. • May be required to offer support to staff, patients and relatives in any unexpected untoward event. • May be required to support local resolution of patient/carer complaints which may involve conflict and challenging behaviour.

Working Conditions
<i>Please describe the type and extent of exposure to unpleasant working conditions/hazards</i>
<ul style="list-style-type: none"> • Flexible hours according to demands of the service. • Exposure to highly unpleasant working conditions for example dealing with foul odour, bodily fluids, faeces and urine. • Frequent exposure to unpredictable and physically challenging patient presentation. • Frequent exposure to VDU Screens.

CONTROL OF INFECTION

All Trust staff have a duty to provide a safe environment by considering adherence to infection prevention and control as an integral part of their roles and responsibilities. The individual roles and responsibilities for staff are outlined in the Trust's Control of Infection policy (IC 1). There should be specific discussion of control of infection within the Appraisal process and as a minimum all staff must demonstrate good hand hygiene and practice and support the Clean Your Hands Campaign.

PRIVACY & DIGNITY & RESPECT AND EQUALITY OF OPPORTUNITY

The Trust is committed to ensuring that all current and potential staff, patients and visitors are treated with dignity, fairness and respect regardless of gender, race, disability, sexual orientation, age, marital or civil partnership status, religion or belief or employment status. Staff will be supported to challenge discriminatory behaviour.

PROFESSIONAL CODE OF CONDUCT (IF APPROPRIATE)

To abide by the Code of Practice of Professional body as published by the relevant regulatory body (if appropriate).

CODE OF CONDUCT FOR SENIOR MANAGERS (IF APPROPRIATE)

To adhere to the Code of Conduct for NHS Senior Managers.

Signed:	(Job Holder)
Date:	

Signed:	(Manager/Head of Service)
Date:	

Note to Managers: - Please complete this form clearly, providing as much information as possible to candidates.

Risk Assessment Indicators for the post

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*	<input type="checkbox"/> x	<input type="checkbox"/>
2.	Manual Handling Operations	<input type="checkbox"/> x	<input type="checkbox"/>
3.	Dust, Dirt, Smells	<input type="checkbox"/> x	<input type="checkbox"/>
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)	<input type="checkbox"/>	<input type="checkbox"/> x
5.	Patient Contact	<input type="checkbox"/> x	<input type="checkbox"/>
6.	Babies/Children Contact	<input type="checkbox"/>	<input type="checkbox"/> x
7.	Food handling / Preparation	<input type="checkbox"/> x	<input type="checkbox"/>
8.	Driving	<input type="checkbox"/>	<input type="checkbox"/> x
9.	Fork Lift Truck Driving	<input type="checkbox"/>	<input type="checkbox"/> x
10.	User of Display Screen Equipment	<input type="checkbox"/> x	<input type="checkbox"/>
11.	Noise	<input type="checkbox"/> x	<input type="checkbox"/>
12.	Infestation	<input type="checkbox"/>	<input type="checkbox"/> x
13.	Blood and Body Fluids/Waste/Samples/Foul Linen	<input type="checkbox"/> x	<input type="checkbox"/>
14.	Excessive Cold	<input type="checkbox"/>	<input type="checkbox"/> x
15.	Excessive Heat	<input type="checkbox"/>	<input type="checkbox"/> x
16.	Inclement weather	<input type="checkbox"/>	<input type="checkbox"/> x
17.	Radiation	<input type="checkbox"/>	<input type="checkbox"/> x
18.	Laser Use	<input type="checkbox"/>	<input type="checkbox"/> x
19.	Working at Heights over 2 metres	<input type="checkbox"/>	<input type="checkbox"/> x
20.	Confined Spaces	<input type="checkbox"/>	<input type="checkbox"/> x
21.	Vibration i.e. Power Tools	<input type="checkbox"/>	<input type="checkbox"/> x
22.	Using machinery with moving/exposed parts	<input type="checkbox"/>	<input type="checkbox"/> x
23.	Shift work	<input type="checkbox"/> x	<input type="checkbox"/>
24.	Use of latex products	<input type="checkbox"/> x	<input type="checkbox"/>
25.	Physical violence / aggression	<input type="checkbox"/> x	<input type="checkbox"/>
26.	Any other hazards please specify	<input type="checkbox"/>	<input type="checkbox"/>
27.	Other	<input type="checkbox"/>	<input type="checkbox"/>

If any hazard is identified above please give details below.

Hazards Identified:-

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.