

Be part of a  
*community that cares*



Sussex Community  
NHS Foundation Trust



## ABOUT US

As the largest provider of community healthcare services in Sussex, our teams help people to plan for and manage changes to their health, supporting patients and their families to live more independently. We employ over 5,000 full and part time staff, and provide community services to a population of 1.3 million people.

Each year our dedicated clinicians see adult or child patients more than 2.6 million times, caring for people from their earliest moments right up to the final stages of their life.

SCFT teams deliver a range of health and care services to more than 9,000 people every day, working in care homes, clinics, intermediate care units, people's own homes, GP surgeries, schools and other community venues across the region.

Our vision is to provide **excellent care at the heart of the community** and achieving the highest level of service is our top priority.

We develop and nurture our staff and recognise that they are our greatest asset.

We give them clear career pathways, support their wellbeing, recognise and value their diversity and provide them with the leadership, skills and knowledge they need to deliver the best care for our patients now and in the future.

Jobs are available in a wide variety of services, both adult and children's, at locations across East and West Sussex.

This is what our staff had to say in our last NHS Staff Survey:



**82%**

said care is the  
Trust's top priority



**77%**

would recommend the  
care the Trust provides  
to family or friends



**70%**

would recommend the  
Trust as a place to work

## WHY WORK WITH US?

- Positive 2022 NHS Staff Survey results
- The Care Quality Commission (CQC) rates our quality of services as good with outstanding features
- Stunning locations in Sussex, surrounded by the South Downs and the coast
- A great working environment in the community, in patients' homes and our community hospitals
- Excellent training and development opportunities
- Real Living Wage Employer, with great rates of pay
- Flexible working options, including job sharing, annualised hours, career breaks, parental leave and adoption leave
- Supportive team environments
- Cost-effective and convenient workplace nurseries
- Thriving BAME, Disability and Wellbeing, LGBT+ and Religion and Belief staff networks
- Accredited Level 3 Disability Confident Leader, committed to creating inclusive workplaces

## OUR VALUES

We encourage and expect all staff to actively promote and adhere to our values in every aspect of their work.

### Compassionate care

Caring for people in ways we would want for our loved ones.

### Achieving ambitions

For patients and service users, colleagues, our teams and our organisation.

### Working together

Forging strong links with our patients, the public and our health and care partners, so we can rise to the challenges we face together.

### Delivering excellence

Our patients and partners deserve nothing less.

**Why not join an organisation that is inclusive, vibrant and celebrates success?**

## JOB DESCRIPTION

|                     |                                    |
|---------------------|------------------------------------|
| <b>Job title:</b>   | <b>Urgent Care Practitioner</b>    |
| <b>Grade:</b>       | Band 7                             |
| <b>Directorate:</b> | <b>Adult</b>                       |
| <b>Division:</b>    | <b>Crawley Urgent Care Central</b> |
| <b>Service:</b>     | <b>Adult Services</b>              |

### 1 Job Summary

- As a member of the team works co-operatively with the multi-disciplinary team, ensures the effective and safe delivery of nursing care ensuring the highest possible standards of care received by patients and their carers while in the unit.
- Works in a streaming capacity assess patients on arrival to the Unit and prioritising them according to clinical need and streaming to the appropriate service within the Unit.
- Works within agreed boundaries of practice giving support, guidance, supervision for staff nurses students and receptionists for the unit.
- Developing skills and knowledge to assess, plan and deliver care, refer to relevant speciality or outside agencies supported by the Emergency Nurse Practitioner on duty as required.
- Participates in the management of the unit as the Nurse in Charge of the shift, organising staffing and activity within the unit when operating as the designated Nurse in Charge, while ensuring safe, efficient, and effective treatment and discharge of all patients within a predefined target time of arrival to the Centre.

### 2. Communication and Working Relationships

- Liaises with Senior Emergency Nurse Practitioners and other members of the multidisciplinary team to ensure care is delivered to patient safely, effectively, and efficiently.
- Provides and receives complex and sensitive and contentious information, where persuasive reassurance and empathetic skills are required and where there are barriers to understanding.
- Assessing and prioritising patients attending the unit in a timely manner.
- Obtaining and documenting consent

- Observing and communicating with patient in the waiting area to primarily highlight any deterioration in condition.
- Liaises with other healthcare providers to ensure patients attending the UTC receive their treatment in the most appropriate place.
- Assists with the discharge process and provides written as well as verbal advice to patients, relatives and carers.
- Actively involves patients, relatives and carers in their treatment and encouraged individuals to assist in their own recovery.
- Acts as an ambassador/role model for the organisation and the Nursing Profession.
- Excellent awareness of data protection, confidentiality, and appropriate sharing of information
- Attends and contributes to staff/team meetings.
- Has acquired clinical skills in acute care settings, underpinned by theoretical knowledge and practical experience.
- Has experience in prioritising workload in high turnover situations.
- Adherence to occupational policies, protocols, procedures, and codes of professional conduct
- Is aware of National and Local policies and initiatives which impact on patients care.
- Contributes to a positive learning environment within the Unit.
- Adheres to Infection Prevention and Control policies in carrying out their duties.

### 3. Knowledge, training and experience

- Has acquired expertise in Emergency Care underpinned by theoretical knowledge and practical experience. Guided by clearly defined occupational policies, protocols, procedures, and codes of Professional conduct supported by the Senior Emergency Nurse Practitioners.
- Provides evidence based clinical advice as required to staff, carers and junior colleagues which promotes clinical practice that reduces risk to patients.
- Is aware of National and local policies and initiatives which impact on patient and nursing care e.g. The Trust's Clinical Governance and Nursing Strategies, for example Essence of Care, and is able to demonstrate their application in the unit.
- Knows how to access and direct others to Trust policies and procedures

### 4. Key Responsibilities

- Assessing patients on arrival to the Unit and prioritising them according to clinical need.
- Maintaining safety of the patients in the waiting area.

- Supporting the Senior Emergency Nurse Practitioners in maintenance of high standards of care.
- Encourages evidence based, innovative practice in the delivery of nursing care and supports others in the implementation of changes identified to improve care.
- Ensures that all medical and emergency equipment is kept in a safe condition and is ready for use when required, and that faulty equipment is reported and/or replaced as necessary.
- Helps identify training needs of other staff and communicates this information to the Senior Emergency Nurse Practitioner.
- Participates and may lead in Nursing and Clinical Audit in the unit, collecting information as required.
- Supports others in the application of local standards, policies, and philosophies which further the philosophy of patient centred, individual and evidence-based care for all patients.
- Assists with the management of resources, human, material and financial.
- To record all sickness and absence and to report appropriately.
- Participates in the Performance Development Review process.

## **5. Physical/mental/emotional effort**

- Following appropriate preparation, act as a mentor to pre-registration students. Supports associate mentors and those on the staff nurse development pathway.
- Has a responsibility in ensuring the privacy, dignity and confidentiality of patients, relatives and colleagues is respected at all times.
- Actively participates in the communication of sensitive/difficult information and subsequent support of patients, relatives, carers and colleagues as appropriate.□
- Able to apply frequent periods of concentration where the work pattern is unpredictable.
- Provides developed physical skills for performing minor surgical procedures where there is a frequent requirement for working in a restricted position for short periods of time.

## 5. Organisation chart



The post holder may have tasks or responsibilities delegated to them, appropriate to their level of competence. They may also be expected to delegate tasks or responsibilities to other staff, as appropriate.

The Delegation Policy sets out the expectation of staff regarding the safe delegation of clinical care and therapeutic interventions to unregistered practitioners and support workers.

## 6. Flexibility

This job description is intended to provide a broad outline of the role. The post holder may be required to carry out other duties commensurate with their banding and competence.

## 7. Policies and procedures

- a) The post holder is required to familiarise themselves with all Trust policies and procedures and to always comply with these.

## 8. Confidentiality and data protection

- a) The post holder must maintain the confidentiality of information about patients, staff and other health service business and meet the requirements of the Data

Protection Act (2018) and General Data Protection Regulation (2018) at all times.

- b) The post holder must comply with all Trust information and data protection policies at all times. The work of a NHS Foundation Trust is of a confidential nature and any information gained by the post holder in their role must not be communicated to other persons except where required in the recognised course of duty.

## **9. Health, safety and wellbeing**

- a) Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must always follow these in full, including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for patients, visitors and colleagues.
- b) The Trust is committed to supporting the health and wellbeing of all its employees. The post holder is required to familiarise themselves with the organisation's range of health and wellbeing support, share with their team, and report stress and ill health as early as possible.

## **10. Equality, diversity and inclusion**

- a) The Trust aims to grow inclusive teams in which you feel like you belong, we encourage a culture of learning from different points of view. We want to support you to be courageous and to overcome bias and challenge prejudice.
- b) We are a Level 3 Disability Confident Leader. We go the extra mile to make sure disabled people get a fair chance. As well as paid employment we offer work experience and apprenticeships for disabled people.

## **11. Use of technology**

- a) The Trust is making increased use of computer technology. The majority of employees (both clinical and non-clinical) should expect to use automated information systems in their work in order to improve quality and coordination of services, enable faster and more certain communication within the Trust. Necessary training will be provided.

## **12. No smoking policy**

- a) SCFT operates a no-smoking policy, in line with government legislation. This applies to all staff, visitors and patients. It is a condition of employment for staff that they do not smoke whilst on duty or in uniform or anywhere on Trust premises. This includes electronic cigarettes.

- b) Whilst we do not discriminate against employing smokers, they are expected to adhere to this policy and all prospective employees should be aware of this.

### **13. Professional registration**

- a) All employees who are required to be a member of a professional body are required to hold relevant registration and must comply with the standards and guidelines of their professional practice, education and conduct and must act at all times within the boundary of the code of conduct.

### **14. Infection prevention and control**

- a) Infection prevention and control is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control Policy and make every effort to maintain high standards of infection prevention and control at all times thereby reducing the burden of healthcare-associated infections (HCAI).

### **15. Safeguarding children, young people and vulnerable adults**

- a) SCFT is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

### **16. Quality**

- a) Excellent care at the heart of the community is our Trust vision. To make sure our care meets this high standard all staff must ensure that the three themes of quality care are provided in every encounter they have with our patients. The three themes are safe care, effective care, and patient-centred care.
- b) All staff, clinical and non-clinical, are expected to ensure that quality is a key consideration in all we do. This includes reviewing practice and being open to feedback on our performance, being open and honest, and seeking to identify, resolve, and appropriately escalate issues and risks.

## PERSON SPECIFICATION

This person specification lists the requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet or have the potential to meet the specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience, and knowledge match these requirements.

|                     |                          |
|---------------------|--------------------------|
| <b>Job title:</b>   | Urgent Care Practitioner |
| <b>Grade:</b>       | 7                        |
| <b>Directorate:</b> | Adult Services           |
| <b>Division:</b>    | Urgent Care Central      |
| <b>Service:</b>     | Adults                   |

| Criteria                                                                                                                                                  | Essential or desirable | Method of assessment |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------------------|
| Qualifications and/or professional registration                                                                                                           |                        |                      |
| Completed and obtained RN and has current live PIN on NMC or HCPC register                                                                                | E                      | A/I                  |
| Autonomous Practice/Management of Minor Injuries course                                                                                                   | E                      |                      |
| Minor Ailments Course                                                                                                                                     | D                      |                      |
| Mentor preparation                                                                                                                                        | E                      |                      |
| ILS/ALERT or ALS                                                                                                                                          | D                      |                      |
| Experience                                                                                                                                                |                        |                      |
| Minimum of 3 year’s experience within an acute/urgent care setting as a Registered Nurse, Practitioner with knowledge and skills specific to urgent care. | E                      | A/I                  |
| Experience of working with Minor Injuries/Minor ailments and more complex medical and surgical conditions.                                                | E                      |                      |
| Experience in the assessment and management of paediatrics, including the assessment and management of children with                                      |                        |                      |

| Criteria                                                                                   | Essential or desirable | Method of assessment |
|--------------------------------------------------------------------------------------------|------------------------|----------------------|
| different medical and surgical problems and traumatic injuries.                            |                        |                      |
| Experience in supervision of others, working as a shift leader, leading the team.          | E                      |                      |
| Developing skills in leadership and management.                                            | E                      |                      |
| Experience of clinical supervision and the mentorship of peers and students.               | E                      |                      |
| <b>Skills and knowledge</b>                                                                |                        |                      |
| Evidence of understanding and insight into current issues in nursing/NHS/Unscheduled Care. | E                      |                      |
| Evidence of appropriate knowledge base                                                     | E                      |                      |
| Is aware of responsibility in relation to HPCP/NMC Professional Code of Conduct            | E                      |                      |
| Excellent communication skills                                                             | E                      |                      |
| Excellent written and spoken English                                                       | E                      |                      |
| Evidence of self-development                                                               | E                      | A/I                  |
| ECG interpretation                                                                         | D                      |                      |
| Suturing skills                                                                            | D                      |                      |
| IRMER, limb assessment, x-ray interpretation.                                              | E                      |                      |
| Wound management                                                                           | E                      |                      |
| Applying Plaster of Paris casts                                                            | E                      |                      |
| Competent in administration of IV additives, Venepuncture/Cannulation                      | E                      |                      |
| <b>Other requirements</b>                                                                  |                        |                      |
| Flexibility in shift/working patterns to meet the needs of the service                     | E                      | A/I                  |

| Criteria                                                                   | Essential or desirable | Method of assessment |
|----------------------------------------------------------------------------|------------------------|----------------------|
| Is of good health and good character as per NMC requirements               | E                      |                      |
| Willing to accept additional responsibilities as delegated by senior staff | E                      |                      |

Good luck with your application!

|                    |                     |
|--------------------|---------------------|
| Author's name:     | <i>Helen Marsh</i>  |
| Version number:    | <i>NN</i>           |
| Reason for change: | <i>New template</i> |
| Date:              | <i>02.04.24</i>     |