

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Ward Sister/Charge Nurse Outpatients |
| **Reports to** | Clinical Nurse Manager |
| **Band** | 6 |
| **Department/Directorate** | Ophthalmology/ Surgical Services |

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| **JOB PURPOSE** |
| * To lead and work with the Outpatient Department teams, providing high quality care for patients and acting as a resource for the unit at The Centre of Excellence for Eyes (CEE), Nightingale, * To plan and manage the implementation of individual care programmes for patients in the Outpatient Department. * To guide, instruct and monitor junior staff, students and support staff * To practice in accordance with Professional Codes and statutory requirements * The post holder will be expected to meet objectives set out during Personal Development Reviews in line with the KSF outlines * To work flexibly within any area of the Trust as directed by the Clinical Nurse Manager/Clinical Matron to provide support according to service needs * The post holder will be expected to act as the unit coordinator in the absence of Senior Staff |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To plan and manage implantation of individual care programmes for patients in the Ophthalmology Outpatients Department at The Centre of Excellence for Eyes (CEE), Nightingale. * To guide, instruct and monitor junior staff, students and support staff. * To practice in accordance with Professional Codes and statutory requirements. * The post holder will be expected to meet objectives set out during Personal Development Reviews in line with the KSF outlines. * To work flexibly within any area of the Ophthalmology/Community as directed by the Clinical Matron to provide support according to service needs. * The post holder will be expected to act as the unit co-ordinator in the absence of senior staff. |
| **KEY WORKING RELATIONSHIPS** |
| The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.  In addition, the post holder will deal with the wider healthcare community, external organisations and the public.  This will include verbal, written and electronic media.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | Clinical Clinical Nurse Manager  Matron  Sister  Specialist Nurses  Registered Nurses  Ophthalmic Technicians  Health Care Assistants  Multidisciplinary Team Medical Staff  Allied Health Professionals  Clerical Staff | * GP’s * Independent Sector Optometry | |
| **ORGANISATIONAL CHART** |
| Lead Nurse Nightingale  ↓  Clinical Matron  ↓  Clinical Nurse Manager  ↓  Post Holder  Sister/Charge Nurse  ↓  Registered Nurses  ↓  Senior HCA/ Ophthalmic Technicians |
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| **FREEDOM TO ACT** |
| * To work within the nursing and medical teams and contribute to decisions about patient care in line with the Trust and service policy. * Be professionally accountable for all aspects of own work, including the management of patients in your care.   To work autonomously and be able to provide expert advice to patient and families in relation to patient condition and specialist treatments and services in line with the Trust and service policy. |
| **COMMUNICATION/RELATIONSHIP SKILLS**   * Provide and receive highly complex and highly sensitive information. * Communicates very sensitive, complex condition related information to patients, relatives offering empathy and reassurance. * To communicate effectively between departments and Trusts to ensure patients journey is seamless.   To work in partnership with nurses and other health professionals to address people’s health needs through planning and delivering interventions which are based on best practice and clinical judgement. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Complex facts or situations requiring analysis, interpretation, comparison of a range of options. Requires skills for assessing and interpreting specialist acute and other patient conditions and taking appropriate actions, this may include non-medical prescribing.   To monitor and review the effectiveness of interventions with the patient and colleagues and modify this to meet changing needs and established goals of care. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Plan, organise complex activities, programmes requiring formulation and adjustment. * Plan, implement and evaluate appropriate programmes of care, managing an individual caseload of patients effectively and efficiently. * To co-ordinate the management of Ophthalmology Outpatients * To work with the CNM to develop and provide a co-ordinated service to patients with the relevant diagnosis and their carer’s and to have direct clinical involvement in care in the outpatient setting.   Plan and organise day-to-day service provision. |
| **PATIENT/CLIENT CARE** |
| * Is responsible for assessment, planning implementation and evaluation of care of patients attending Ophthalmology Outpatients at CEE Nightingale. * To supervise and direct the planning and management of patients care. * Organises time, equipment and staff to deliver patient care. * Gives skilled support to medical staff and other members of the multidisciplinary team. * Administers drugs and treatments as prescribed in accordance with the Trust policies and their professional codes and standards. * Actively promote effective communication within Departments and multidisciplinary team. * Participates in audits of patient care. * To respect and value the diversity of our patients, their relatives, carers and staff by committing to address needs and expectations of the diverse communities we serve to provide high quality care, and strive to make best use of talents and experience from our workforce. * Recognises situations that may be detrimental to health and well-being of the individual and institutes preventative measures. * To be a flexible member of the team working in all areas of the department as and when required covering the units opening hours with the addition of working in outlying areas. |
| **POLICY/SERVICE DEVELOPMENT** |
| * To contribute to the implantation of improvements of working methods and practices. * To identify and act on any risk that could affect the safety of patients, carers or staff. * To comply and work in accordance with Trust policies and Theatre Standards of care. * To report all accidents and incidents promptly in accordance with Health and Safety Policy. * To adhere to Trust Policies with regard to Clinical Governance and share responsibility with their line manager for the completion of staff PDR’s (Lower Bands) * To implement improvements and changes within the directorate and Trust. * To assist in establishing appropriate systems within the department for monitoring quality standards, facilitate audits of service and risk assessments and act on them accordingly. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * To contribute in monitoring and controlling the use of resources within the budgetary limits. * To develop financial awareness within the team so that individual staff contribute to the efficient use of resources. * To contribute to the analysis of staffing requirements against work load activity. * To participate in and contribute to changes and improvements within the Directorate and Trust. * To work with the relevant system to establish and maintain stock levels. * To work with company representatives and the procurement team to ensure best value for stock items. |
| **HUMAN RESOURCES** |
| * To provide clear instructions and accurate information to students and support workers, taking care to monitor and evaluate their work to ensure standards are maintained and care programmes are implemented effectively. * To contribute to the supervision, development and coaching of individual staff so that they function effectively within the roles and responsibilities in accordance with Trust Policy. * Liaise within the unit over alterations to operating lists. * To develop own management skills and competence. * To co-ordinate the unit when required. * To provide instruction and information to the team and individuals. * To assist with monitoring staff performance against objectives set with them. * To assist with the assessment of skills and competencies of staff. |
| **INFORMATION RESOURCES** |
| * To assist with the collection, recording and storage of information. * To promote evidence-based practice through the process of clinical audit and research within a multi professional framework to ensure that clinical care is both effective and appropriate. * To contribute to the analysis and use of relevant information in decision making, problem solving and care management. |
| **RESEARCH AND DEVELOPMENT** |
| To assist with leading change in clinical practice and standard setting and carrying out clinical audit. |
| **PHYSICAL SKILLS** |
| Ability to move trolleys, patients and other necessary equipment will be required. |
| **PHYSICAL EFFORT** |
| The job requires moderate physical effort e.g., sitting, standing, lifting, pulling, pushing, manoeuvring, using mechanical aids on a daily basis. |
| **MENTAL EFFORT** |
| * Ability to carry a caseload of clients and formulate effective treatment programmes to cure or alleviate symptoms. * Actively participate in strategic service planning and development.   The post holder will require resilience to deliver nursing care in at time, stressful and emotional demanding environments. Requirement to regularly concentrate to deliver and manage varied priorities and demands of liaising with a wide range of people. |
| **EMOTIONAL EFFORT** |
| * The post holder will respond to concerns and questions from a wide range of people who may be anxious and distressed relating to their condition and treatment. |
| **WORKING CONDITIONS** |
| |  | | --- | |  | | * Occasional working with hazardous substances (cytotoxic drugs, bodily waste and fluids) when in clinical setting. * Occasional aggressive behaviour when dealing with face to face complaints. * Regular use of VDU. | |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **APPLICABLE TO MANAGERS ONLY** |
| Leading the team effectively and supporting their wellbeing by:   * Championing health and wellbeing. * Encouraging and support staff engagement in delivery of the service. * Encouraging staff to comment on development and delivery of the service. * Ensuring during 1:1’s / supervision with employees you always check how they are. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles. |

PERSON SPECIFICATION

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| **Job Title** | Outpatient Sister/Team Leader |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Registered General Nurse  Relevant post registration Degree or working towards qualification  Ophthalmology qualification/experience  HEA 269/270 or equivalent mentorship experience | E | D  D  D |
| **KNOWLEDGE/SKILLS**     |  | | --- | | **KNOWLEDGE/SKILLS**  Able to work within NMC Code of Conduct.  Full understanding of the role and its limitations as stated in the job description.  Supervisory/Leadership Skills.  Effective written and verbal communication skills.  Ability to use evidence-based practice.  Ability to handle a fast throughput of work whilst maintaining high standards of individualised care.  Knowledge of budgetary control issues.  Flexibility to work across the unit. | | E  E  E  E  E  E  E | D |
| **EXPERIENCE**  Demonstrable experience of leadership and management of a clinical team.  Evidence of leading change in clinical practice.  Experience of standard setting and audit. | E  E | D |
| **PERSONAL ATTRIBUTES**  Insight into effective team work and work constructively in a multi-disciplinary team.  Contributes to own personal development and service improvement.  Positive approach to change.  An understanding of Trust and relevant NHS issues.  Reliable and good attendance record.  Enthusiastic and motivated. | E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  Ability to move trolleys, patients, necessary equipment.  Adaptable to changing needs of the service.  Flexible and adaptable to shift patters to working environment.  Willingness to undertake skills training related to the post.  Shows evidence of on-going professional development.  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required. | E  E  E  E  E  E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | Y |  |  |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  |  |  |  |
| Laboratory specimens | Y |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | Y |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  |  |
| Heavy manual handling (>10kg) | Y |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | Y |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  |  |  |
| Mental Effort | Y |  |  |  |  |
| Emotional Effort | Y |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  |  |  |