

## JOB DESCRIPTION

### JOB DETAILS

Job Title	Support Nurse (Generic Acute)
Reports to	Urology CNS Team Lead
Band	Band 5
Department/Directorate	Urology CNS Team/ Directorate of surgery

### JOB PURPOSE

To work with the specialist nursing team and medical teams to provide expert advice and support for speciality patients within the trust.

To develop and sustain partnership working with individual groups, communities and agencies.

Facilitate the planning and delivery of care programmes to address patient needs and develop/improve the service.

### KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

To be a member of and actively participate in, and work within the guidelines of the relevant MDT, as a key worker.

To co-ordinate the care throughout the patient's pathway whilst under the care of the MDT, from diagnosis through treatment and follow-up care

To provide appropriate written information for patients, relatives and hospital staff covering relevant condition, its treatment.

To provide psychological, social and cultural support to patients diagnosed with relevant speciality diagnosis.

The **support Nurse** will be based in the **acute** hospital.

The post holder will fulfil all tasks and work as part of a specialist team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager.

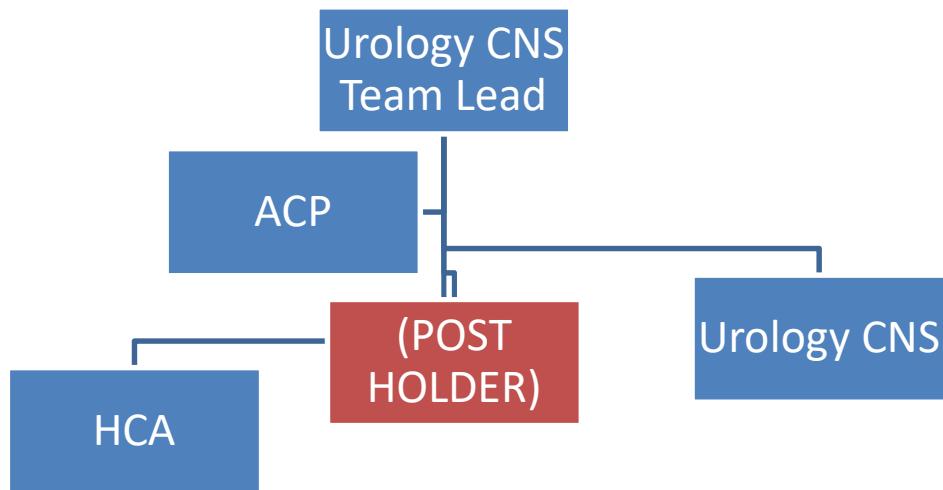
### KEY WORKING RELATIONSHIPS

*Urology Multi Disciplinary Team  
Urology Cancer MDT Co-ordinator  
Secretaries  
GP's, District Nurses, Practice Nurses  
Hospice Staff  
Hospital Palliative Care Team  
Regional Urological Nursing Group  
Urological Cancer specialist staff at cancer centres  
Peninsula Network Site Specific Group for Urological Cancer*

*Patients and Relatives  
Lead Cancer Nurse  
Senior Nurse surgery  
Nursing Staff on Acute wards  
Research Nurses  
Allied Health Professionals  
Bladder and Bowel care service  
Director of nursing  
Company reps*

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.

### ORGANISATIONAL CHART



### FREEDOM TO ACT

The post holder will occasionally work autonomously within the nursing and medical teams and contribute to decisions about patient care in line with the Trust and service policy and within your own professional capability.

Be professionally accountable for all aspects of own work, including the management of patients in your care and to escalate concerns to manager.

### 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

Assess patients who have physical, mental health and social needs, at times with complex needs.

Undertake risk assessment, using clinical judgement and provide accurate feedback to the team as necessary.

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 patients care.

Plan, organise and prioritise own workload and guide the workload of support workers as appropriate.

Exercise good personal time management, punctuality and consistent reliable attendance.

Co-ordinate patient appointments and support Clinical Nurse Specialists.

To receive direct referrals within the speciality and to provide expert assessment of patient's needs

To work with the NS to develop and provide a co-ordinated specialist service to patients with the relevant specialist diagnosis and their carers and to have direct clinical involvement in delivering care in both the outpatient and inpatient setting

### **PATIENT/CLIENT CARE**

To support patients in meeting their own health and wellbeing through providing information, advice and support

To assess patients and their complex needs and those of their families and plan, implement and evaluate appropriate programmes of care – this will include communicating highly sensitive information about diagnosis, treatment options and issues surrounding terminal illness and bereavement.

To provide emotional, psychological and practical support to the patient and their family/carer throughout their pathway and to facilitate communication between patients, families and professionals

To recognise ethical dilemmas relating to care and act as the patient/relative's advocate when required and under the support of the NS.

To support the development of care pathways for patients with relevant specialist conditions

### **POLICY/SERVICE DEVELOPMENT**

To supervise/instruct unqualified members of the nursing team as appropriate

To act as a resource to others in developing and improving specialist knowledge and skills in clinical practice, through acting as an assessor, teacher and facilitator

To work with the NS and CNS to develop evidence-based standards, policies and guidelines at a local network and national level to improve the practice of own and other professions.

To participate in developing a shared vision of the service and work with the multi-disciplinary team, organisation and external agencies to achieve this

To use effective prioritisation, problem solving and delegation skills to manage time effectively

To establish networks with other specialists at a local, national and international level, to exchange and enhance knowledge and expertise

To maintain a peer network of support, information and learning with other nurse specialists within the organisation

### **FINANCIAL/PHYSICAL RESOURCES**

The post holder has a personal duty of care in relation to equipment and resources.

The post holder will work within a defined day to day operational budget under the supervision of the NS and CNS. Ensuring that any projects undertaken are established and managed in a financially responsible manner.

### **HUMAN RESOURCES**

To promote a learning environment through identifying opportunities and seeking resources required for own and others learning.

To reflect on own practice through clinical supervision/mentorship and to act as a clinical supervisor/mentor to others on an ad-hoc basis.

To act as a specialist resource to advice and support healthcare professionals and others involved in the delivery of care to patients, their families and carers

### **INFORMATION RESOURCES**

To document all patient contacts and maintain patients records as per Trust Documentation Policy.

To be involved in the Audit Programme relevant to the service

The post holder will use a wide range of computer systems e.g. word, excel and PowerPoint to create reports, documents and presentations

### **RESEARCH AND DEVELOPMENT**

To maintain own awareness of relevant research evidence related to the speciality and work with others in applying this to practice

To identify areas of potential research relating to the speciality and to participate in national and local relevant research activities on a regular basis and to provide feedback to NS and CNS.

To participate in local and national research and audit projects and service evaluation as requested in order to improve standards of patient care.

### **PHYSICAL SKILLS**

High degree of competence and dexterity in practical nursing skills, providing a supporting role with Assessments, administering intravenous and oral medication, cannulation, and taking blood or willing to work towards.

### **PHYSICAL EFFORT**

High degree of competence and dexterity in practical nursing skills, providing a supporting role.

The role will have a combination of sitting, standing and walking with occasional moderate effort for several short periods along with sitting at a VDU for long periods of time.

### **MENTAL EFFORT**

The work pattern is unpredictable and subject to frequent interruption.

Ability to support the NS and CNS with a caseload of clients and formulate effective treatment programmes to cure or alleviate symptoms

The post holder will require resilience to deliver specialist nursing care in at times, 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**

Work with patients/service users and carers who have a poor/life limiting prognosis, including the communication of distressing news on a day to day basis

Work with patients in the aftermath of bad news.

Work with patients with mental health problems or occasional challenging behaviour.

Talk to relatives following a death.

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.

Ability to adapt to an unpredictable workload.

Frequent exposure to distressing or emotional circumstances

### **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 (DSE) if appropriate to role.

**APPLICABLE TO MANAGERS ONLY**

Participate in the planning, implementation and conduct of Nurse-Led Clinics within the Urological field.

Counsel clients (& their families) suffering with distressing and/or embarrassing conditions e.g. incontinence, malignant disease, terminal illness and sexual dysfunction.

Plan, implement and monitor the care and treatment programs for the patients in the care of the Urological Nursing Service.

Provide specialist help and advice to patients and colleagues in the Hospital and Community settings on a variety of matters concerning Urological Nursing.

To perform specialised clinical skills such as TWOC clinics, ISC teaching, catheter education, assisting with diagnostic tests: Urodynamic investigation, Flexible cystoscopy and adjuvant treatments and prostate biopsies.

Demonstrate specific Urological procedures and skills for the training and education of colleagues and patients and/or their carers.

Provide treatment for patients needing intravesical chemotherapy and other bladder instillations.

Understand the requirements of the CoSHH regulations in use, safety and disposal of hazardous substances such as cytotoxins and live vaccines.

Communicate effectively by both verbal & written means to the MDT, other partner Departments plus local agencies involved in Urological patients' care & treatment.

Record all activity on a variety of databases, and relay such information to the Multi-Disciplinary Team and other agencies as appropriate.

Utilise appropriate information technology to provide relevant data for the support of current research projects and audit.

Provide continuity of service and maintain standards of practice during periods of adjustment within the service.

Act in accordance with the NMC Code of Professional Conduct.

Be aware of and work within the policies and procedures adopted by Royal Devon University Healthcare NHS Trust - Northern.

**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

<b>Job Title</b>	Support Nurse
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<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
Registered Nurse	E	
Degree in relevant discipline working towards		D
Competent in venepuncture and cannulation or willing to work towards	E	
<b>KNOWLEDGE/SKILLS</b>		
Demonstrable nursing experience in the acute setting.	E	
Demonstrable experience in care of patients with relevant Diagnosis.	E	
Ability to represent the department at internal meetings	E	
<b>EXPERIENCE</b>		
Counselling skills		D
IT competence in the usual applications – database, spread sheet and presentation software etc	E	
Experience in presentations and public speaking or willing to develop these skills		D
<b>PERSONAL ATTRIBUTES</b>		
Good interpersonal skills,	E	
Good communication skills,	E	
Ability to be empathetic,	E	
Ability to handle difficult or emotional situations,	E	
Excellent organisational skills	E	
Motivation	E	
Ability to adapt and change to meet the needs of the service	E	
Able to work as a team member	E	
<b>OTHER REQUIREMENTS</b>		

The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required	E	

WORKING CONDITIONS/HAZARDS	FREQUENCY			
	(Rare/ Occasional/ Moderate/ Frequent)			
	R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>				
Laboratory specimens	Y		X	
Contact with patients	Y			X
Exposure Prone Procedures	N			
Blood/body fluids	Y		X	
Laboratory specimens	Y		X	
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>				
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)	N			
Animals	N			
Cytotoxic drugs	Y		X	
<b>Risks requiring Other Health Surveillance</b>				
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			
<b>Other General Hazards/ Risks</b>				
VDU use ( > 1 hour daily)	Y			X
Heavy manual handling (>10kg)	Y		X	
Driving	N			
Food handling	N			
Night working	N			
Electrical work	N			
Physical Effort	Y			X
Mental Effort	Y			X
Emotional Effort	Y			X
Working in isolation	Y			
Challenging behaviour	Y		X	