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| **Job Title:** | **Deputy Outpatient Lead** |
| **Band:** | **Band 6** |
| **Responsible To:** | **Outpatient Lead – Northern Services** |
| **Accountable To:** | **Head of Outpatients – Northern Services** |
| **Section/Department/Directorate:** | **Outpatients Department, Surgery Division – Northern** |

**Job Purpose:**

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| * To provide professional and clinical leadership to the nursing teams within Outpatients supporting the Outpatient Lead. * To delegate responsibility for the department and the clinics for each given shift. * To support the development of systems to ensure that quality standards are set, and met in line with the Trust’s/Directorate’s clinical governance framework. * To encourage and support the personal and professional development of staff. * The post holder is expected to carry out all relevant forms of care and procedures, for which they are competent to practice, without direct supervision. * The post holder will demonstrate continuing professional development that reflects individual needs, the needs of the team and the needs of the organisation. | |
| **Context:** |
| The Deputy Outpatient Leadwill be based in the acute hospital.  The post holder will fulfil all tasks and work as part of a 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.  Have knowledge of departments budgets and support Outpatient Lead to work within these.   |  | | --- | | **Key Working Relationships:**   * Professional leadership of Outpatient and Phlebotomy and Dental Nurses supporting the Outpatients Lead.   The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media. | |
| **Organisational Chart:** |
| **Communication and Relationship Skills**   * Contribute to the development of an effective communication system within the service and with all disciplines of staff, patients and their carers. * Respond to complaints and suggestions to effect improvements within the service supporting the Outpatient Lead. * Establish an environment which supports patients and carers as partners in the planning, delivery and evaluation of their care. * To support regular department meetings in an atmosphere which encourages staff to put forward information and suggestions for improvement. * To attend and actively participate in HODS, Specialty Team and Directorate meetings as requested by the Outpatient Lead   **Analytical and Judgement Skills**   * To be highly visible and accessible in clinical areas to facilitate communication with staff and patients, observe clinical practice and ensure environmental standards are maintained. * Participate in audit and produce action plans where appropriate to improve identified areas of practice. * Promote and support innovative practice and ensure relevant research findings are incorporated into practice. * To be aware of new nursing and administrative policies, procedures, guidelines and standards. To action as appropriate and evaluate the outcome. * Promote and support the provision of clinical supervision. * To ensure that all clinical and legal documents are both accurate and legible and that staff understand their relevance and the confidentiality of their nature. * To fully liaise with the multi-disciplinary team and identify the clinical risks. An action plan to control the clinical risks should be jointly developed with the senior team. To monitor and follow-up incident reports ensuring any necessary action is taken. * Ensure compliance with Health & Safety Policies.   **Planning and Organisational Skills**   * To establish a sound working environment in which patients receive a high standard of care. * Manage any devolved budgetary responsibilities within the Trust’s Standing Financial Instructions (SFIs). Keeping within agreed financial limits for the following resources: a) Manpower b) Supplies. Take prompt corrective action in response to actual or potential deviations from plans as directed by the Outpatient Lead. * Ensure patients have timely and reliable information. * Ensure staff work within current policies and guidelines consistent with the requirements of statutory bodies and the Trust. * Ensure that effective duty rotas are maintained and oversee the booking of bank/agency nursing staff with regard to workload. * To participate in the selection and recruitment of staff, reviewing on a regular basis the skill mix of the departments supporting the Outpatient Lead. * To ensure all newly appointed staff undertake full induction to the service   **Physical Skills**  To be able to participate in all clinics and have knowledge of the manual handling policy and process in the outpatient department.  **Responsibility for Patient and Client Care**  It is the aim of the Trust to provide patients and clients with the best possible care and service. In order to meet this aim all of our staff are required, at all times, to put the patient or client first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects of their particular post and service, full training will be given.  This outline role specification is intended as a preliminary description of the postholders duties and responsibilities and it is envisaged that it may be revised by the successful applicant, the Director of Operations and/or the Chief Executive, to reflect any specific requirements of the particular department concerned. The job description should also be read in conjunction with department’s specific appendices attached and person profile.  **Responsibility for Policy and Service Development**   * To create and develop a dynamic learning environment for all grades of staff to ensure that patient care is delivered by a competent and appropriately trained workforce. * To assist in the development of the training strategy on an annual basis with the Healthcare Records and Outpatients Manager and the Senior Nurse – Clinical & Support Services. * To ensure all nursing staff attend all mandatory training on an annual basis. * To allow development of all nursing staff in aspects of information technology to enable them to use the relevant systems, e.g. PAS, Internet, Electronic Patient Record.   **Responsibility for Financial and Physical Resources**  To undertake the Nursing Staff rota and manage all leave etc., To be an authorised signatory for buying of equipment and first level sign off of e-rosters  **Responsibility for Human Resources**   * To participate in regular development reviews with staff with development of Personal Learning Plans * To support the co-ordination the training and development needs of staff to ensure the team is equipped to fulfil the needs of the service and that individuals have equitable access to development opportunities. * To provide and arrange for formal and informal training to enable all nursing staff to perform their job role as directed by the Outpatient Lead   **Responsibility for Information Resources**  To keep all staff personal records up to date in relation to sickness, special leave and annual leave.  Ensure all patients records are being recorded in following the trusts policies  **Responsibility for Research and Development**  To support audits within the department as directed by the Outpatients Lead  Participate in audit and produce action plans where appropriate to improve identified areas of practice.  **Decision Making**  To make decisions with the support of the Outpatient Lead and in their absence make the decisions following all of the Trusts policies and procedures. To support the team to work in the best way for the patient care.  **Physical Effort**  Occasional light, moderate effort. Constant standing/walking  **Mental Effort**  Explains issues to patients/carers  Regularly multi-tasks in a constantly changing environment to maintain required standards of care through the effective supervision of junior staff  **Emotional Effort**  Provides emotional support to multi-disciplinary team, patients and carers.  Provides leadership and support to junior members of the team.  Resilient and calm under pressure.  Ability to deal with patients, carers, families or staff who may be distressed, upset or angry  **Working Conditions**  Occasional exposure to bodily fluids and smells |

**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

**PERSON SPECIFICATION**

**POST: Deputy Outpatient Lead**

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| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low – 10 High) |
| QUALIFICATIONS/SPECIAL TRAINING :  Registered Nurse **or** Equivalent e.g. OPD  Previous experience working in and/or supervising a large clinical team  Broad clinical knowledge and experience within an outpatient or NHS setting  Willingness to attend further training in relation to the role | E  E  E  E | Application Form/Interview/Reference/ |  |  |
| KNOWLEDGE/SKILLS:  Previous leadership or willingness to gain qualifications in leadership  Evidence of changing practice in a clinical setting  Excellent Communication Skills  Supporting new staff to the department  PHYSICAL SKILLS/EFFORT  Constant standing/walking  Assists patients with walking/sitting and other activities of daily living as required  Ability to undertake manual handling and movement tasks  Manual Handling and use of equipment  Excellent organisational/time management skills  Manual dexterity e.g. venepuncture knowledge and skills and plastic surgery skills and knowledge. | E  E  E  E  E  E | Application Form/Interview/Reference/ |  |  |
| EXPERIENCE:  Can demonstrate a specific interest in area of work  Willingness to gain managerial qualification within 18 months | E  E | Application Form/Interview/Reference/ |  |  |
| PERSONAL REQUIREMENTS:  Excellent ability to organise and think clearly under pressure  Provide leadership and support to the junior members of the team  To provide emotional support to colleagues, patients and carers.  Ability to deal with the emotional aspects of the post e.g. Terminal illness and trauma.  To support the training of new staff to a required level to be able to support any clinic individually. | E  E  E  E  E | Application Form/Interview/Reference/ |  |  |
| OTHER REQUIREMENTS:  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 | Interview  Interview |  |  |

\*Essential/Desirable

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| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids | X | Dusty Environment |  | VDU Use | X |
| Radiation |  | Challenging Behaviour | X | Manual Handling | X |
| Solvents |  | Driving |  | Noise | X |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |