

JOB DESCRIPTION

JOB DETAILS	
Job Title	Deputy Lead Nurse (Outpatients)
Reports to	Lead Nurse
Band	Band 6
Department/Directorate	Outpatients – Northern Services

JOB PURPOSE
<p>The overall job purpose is to deputise for the Lead Nurse and assist with the day to day responsibility of running the outpatient service and supervise the Nursing team and deliver evidence-based care as part of their role to the wider multidisciplinary team.</p> <p>The Deputy Lead Nurse shall regularly review the clinical records of patients under their sphere of responsibility, to evaluate the effectiveness of the standard of care planning and delivery, and to use the results to work with the team to improve patient flow & outcomes. Within their role they will be responsible for providing feedback on good and poor practice to team members ensuring effective role modelling and mentorship to the team.</p> <p>The Deputy Lead Nurse plays a proactive and pivotal role in quality and service improvement, working closely with the multi-disciplinary team, assists in the auditing of clinical standards of care within their clinical area and scope of practice. This includes ensuring a good working environment in which all patients receive a high standard of clinical care.</p> <p>The Deputy Lead Nurse is responsible for leading by example, using best practice to support the outpatient service. The Deputy Lead Nurse works with the Lead Nurse to identify and deliver any training and development required that will enhance patient outcomes, safety, and quality of care. To provide clinical advice and education and Nursing development within the department, within a clinical Governance Framework.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>Leadership</p> <ul style="list-style-type: none"> As clinical deputy team leader and expert practitioner, liaise, guide and advise the multi-disciplinary team in the provision of optimum patient care Ensure that all local processes are responsive to the changing needs of patients and their carers recognising the importance of privacy, dignity and diversity. On a daily basis lead by example demonstrating expert knowledge and skills, modelling best practice Deliver effective and supportive appraisals of nursing staff, in line with the Trust Valuing You initiative Assist on specified and agreed directorate and Trust wide Nursing Development Projects Lead on specific outpatient competencies for nursing staff ensuring these are maintained and any issues identified are addressed promptly Conduct achievement reviews as a means of facilitating those for whom s/he has line-management responsibility including the healthcare assistants Deliver training and development as required to staff from a variety of professional backgrounds, including students Be responsible for the day-to-day operational delivery of nursing care within outpatients Work as part of the multi-disciplinary team to foster a positive culture of continuing professional development and practice development Identify and confront any behaviours in others that are not representative of the Trust Values taking remedial actions where necessary Lead with compassion and integrity ensuring fairness and an open culture of safety and respect

Based on JM0726 Deputy Lead Nurse (Radiology), matched 11/04/2024, consistency checked 15/04/2024

- To demonstrate an analytical and enquiring approach to work, effective planning, and organisational skills
- To work effectively as part of a team, and be self-motivated and use initiative
- Is responsible for supporting the development of Nurses within the team and for overseeing their clinical practice

Clinical and Professional

The deputy lead Nurse must be able to create an environment of continuous quality improvement and professional development, ensuring that the delivery of care is regularly reviewed and that the service developments are implemented when necessary

- Demonstrates experience in the use of appropriate strategies and opportunities to share knowledge on prevention and control of infection
- Provide highly specialist clinical advice and proven expertise to ensure that the best practice is promoted and delivered in order to reduce the risk to patients, and that the safety of the patient journey is maximised
- Work with the Lead Nurse to develop training programmes which ensure continual professional development.
- Demonstrates expert knowledge of contemporary clinical practice and explores new ideas and introduces positive, evidence-based change in line with local and national initiatives, e.g. NSF, Essence of Care etc
- Negotiates or adapts patient care to provide solutions to complex and unusual problems, e.g. infection control outbreak and bed management
- Ensures that patient focused values are fully considered in any service change or development
- Undertake imaging nursing procedures in the delivery of patient care pre, during and post procedure, including recovering patients post anaesthesia and sedation
- Maintain accurate clinical observations of the patient and act accordingly
- Have responsibility for the correct administration and custody of medicines according to Trust policy, including the administration of IV medication
- Act as the patient's advocate
- Ensure compliance with the local delivery of infection control practice as defined by National recommendations and local policies.
- Create an environment that is fit for purpose in delivering safe and effective patient care and is responsive to the needs of patients and their carers recognising the importance of individual privacy and dignity
- Ensure any concerns identified regarding safe delivery of care are raised with appropriate senior team
- Be responsible for the investigation of clinical incidents, identification and implementation of improvements

Department and Staff Organisation

- Is responsible for ensuring nursing staffing levels are appropriate to the safe delivery of service
- Ensure processes are in place to ensure that effective communication processes are established with all disciplines, patients and relatives, that meets individual needs
- Actively seek patient / carer feedback and ensure this is fed back to team members.
- Assist with leading team meetings, record attendance, feedback & outcomes and actively involve members of the team to contribute with innovative ideas on how the planning and organisation of work can improve the patient's journey
- Participate in Trust rostering systems e.g. eRoster for effective use of staff, identifying staff shortages and excesses and liaising with colleagues for the effective use of staff
- Be responsible on a daily basis for making optimum use of the departmental skill mix
- Contribute to the recruitment selection of the team in line with Trust policies as part of the retention strategy ensuring that the workforce is fit for purpose
- Be responsible for the day to day management and allocation of junior nursing staff promoting a culture of positive discipline. This includes supporting individual staff members' personal and

professional development needs within the formal appraisal / IPR process, agreeing and setting appropriate time bound action points to encourage development

- Be responsible for adhering to relevant HR policies
- Assist with monitoring of sickness and absence of team members within their work area and reporting trends as appropriate
- Support and keep the team involved and motivated in service improvement initiatives utilising suggestions from the team
- Work in collaboration with facilities staff to ensure high standards of environmental cleanliness – this includes the maintenance of effective cleaning of equipment
- To be an up to date Assessor for the Department and attend yearly updates

Risk & Governance

As Deputy Lead Nurse promote, monitor and maintain best practice for health, safety and security.

This responsibility includes:

- Being aware of and promoting adherence to agreed policies to maximise safety within the work environment
- To assist with the monitoring and adherence to the decontamination policy
- Identifying within his/her work area, any risk that could affect the safety of patients, public and staff members
- Offering team members appropriate channels to feedback any concerns they may have over health, safety and security
- Facilitating attendance at essential training ensuring 100% compliance
- Ensuring all staff are aware and comply with timely incident reporting in line with the Trust policy
- As part of his/her daily leadership role, identifying persistent risk issues, and addressing these with team members to reduce / remove the risk, ensuring that any concerns are passed on to the Lead Nurse within an appropriate time span.
- To participate in departmental audit and actively contribute towards remedial action plans
- To act in the absence of the Lead Nurse and be an active member of & contribute to the Outpatient Governance Group and Senior Staff meetings.

Patient and Staff Involvement

- Attempt to resolve concerns and complaints at department level in partnership with patients, carers and their family and other healthcare professionals
- Be aware of potential areas for discrimination in the workplace and take positive action
- Use PALS and Complaints feedback to review practice within own area
- Support the team in understanding principles of equality and diversity and ensure team employ a culture of fairness
- Develop systems that focus on equality and diversity within their ward area, and continually strive to provide best practice in partnership working, user involvement, sharing best practice, significant event audits and open reflective feedback
- To understand the Datix process.

Service Improvement

- Encourage the team to develop constructive suggestions for service improvement ensuring that the departmental leadership team is aware of any impact that such initiatives may have on patient care provision
- Involve the team in benchmarking exercises and encourage feedback from patients and their families during their departmental stay on the standard of care that they have received

R&D, Education and Training

Has responsibility for developing clinical skills of their team including

- Taking part in regular performance review
- Providing day-to-day support to enhance role of link nurses identified to support mandatory training e.g. manual handling, infection control etc

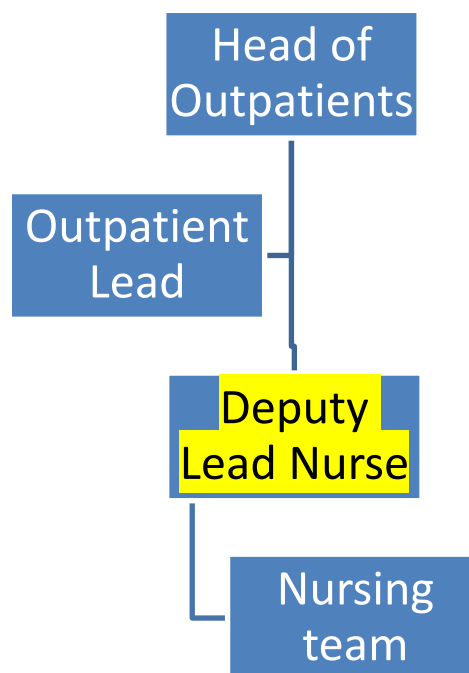
- Acting as role model / resource to team members within their remit
- Taking responsibility for developing on-job learning opportunities including
 - reflective practice
 - shadowing
 - professional supervision
 - coaching/mentoring others
- Seeking development opportunities for their team outside their workplace including
 - networking
 - private study
 - distance learning
 - action learning sets
- Being aware of, supporting and developing team members with regard to legislation, policies and procedures
- Encouraging staff to participate in and help facilitate Clinical Supervision sessions for team members
- Being aware of the correct process for study leave as per Trust Policy
- Identifying issues that are restricting the staff's opportunities to develop effectively and communicate these to the Lead Nurse
- Being proactive in seeking alternative ways of development when resource issues restrict learning

KEY WORKING RELATIONSHIPS

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • • Clinical nurse specialist • Lead nurse • Consultants • All other nurse team members • Associated clinical teams Admin teams 	<ul style="list-style-type: none"> • GPs • Community clinicians • Multidisciplinary staff from other NHS Trusts • Patients/Carers and Families • Sodexo • Other Trusts • Other Community Teams

ORGANISATIONAL CHART



FREEDOM TO ACT

- Post-holder acts independently within The Code; professional standards of practice and behaviour for Nurses and Midwives. Nursing and Midwifery Council (NMC) and safely with their Scope of Practice.
- The post holder will work autonomously to ensure the safe nursing staffing and delivery of patient care in radiology
- The post holder is the Deputy Lead Nurse for outpatients and will be responsible to the Lead Nurse and Senior Leadership Team
- Organises own workload and that of others on a day to day basis, makes appropriate decisions within scope of responsibility/expertise to maintain and improve services.
- Collaborate with the radiology Lead Nurse to assist in decision making for the delivery of service.

COMMUNICATION/RELATIONSHIP SKILLS

- This role requires excellent communication skills, verbal, written and use of IT.
- Exchange information with patients/clients requiring support, tact and reassurance.
- Form professional relationships with patients/clients and communicate and cooperates with them in a way that respects their views, autonomy and culture.
- Constructively manage barriers to effective communication and works cooperatively with patients and team members.
- Instruct and guide individual patients undergoing interventional/nursing procedures and activities.
- Effective handover of ongoing patient care to appropriate staff, giving advice re post procedure monitoring and care
- Understand the implications of the Mental Capacity Act and acts to assess capacity as appropriate.
- Understand the safeguarding of adult's and children's and act within the guidance of the policy to keep adults within their care safe.

- Able to keep accurate contemporaneous documentation using and supporting the organisation's documentation.
- Report effectively to the relevant team on patients' progress.
- Communicate with other staff and agencies as appropriate in written and oral format to report on patient progress.
- Attend meetings and feedback relevant information.
- Assist in obtaining valid patient consent and work within a legal framework with patients who lack capacity to consent to treatment.
- To provide patients with an explanation of their Interventional procedure prior to commencing the examination.
- To communicate effectively, empathically and persuasively with patients in order to facilitate accurate positioning of patients for interventional procedures. This will include dealing with patients (and their relatives or carers) who may have communication difficulties e.g. deafness or who speak a foreign language.
- Frequently required to provide and receive complex and sensitive patient information for diagnostic, cancer and end of life patients.

ANALYTICAL/JUDGEMENTAL SKILLS

- Frequently required to manage complex situations by analysing interpreting and planning the care and outcome for a range of specialities.
- Undertake risk assessments providing accurate feedback to the team as necessary e.g. in relation to lone working.
- To use all equipment in accordance with manufacturer's instructions, recognising and reporting faults

PLANNING/ORGANISATIONAL SKILLS

The post holder will be expected to:

- Direct and manage staff to ensure the department is working effectively at all times by contributing towards good control of workflow and maximising the use of all available facilities
- Organise staff rotas and ensure effective skill mix for procedures
- Manage the day to day planning, implementing and evaluating individual patients care pathway
- Prioritise own tasks under the appropriate delegation of the lead nurse
- Liaise with other providers regarding care provision

PATIENT/CLIENT CARE

- Always work within clearly defined accountability framework.
- Demonstrate clinical competence developed through continual professional development and reflective practice.

Responsible for the assessment and planning of care needs and development of programmes of care, including implementation and evaluation, to ensure that high quality evidence based care is delivered

- Recognise and appropriately address risk factors to patients/clients and carers within their healthcare setting and feedback appropriately to the lead nurse.
- Report any incidents, untoward incidents, complaints and near misses to self, patients or carers to the appropriate professional within the stated timescales and record these on Datix.
- Ensure that the department's identification policy and pregnancy policy is adhered to and that all patients are correctly identified prior to undergoing irradiation.

POLICY/SERVICE DEVELOPMENT

- Work to Trust Policies, Procedures and Standard Operating Procedures (SOP).
- Maintain Trust Standards of Clinical Governance.
- Support professional Standards of Practice.
- The post holder will work in accordance with departmental policies, protocols and procedures.

- Assist in the review of guidelines and protocols for outpatients but also liaise with ward staff on policies relating to patient care

FINANCIAL/PHYSICAL RESOURCES

- Support the efficient use of resources including; maintaining stocks and supplies and ordering equipment & resources as agreed or directed.
- Ensure safe and efficient use of stock and equipment including; ensuring equipment is checked appropriately and any defects reported.
- Demonstrate and instruct the use of equipment to ensure safety.

HUMAN RESOURCES

- As the deputy lead nurse, they will be responsible for the day to day co-ordination of staff; professional/clinical supervision; and provide training in own discipline
- Support the Lead Nurse with Recruitment and Development
- Support the Lead Nurse with undertaking Staff Appraisals

INFORMATION RESOURCES

- Records personally generated information e.g. minutes from meetings, supervision data, clinical competencies, job descriptions.
- Will be able to utilise systems and processes required to support the service.
- Assist in the development and updating of Patient Information Leaflets and Discharge Information.

RESEARCH AND DEVELOPMENT

- To maintain own and others' 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 relevant research activities
- To participate in local and national research and audit projects and service evaluation as requested in order to improve standards of patient care.
- Plan, develop, initiate and participate in such research projects as appropriate and derive conclusions applicable to practice
- Promote a quality approach to care to ensure that agreed standards of practice are measured through a continuous department audit process, taking remedial action where appropriate.

PHYSICAL SKILLS

The post holder will be able to maintain physical positioning to perform procedures and examinations on patients lying on trolleys, examination chairs and wheelchairs.

Able to move awkward pieces of equipment to position patients effectively.

PHYSICAL EFFORT

Walks, stands most of shift.

The post holder will need to stand for long periods of time on a daily basis.

They will be required to manoeuvre awkward pieces of large equipment for each patient seen in their clinic on a daily basis.

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MENTAL EFFORT

- This role requires a high level of concentration and precision in what can be stressful procedures.

- Frequent requirement to manage/prioritise an unpredictable workload, e.g. Booked patients and additional urgent emergency patients
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- Regularly carry out reflective learning, implementing changes to outpatient nursing using research and evidence-based practice.
- High level of mental effort when managing rosters and staffing concerns.
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EMOTIONAL EFFORT

- There is regular exposure to distressing or emotionally demanding situations on a daily basis.
- Ability to work under pressure in situations where a patient may have a critical condition
- Direct contact with patients undergoing procedures for diagnosis and/or treatment of diseases such as cancer, as well as a palliative measure during end stages of cancer.
- Occasional contact with patients receiving bad news and deals with distressed patients and relatives.
- Direct contact with patients who have distressing, painful conditions.
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- The nurse often defuses intricate, stressful situations where patients/relative's anxiety can result in challenging behaviour.
- As Deputy Lead Nurse, make self-available to junior staff in order to facilitate reflection on situations which can be emotionally demanding.
- Occasional exposure to face to face physical and verbal aggression.

WORKING CONDITIONS

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- Regular exposure to body fluids
- Occasional exposure to aggressive behaviour.
- Regular use of VDU.
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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

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.

PERSON SPECIFICATION

Job Title	Deputy Lead Nurse (Outpatients)
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Requirements	Essential	Desirable
QUALIFICATIONS/SPECIAL TRAINING		
Professional registration with NMC	✓	
BSc Hons Degree in Nursing or equivalent professional qualification	✓	
Evidence of post graduate Diploma level qualification or equivalent experience	✓	
Management qualification or equivalent experience,	✓	
Teaching and/or Mentorship qualification		✓
Interventional Radiology Nursing qualification		✓
KNOWLEDGE/SKILLS		
Inclusive and supportive leadership skills	✓	
Specialist clinical knowledge of outpatient procedures	✓	
Evidence of managing a change of practice in a clinical setting		✓
Evidence of involvement in clinical audit		✓
Knowledge of budgetary control issues		✓
Excellent communication skills	✓	
EXPERIENCE		
Experience of management		✓
Experience of clinical team leadership		✓
Post graduate experience of working within an outpatient or Theatre setting	✓	
PERSONAL ATTRIBUTES		
Excellent interpersonal skills	✓	
Positive and enthusiastic attitude	✓	
Flexible and adaptable	✓	
Commitment to openness, honesty and integrity	✓	
OTHER REQUIREMENTS		

Based on JM0726 Deputy Lead Nurse (Radiology), matched 11/04/2024, consistency checked 15/04/2024

The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	✓	
Able to be flexible with regard to working hours.	✓	
Ability to travel to other locations as required	✓	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y				✓
Contact with patients	Y				
Exposure Prone Procedures	Y			✓	
Blood/body fluids	Y			✓	
Laboratory specimens	Y		✓		
Hazard/Risks requiring Respiratory Health Surveillance					
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	N				
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				
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		✓		

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