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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | Arrhythmia Pre-assessment & clinical support assistant |
| **Reports to** | Senior CNS for Arrhythmia & ICC |
| **Band** | Band 4 |
| **National Job Profile used** | Nursing: Associate Practitioner |
| **Department/Directorate** | Cardiology / Medicine |

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| **JOB PURPOSE** | |
| To work as part of the arrhythmia specialist nursing team primarily within the settings of  inpatients and additionally to support delivery of some specific outpatient workload. To meet the health needs of people with arrhythmia by assisting with delivering an effective and efficient service to patients within the department of cardiology. To co-ordinate pre-assessment of patients undergoing catheter ablation and cardioversion. To ensure that correct measures are taken to prevent cancellation of elective patients. To work with the booking team to ensure all booked patients receive the correct information with regards to the procedure to be undertaken. To be able to manage own workload and prioritise their working day. To provide clinical support for cardioversion and implantable loop recorder lists. The post holder will undertake delegated tasks and duties under indirect supervision of members of the specialist nursing team. Training will be provided to support the role. | |
| **KEY WORKING RELATIONSHIPS** |  |
| * CNM & Senior CNS for Arrhythmia and ICC * Arrhythmia Nurse Specialists * Consultant cardiologists * Ward Matrons and ward nursing teams * Clinical Matrons * Patients and Carers * Infection control * Clinical audit and research teams * Secretaries and administration team | |
| **ORGANISATIONAL CHART** | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | |
| * To participate in the delivery of high-quality patient focused care within the arrhythmia service * Support the arrhythmia specialist nurses within the different care settings they work: primarily Inpatient and possibility of outpatient work * Work efficiently within the multi-disciplinary team in a professional manner at all times. * With indirect supervision, manage own clinical workload within the given competencies of the post * Work efficiently within the multi-disciplinary team in a professional manner at all times * Observe and report any concerns to senior members of the team * Organise pre-assessment lists for ablation and cardioversion * Carry out pre-assessment telephone calls for arrhythmia patients * Occasional support of outpatient clinics * Collate and chase missing test results for patients when required within Mycare or by telephone to the relevant department. * Provide clinical skills to support the cardioversion and implantable loop recorder lists. * Support the organization and participate in the training and development of health care assistants, student nurses and registered nurses as appropriate. * Assist in the collection of information required as data in approved audit and research programmes. * Assist with telephone enquiries, and directing calls to the appropriate specialist within the team. * Attend relevant meetings e.g. Nurse meetings/MDT meetings and contribute to the agenda in the development of the nursing service and where appropriate wider practice systems. * To ensure competent completion and documentation of written communications * Ensure all information is secure and confidentiality of information is maintained at all times. * Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy * To work in a flexible way to support the arrhythmia service * To work in accordance with Trust policies and procedures and operate within the boundaries of the role and sphere of assessed competencies * To maintain standards of work and care through regular updating professional evidence and attending training courses as required. Identify and knowledge or skills gaps and escalate to the post holder’s line manager. * Reporting of incidents e.g. complaints, clinical emergencies to senior staff and via trust incident reporting systems. | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | |
| There is a high degree of patient contact on a daily basis and excellent communications skills are required as a result. The post holder must be able to communicate effectively and maintain working relationships with the various multidisciplinary teams, community partners and patients/carers.   * Maintain direct contact with clinicians and senior nurses to ensure clinics run smoothly with maximum capacity and appropriate bookings * Make and receive telephone calls both external and internal according to Trust standards * Communicate effectively including discussion and written communication * Proactively manage email communication in line with the RD&E’s Email Best Practice guidance * Provide excellent customer care, in a calm and professional manner – some situations may be challenging | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | |
| |  | | --- | | * Is able to assess patients with support, use of guidelines/ standard operating procedures and report / instigate the appropriate care. | | |
| **PLANNING/ORGANISATIONAL SKILLS** | |
| |  | | --- | | * Organises own workload with support from Specialist Nursing team which will be supported with a clear work plan. | | |
| **PHYSICAL SKILLS** | |
| * Be able use equipment specific to role within the hospital setting. | |
| **PATIENT/CLIENT CARE** | |
| * Provide educational advice and support to patients with appropriate guidance and training from arrhythmia specialist nurses | |
| **POLICY/SERVICE DEVELOPMENT** | |
| * Work as part of the team in developing processes within the department to meet the demands of a growing service * Attend and participate in regional/national meetings and conferences.   Contribute to audits regarding departmental procedures   * Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies | |
| **FINANCIAL/PHYSICAL RESOURCES** | |
| * Ensure adequate and appropriate supplies of patient information or specific tools used for patient education across in the inpatient service | |
| **HUMAN RESOURCES** | |
| * Support the organization. Participate and be a resource in the training and development of health care assistants, student nurses and registered nurses as appropriate. * Assist the arrhythmia Nursing team with specific training and supervision (training will be provided) | |
| **INFORMATION RESOURCES** | |
| * Assist with data base management- inputting, storing and providing information. * Utilise a variety of software products (Word, Excel, PowerPoint,) for the extraction of information and to prepare documents. * Comply with local and national policies for safe, secure and confidential processing and storage of patient laboratory and other information. * Use of EPIC trust software (training will be provided) * Ensure accurate and up-to-date patient details are maintained on patient information systems in line with Trust Information, Governance policy | |
| **RESEARCH AND DEVELOPMENT** | |
| * If required assist in the collection of information in approved audit and research programmes   . | |
| **FREEDOM TO ACT** | |
| * Works within scope of practice with supervision from the arrhythmia Nursing team. * To work within specific guidance/standard operating procedure/ regional and national and departmental guidelines pertinent to role. | |
| **OTHER RESPONSIBILITIES** | |
| To take part in regular performance appraisal.  To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  To contribute to and work within a safe working environment  The post holder is 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. | |
| **APPLICABLE TO MANAGERS ONLY** | |
| Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.  All managers hold the responsibility of the health and safety and wellbeing of their staff.  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. | |
| **THE TRUST- VISION AND VALUES** | |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  We recruit competent staff that 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.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. | |
| **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.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. | |

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| **POST** | Diabetes Nursing Associate |
| **BAND** | Band 4 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING** | GCSE in Maths and English or equivalent  NMC Registered Nursing Associate  Willingness to undertake any in-house training programmes as required by the role and be a resource/ provide training as required |  |
| **PREVIOUS EXPERIENCE** | Substantial experience of working within a caring environment.  Experience of working within a small team.  Experience of critically evaluating and analysing information and following agreed procedures/protocols.  Experience of interacting with a variety of professionals in the delivery of patient care. | Experience in the management of people with arrhythmia in the hospital clinical setting. |
| **SKILLS** | Excellent communication skills  Good IT skills.  Ability to work to priorities and deadlines  Ability to work with other Trust departments  Excellent inter-personnel skills. | . |
| **KNOWLEDGE** | Knowledge of NHS practices and processes in relation to both primary and secondary care.  Knowledge of safe use of patient testing devices.  Knowledge of implications and responsibilities under Information Governance.  Understanding and acts withing the NMC professional standards of practice and code of conduct | Understanding of arrhythmia and management |
| **PERSONAL QUALITIES** | Flexible in approach and in working  relationships  Team player  Ability to empathise with patients, carers and staff.  Motivated to deliver high quality of patient care  Strong, confident and effective communication skills  Recognise limits of role scope and competence and escalate appropriately. |  |
| **OTHER REQUIREMENTS** | Commitment to continuous professional development |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
|  | | | | | |
| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | Y |  |  | X |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | Y |  |  | X |  |
| Blood/body fluids | Y |  |  | X |  |
| Laboratory specimens | Y |  |  | X |  |
|  | | | | | |
| **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 | xxx |  |  |  |
| 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 |  |  | X |  |
| Heavy manual handling (>10kg) | Y | X |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | Y | X |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  |  | X |
| Mental Effort | Y |  |  | X |  |
| Emotional Effort | Y |  |  | X |  |
| Working in isolation | Y | X |  |  |  |
| Challenging behaviour | Y |  |  | X |  |

**COMPETENCY REQUIREMENTS**

To be completed for all new positions

Please tick which of these essential learning s is applicable to this role

(**NB** those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

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| Safeguarding Children | Group 1 | | 🞏 | Blood Transfusion | BDS18 collection | | 🞏 | Consent Training | 🞏 |
|  | Group 2 | | x🞏 |  | BDS 19 & 20  Preparing & Administering | | 🞏 | VTE Training | 🞏 |
|  | Group 3 | | 🞏 |  | BDS 17 Receipting | | 🞏 | Record management and the nhs code of practice | 🞏 |
|  | Group 4 | | 🞏 |  | Obtaining a blood sample for transfusion | | 🞏 | The importance of good clinical record keeping | 🞏 |
|  |
|  | Group 5 | | 🞏 |  | Annual Update | | 🞏 | Antimicrobial Prudent Prescribing | 🞏 |
|  | Group 6 | | 🞏 |  |  | |  | Control & Restraint Annual | 🞏 |
| Not mapped this one |  | | 🞏 | Safeguarding Adults Awareness | Clinical Staff | | x🞏 | Mental Capacity/DOL’s | 🞏 |
|  | Group 8 | | 🞏 | Non Clinical Staff | | 🞏 |  |  |
| Manual Handling – Two Year | | | 🗹 | Falls, slips, trips & falls | Patients | | 🞏 |  |  |
| Equality & Diversity – One-Off requirement | | | 🗹 |  | Staff/Others | | 🞏x |  |  |
| Fire | | Annual | 🞏 | Investigations of incidents, complaints and claims | | | 🞏 |  |  |
|  | | Two Yearly | 🞏x | Conflict Resolution – 3 yearly | | | 🞏x |  |  |
| Infection Control/Hand Hygiene | | Annual requirement | 🞏x | Waterlow | | | x🞏 |  |  |
|  | | One-Off requirement | 🞏 | PUCLAS | | | 🞏x |  |  |
| Information Governance | | | 🗹 | Clinical Waste Management | | Application principles for clinical staff | x🞏 |  |
| Harassment & Bullying (Self Declaration – One off requirement) | | | 🗹 | Application principles for housekeeping | 🞏 |  |  |
|  | | |  | Application principles for portering and waste | 🞏 |  |  |