

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Nurse Associate |
| **Reports to** | Clinical Nurse Manager |
| **Band** | Band 4 |
| **Department/Directorate** | Lynton Community Nursing Team |

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| **JOB PURPOSE** |
| The Band 4 Nurse Associate is a highly trained support role registered and regulated by the Nursing Midwifery Council (NMC) working at a level above that of Senior Healthcare support workers and has a more in depth understanding about factors that influence health and ill-health in a range of settings covering pre-life to end of life.  They deliver effective, safe and responsive nursing in and across a wide range of health and care settings. Nursing associates work independently and with others under the leadership and direction of a registered nurse within defined parameters to deliver care in line with the agreed plan.  They can undertake and monitor activities in the care of patients under indirect supervision of a registered practitioner and take action as appropriate.  The registered professionals will continue to be the primary assessors and prescribers of care while Nursing Associates deliver and adapt care, contributing to assessments within agreed parameters as outlined in the scope of practice.  They will be expected to uphold the NMC code, to work within their scope of practice and to raise concerns where needed. They will renew their registration via the usual revalidation process.  The Nursing Associate will work as part of the team, delivering health and social care that focuses on the holistic needs of the service users. They will carry out specific clinical tasks and responsibilities as delegated by registered practitioners.  The Nurse Associate will work as part of the Community Nursing Team, delivering care that focuses on the direct needs of the patient. They will work autonomously within the clearly defined boundaries of their role and carry out specific clinical tasks and responsibilities that may cross professional demarcations of care. They will support patients attending the nursing clinic and carry out community visits to patients at home. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Manage a defined caseload/workload using evidence based/client centred principles to assess, plan, impellent and evaluate interventions and contribute to service provision * Work within clearly defined accountability frameworks, recognising at all times the boundaries to the remit of the Nurse Associate role * To work under the indirect supervision of a Registered Practitioner and continue to develop and undertake a range of delegated tasks independently * Deliver a high standard of clinical care in accordance with instructions and training received. Monitor the condition and health needs of patients. * To give compassionate, holistic, evidence-based care to patients in the clinic and community setting. * To demonstrate a working knowledge and understanding of conditions relevant to the clinical area. * Safely uses a range of non-invasive and invasive interventions whether therapeutic, technological or pharmacological within the defined scope of the role * In the event of a change in patient status, is able to safely decide whether to proceed with treatment (including medication administration) and/or seeks support from a registered nurse to decide * Undertakes delegated clinical skills within their role having undertaken relevant training and achievement of competencies, adhering to standard operating procedures * Administers medication within scope of practice, competency, and as delegated by the registered nurse * Support people to improve and maintain their mental, physical, behavioural health and well being * To educate patients and carers regarding the impact of cognitive, perceptual and physical deficits on patient’s safety and independence * Active involvement in the prevention of and protection against disease and ill health * Contribute to ongoing assessment recognising when it is necessary to refer to others for reassessment * Communicate effectively with colleagues and members of the MDT providing clear verbal, digital or written information and instructions * Recognise and report any situations, behaviours or errors that could result in poor care outcomes * To act as the patient’s advocate and by providing information and support, facilitate the patient’s own choice in conjunction with carers and other agencies where relevant * To undertake specifically identified administrative and clerical tasks associated with patient care. * Respect the diversity of individual service users and colleagues ensuring that the maintenance of their dignity and your respect for them is an integrated part of all activities undertaken * Actively participate in team meetings, team development and service improvement as required |
| **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.  This will include verbal, written and electronic media.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | Clinical Nurse Manager.  Clinical Matron.  Community Services Managers.  Community Hospitals.  Palliative Care Teams.  Emergency Department.  Professional Lead for MIUs.  Urgent Care Services.  Specialist Nurses. | GP Practice.  Patients, Relatives and Carers.  Care Agencies.  Care Homes.  Adult Health and Social Care.  Statutory and Voluntary Agencies.  Adult Mental Health Teams.  Public Health Teams.  Continuing Healthcare.  Other Agencies/providers. | |  |  | |  |  | |  |  | |

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| **ORGANISATIONAL CHART** |
| Clinical Nurse Manager  Community Matron  Band 6 Nurse  Registered Nurse  POST HOLDER  Nurse Associate  Healthcare Support Workers |
| **FREEDOM TO ACT** |
| The Nurse Associate works within defined pathways under the supervision of the Registered Nurses.  The post holder will undertake clinical procedures in which they have been deemed as competent and using specific SOPs for guidance.  Working within the Nursing Associate scope of practice.  Be responsible and accountable for own practice, working within limits of competence and within professional boundaries.  Raises any concerns to a registered nurse or appropriate person.  Providing support for unregistered nurse colleagues. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will:   * Communicate in a clear manner that is consistent with relevant legislation, policies, procedures and service needs * Communicate effectively across a wide range of channels and with a wide range of individuals, maintaining the focus of communication on delivering and improving health and care services * Constructively manage barriers to effective communication and works collaboratively with patients and team members * Report any accidents or incidents as per organisational policy * Ability to share information and advice with patients with clarity, empathy and reassurance * Contribute to team success and challenge others constructively * Ensure all patient related information is treated sensitively and adhere to the principles of confidentiality at all times * Form professional relationships with patients/carers and communicate and cooperate with them in a way that respects their views, autonomy and culture * Recognise limitations when dealing with emotionally complex patients and seek support as appropriate * Develop good communication pathways with the local services, voluntary and non-voluntary. * Ensure clear, concise, accurate and legible records and all communication is maintained in a relation to care delivered adhering to local and national guidance * To attend and participate ihandovers, and forums appropriate to the clinical setting / role/ service needs * Report effectively to the relevant team on patients’ progress |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| The post holder will:   * Carry out delegated assessments of patients and their condition and monitor the patient’s response to intervention under the supervision of the registered nurses. * Exercise personal responsibility and work independently within defined parameters of practice, taking the initiative in a variety of situations and performing a range of clinical and care skills consistent with the roles, responsibilities and professional values of a Nursing Associate * Engage in reflective practice including management of self and reflection on own reactions, asking questions and reflecting on answers given * Exercise judgement in assessing the patient’s condition, comfort and wellbeing using analysis of a range of possible factors * Work with a mentor to take responsibility for developing own clinical competence and reflective practice within the workplace |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Work in an effective and organised manner demonstrating excellent time management and organisational skills to effectively deliver person-centred care for an allocated group of individuals * Prioritise own tasks under the appropriate delegation of the registered practitioner * Follow treatment plans determined by the registered nurse/ANP * Delegate and oversee work of the health care support workers, including coordination of day to day activities * Participate in practice/clinical supervision * Recognise tasks outside of sphere of competence * Liaise with other providers regarding care provision |
| **PATIENT/CLIENT CARE** |
| * To always work within clearly defined accountability framework * Improve the quality of care by helping to monitor people’s experience * To maintain an up to date record of all patient contact, MDT care plans, assessments and reports whilst ensuring confidentiality at all times * To comply with legislation, policies, procedures and other quality approaches relevant to the work being undertaken * To use and maintain resources efficiently and effectively * Works within limits of own competence and responsibility and refers issues beyond those limits to the relevant people * Ensures problems are reported in a timely manner whilst being solution-focused * To demonstrate leadership skills and role modelling through the management of designated projects * To contribute to the safety and quality agenda including research, audit and service evaluation * To actively contribute to service development/ improvement plans * Contribute to the improvement of services by reflecting on own practice and supporting that of others * Advocate the role of Nursing Associate * Contribute to the provision of care for people, including those with complex needs * Understand the roles of a range of professionals who may be participating in the care of a person * Understand responsibilities in relation to communication and collaboration * To demonstrate clinical competence developed through continual professional development, reflective practice and maintain a skills portfolio relevant to the service specification * To recognise and appropriately address risk factors to patients/clients and carers within their healthcare setting and feedback appropriately to the registered practitioner * To 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 |
| **POLICY/SERVICE DEVELOPMENT** |
| * To adhere to organisational policies and procedures and to promote health and safety at work * Identify risks to safety or experience and take appropriate action, putting the best interests, needs and preferences of people first * To support others in maintaining health, safety and security * To alert line manager if direction, policies or strategies are adversely affecting users of the service * To identify and assess the potential risks involved in work activities and procedures for self and others and to identify solutions to the management of any risks identified * To take appropriate action to manage emergencies summoning assistance as necessary * To be responsible for the safe use of all equipment within their scope of practice * To assist in maintaining a clean environment that meets infection control requirements and is conducive to safe practice * Use computers and IT equipment appropriately * Contribute to service development by providing feedback on services and liaise with MDT |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Support the efficient use of resources including; maintaining stocks and supplies and ordering equipment & resources as agreed or directed * Exercise personal duty of care in the safe use and storage of equipment * Ensure safe and efficient use of stock and equipment including; ensuring equipment is checked appropriately and any defects reported * Be environmentally aware and prudent in use of resources and energy |
| **HUMAN RESOURCES** |
| * Supervising, assessing and supporting peers, including bank and agency staff in the clinical area * Act in ways which support equality and value diversity * Maintain own professional development and attending training, including all mandatory training to enhance the role within the clinical area * Be prepared to share knowledge and experience both formally and informally * Take a flexible approach in supporting colleagues during times of caseload pressures * Participate in the training and induction of other staff/students as appropriate * Keep a record of own training and development, maintain a portfolio, working to sustain acquired competencies for the post * Develop skills in relation to coaching/teaching individuals/carers/other staff * Engage in reflective practice including management of self and reflection on own reactions, asking questions and reflecting on answers given |
| **INFORMATION RESOURCES** |
| * Inputting, storing and providing information on relevant IT systems and patient records * Accurately completing and maintaining effective patient records including confidentiality issues * Be proficient in the use of EPIC to undertake tracking, reporting and data collection * Follow all information governance guidance and policies |
| **RESEARCH AND DEVELOPMENT** |
| * Participate in audits and surveys relating to nursing practice or patient satisfaction as required * Participate in achieving nursing performance indicators using clinical assurance tools |
| **PHYSICAL SKILLS** |
| * Undertaking clinical procedures with dexterity, competence and efficiency * Safely carry out the manual handling of individuals and equipment * Use electronic resources to input, save and retrieve information making use of electronic patient record systems |
| **PHYSICAL EFFORT** |
| * Daily work involves frequent sitting/standing, walking, moving equipment and manual handling * Frequent moderate effort is required when undertaking the moving and handling of individuals and objects in line with organisational guidelines * Ensuring safe practice for all clinical activities * Use of IT equipment |
| **MENTAL EFFORT** |
| * Work in an unpredictable pattern when required * Frequent concentration is required and work patterns are frequently unpredictable with regular interruptions, some requiring immediate response * Read and decipher patient information * Help patients to make appropriate choices * Help motivate patients. * Have the ability to communicate with the appropriate response and manner to both patients and carers/family during emotional times * Ability to use and concentrate for long periods using IT patient records |
| **EMOTIONAL EFFORT** |
| * Must maintain a professional approach while working in challenging, distressing situations or dealing with challenging behaviour * Support individuals, their families and carers when faced with unwelcome news and life changing diagnoses * Working with patients with mental health, learning disabilities and challenging behaviour * Ability to cope and deal with areas of conflict * Working within a busy environment on a daily basis, managing a range of emotions and situations |
| **WORKING CONDITIONS** |
| * Frequent contact with body fluids, infection and unpleasant smells * Exposure to VDU screen * Driving hazards. * Transportation of samples in vehicle. |
| **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.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long-standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | Nurse Associate –Lynton Community Nursing Team– Band 4 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Nurse Associate registration (Foundation Degree in Healthcare Practice) or equivalent  Be registered with the NMC as a Nursing Associate | E  E |  |
| **KNOWLEDGE/SKILLS**  Individual patient assessment, care delivery and review skills  Understanding of evidence-based practice  Excellent written, organisation and time management skills  Excellent communication and interpersonal skills  Knowledge of when to seek advice and refer to the registered care professional  Understanding of the scope of the role of Nursing Associate in context of the team and the organisation and how the role may contribute to service development  Intermediate IT skills  Understanding of the importance of the promotion of health and wellbeing  Evidence of recent work based learning or self-directed learning  Good organisational skills | E  E  E  E  E  E  E  E  E |  |
| **EXPERIENCE**  Minimum of 1-year clinical experience working in acute healthcare setting  Ability to work effectively as a team member under appropriate supervision and as a part of a multi-disciplinary team  Ability to work independently with a delegated caseload, using initiative whilst understanding limits of scope  Experience of caring for patients with a variety of conditions  Ability to support the development of less experienced staff | E  E  E  E | D |
| **PERSONAL ATTRIBUTES**  Courteous, respective and helpful at all times  Ability to work on own initiative  Approachable, supportive and flexible  Excellent communication skills and written skills  Good time management skills and ability to prioritise  Able to show empathy and compassion  Able to recognise the need to escalate patient care concerns  Ability to take part in reflective practice | E  E  E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust  Willingness to undertake further development and training required for the role  Ability to travel to other locations as required – outreach location  Meets requirements of all Nursing and Midwifery standards | E  E  E  E |  |