

JOB DESCRIPTION

JOB DETAILS	
Job Title	Site Practitioner
Reports to	Lead Nurse / Head of Patient Flow
Band	7 – Subject to formal matching
Department/Directorate	Patient Flow

JOB PURPOSE

Working within the Operations Support Division at the RD&E and managed by the Lead Nurse / Head of Patient Flow and Clinical Matron for Operations, the team of Site Practitioners provide 24 hour support to the organisation to ensure the effective patient flow of both elective and emergency patients in single sex accommodation, from admission to discharge throughout the Trust. Out of hours the Site Practitioner will co-ordinate the Hospital Out of Hours service.

The post holder will;

- Provide 24 hour support to ensure the effective flow of patients from admission to discharge throughout the Trust, assisting the organisation to achieve 18 week referral to treatment and ED 4 hour breach targets.
- Provide day-to-day management and leadership, ensuring the effective flow of emergency and elective patients.
- Provide advanced practice, leadership and professional support out-of-hours, ensuring clinical teams deliver safe and effective care, and ensuring patients are cared for in the right place, at the right time, and by the appropriate staff.
- Work with clinicians and colleagues to deliver a quality patient- focused service.
- Provide clinical expertise to the Hospital Out of Hours service.
- Co-ordinate the Hospital Out of Hours service to ensure clinical priority for patient care.
- Play a proactive role in quality of service provision.
- Ensure the patient flow between ED, AMU and the medical wards is maximised to reduce delays and/or breaches and improve patient experience.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

Day to Day Management

- Be responsible for the placement of patients to ensure they are cared for in the right place, by the right team with the right skills.
- Manage clinical and non-clinical emergency situations e.g. met calls, cardiac arrests, fire calls and notification of major incidents, until appropriate support arrives.
- Through board and ward rounds, manage the availability of beds and external repatriations in and out of other hospitals (according to the Repatriation Policy).
- Be a point of contact for capacity escalation in ED.
- Co-ordinate the movement of patients for ward moves, Trust deep cleans and infection control matters, with patient flow becoming more challenging in times of COVID and Norovirus outbreaks.
- Utilising the resources of the Operational team, ensure a daily management plan is devised to ensure that patient flow meets the demand and capacity needs of the Trust, and ensures effective and timely bed utilisation.
- Through EPIC manage the allocation of beds from emergency areas to base wards and escalation areas.
- Be responsible for providing frequent information updates to the Operational Management team, Clinical Matrons, Clinical Nurse Managers, Clinicians and Divisional Teams, on operational delivery and liaise and influence where necessary, to enable the smooth management of patient flow.

- Be responsible for presenting the information at the daily bed management meeting providing advice and support to the attendees on achieving the daily management plan which is currently provided on MS Teams.
- Provides support for HMP and out of area patients, and play a key role in the management of significant events and major incidents.
- Be a point of contact for Mental Health Act administration, accepting Mental Health paperwork on behalf of the organisation, Vulnerable Adults and security issues with information on all stored in the Operations Control Room (E221).
- Support the Staff Bank in the effective communication and allocation of temporary staffing.
- To participate in the development of projects as delegated by the Lead Nurse / Head of Patient Flow and Clinical Matron for Operations

Out of Hours

- Co-ordinate the Hospital Out of Hours service.
- Be the first point of contact for clinical and operational issues, escalating to the Lead Nurse / Head of Patient Flow and Clinical Matron for Operations where necessary.
- Liaise closely with On Call / Medical Teams, Clinical Matrons and Divisional Teams, ensuring continuity of care and, in conjunction with the Lead Clinician, support the deployment of clinical resources within the Trust.
- Supporting in the filtering for On Call Pharmacist, obtaining emergency drugs, verification of death, risk assessments, security issues when security is not on site, transport and transfers to community hospitals, clinical issues and professional support.
- Co-ordinate the allocation of staff out of hours in the absence of the on-call Clinical Matrons.

Professional Leadership

- When necessary, practice at an advanced level in accordance with agreed protocols and competencies.
- Effectively co-ordinate and manage emergency referrals and admissions across the Trust.
- Contribute to the development and review of protocols and competencies to underpin the agreed boundaries of practice.
- Work within agreed protocols and guidelines with reference to all clinical care.
- Support staff to work within the agreed antibiotic protocol.
- Out of hours, and act as patients advocate in all matters relating to his / her care, treatment and welfare.
- Contribute to and support the development and implementation of Care Pathways and Nurse-Led Discharge under the direction of the Lead Nurse / Head of Patient Flow, Clinical Matron for Operations and Director of Nursing.
- Ensure accurate and relevant electronic documentation is kept in accordance with legal requirements including trust and NMC Guidelines.
- Provide leadership for the Site Management Team and ensure the staff within are able to provide the services required in planned and co-ordinated way minimizing reactive working and promoting a systematic approach to patient flow management.
- To be a good role model for staff.
- Mentor / facilitate staff in their development across the organisation.
- Ensure that within the Team the statutory requirements and directives of the NMC are promoted and adhered to including revalidation.
- Establish the lead in creating an environment that encourages innovation from staff within the trust, put into practice and impact evaluated.
- Contribute to the education and training strategies to meet the needs of the changing service and personal development needs of staff.
- Support any staff requesting experiential placements within the Site Management Team.

Service & Professional Development

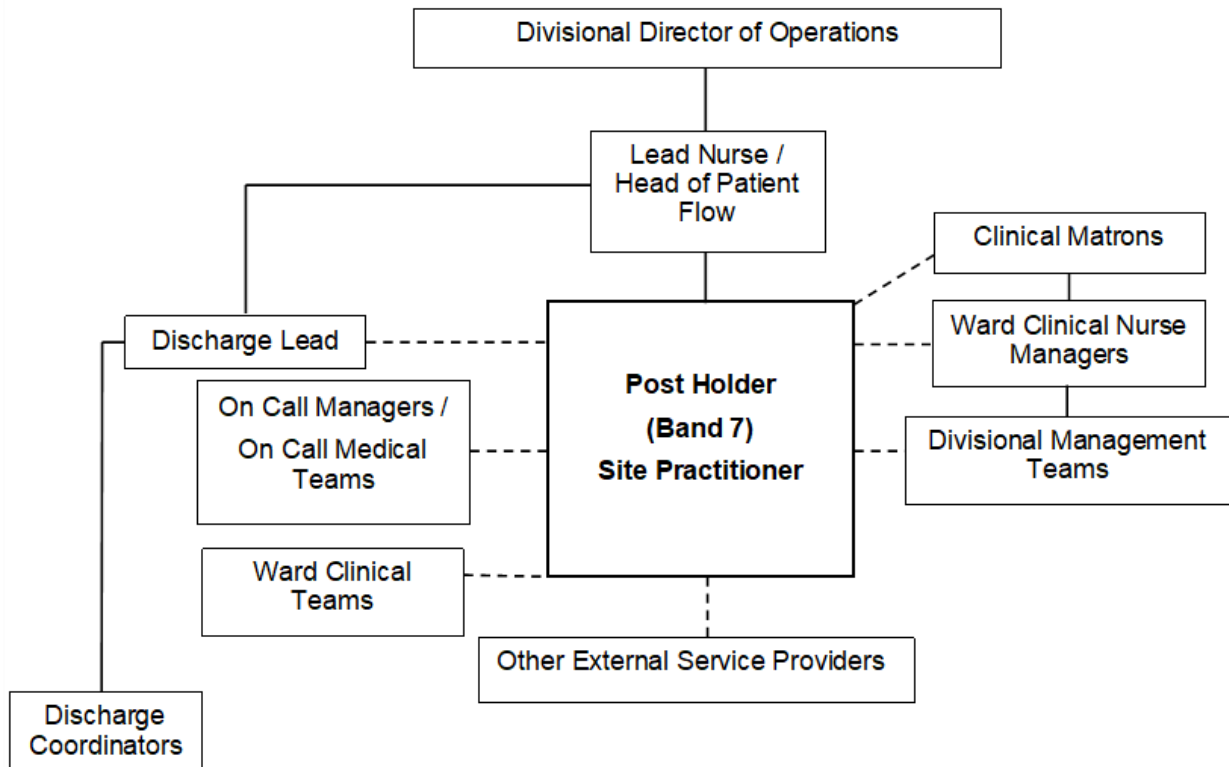
- Ensure development plans are in place to develop the skills and meet the demands of the service.
- Contribute to the development and review of policies and protocols to underpin the effective flow of patients from admission to discharge.

- In agreement with the Lead Nurse / Head of Patient Flow and Clinical Matron for Operations, develop, as required, clinical and operational skills.
- To define and discuss own development needs through the IPR process.
- To be familiar with the policies and procedures of the Trust, Divisions and own environment and work within those parameters.
- To promote all health and Safety guidelines thereby reducing risks within the Trust

KEY WORKING RELATIONSHIPS

- Director of Operations
- Divisional Director of Operations
- Director of Nursing
- Assistant Directors of Nursing
- Clinical Matrons
- Clinical Nurse Managers
- AHP Leads and Divisional Management teams
- Ward Nursing teams
- On call management teams
- On call medical teams
- Hospital Discharge Team

ORGANISATIONAL CHART



FREEDOM TO ACT

The post holder will be expected work unsupervised during day and night shift making own decisions regarding patient flow, safe staffing and other aspects of safe patient care in/out of hours. The post holder will be accountable to the duty manager regarding escalations as per policy and act as 'Bronze' out of hours.

COMMUNICATION/RELATIONSHIP SKILLS

Provide and receive highly complex, 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 patient 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.

The post holder will establish effective systems of communication to ensure that staff feel fully involved in shaping of the ward; communicating effectively with a wide range of people and will need to be able to present information in a variety of ways both to large groups as well as on a 1:1 basis.

Ensure the development of an effective communication system within the unity between all disciplines.

To hold regular team meetings in an atmosphere which encourages staff to put forward information and suggestions for improvement.

Ensure staff receive up-to-date information e.g. team briefings.

To attend Divisional, Ward Manager and Patient Safety meetings as appropriate.

Respond to complaints and suggestions to effect improvements within the service. In conjunction with the customer relations department, investigate and respond to complaints as required.

Establish an environment which supports patients and carers as partners in the planning, delivery and evaluation of their care, to ensure that they understand and agree with the programme of care.

ANALYTICAL/JUDGEMENTAL SKILLS

Monitoring standards and ensuring that they match national and local requirements.

Ensuring appropriate quality processes that support good practice are implemented throughout appropriate departments.

Ensuring that arrangements for the systematic review of patient's opinions and complaints are put in place.

PLANNING/ORGANISATIONAL SKILLS

Plan, organise complex activities, programmes requiring formulation and adjustment.

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.

Participate in Rota planning, review shift systems and ensure that the appropriate skill mix is maintained to meet the needs of the service at all times.

The post holder will be organised and plan workload appropriately.

Plan and organise day-to-day service provision.

Actively participate in strategic service planning and development.

PATIENT/CLIENT CARE

To support patients in meeting their own health and wellbeing through providing expert information, advise 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.

POLICY/SERVICE DEVELOPMENT

Lead new approaches to nursing care within the unit/ward, including changes in advanced practice.

Participate in nursing, audit and divisional meetings as appropriate.

Ensure ward staff receive up-to-date information via team briefings and meetings.

Participate in setting standards, monitoring the quality of the service and identifying how current practice can be involved.

As part of the multidisciplinary team be responsible of actively identifying areas of risk, reporting incidents and taking action utilising the relevant Trust procedures.

Participate in the training, education and assessment of pre and post registration nurses and other healthcare learners completing NVQs and other qualifications.

Promote and participate in clinical supervision.

Act formally as a mentor and ensure that other trained staff maintain their competency to provide this role to others.

Utilise educational opportunities to facilitate learning in the clinical situation.

Demonstrate a high commitment to professional and personal development to ensure that professional competencies are maintained and developed to continue to meet the needs of the service.

Maintain ward training matrix and encourage staff to actively engage in identifying personal training needs which are in line with the needs of the service. Assist staff to identify how these needs may be addressed.

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, ensuring that any projects undertaken are established and managed in a financially responsible manner.

Responsible for the effective use of Trust resources and compliance with the Trust Standing Financial Instructions (SFIs).

To use human and financial resources in an effective way for the benefit of patients and to achieve operational objectives. The post holder will be an authorised signatory for the until budget within the context of the Trust's SFIs.

Responsible for the safe handling of patient property/valuables in line with ward procedures and Trust SFIs.

HUMAN RESOURCES

The post holder is accountable for the management of the staff in the designated ward area.

Participate in the recruitment, induction and development and review of junior members of staff.

Be familiar with the Trust Disciplinary and Capability Procedure and follow this procedure as required with support from the clinical matron and HR department.

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

To provide specialist input to post-registration courses and professional development programmes.

To reflect on own practice through clinical supervision/mentorship and to act as a clinical supervisor/mentor to others.

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

To support and facilitate the development of and education strategy which ensures that all those involved in the management of patients receiving NIPV are able to deliver the highest standards of care.

To be responsible for ensuring all staff working on the ward are competent and work within their scope of practice.

Maintain training records and annual updates for staff with the department ward.

INFORMATION RESOURCES

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

Ensure accurate data is maintained within the department to allow monthly reports for performance.

RESEARCH AND DEVELOPMENT

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

To identify areas of potential research relating to the specialty 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.

PHYSICAL SKILLS

High degree of competence and dexterity in practical Nursing skills, providing a supporting role with clinical tasks eg IV's, catheterisation, taking blood and venesections.

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.

The role requires ability to react to emergency situations including cardiac arrest and trauma calls and respond rapidly to fire calls.

MENTAL EFFORT

Daily high level of concentration when delivering patient care.

Ability to adapt to an unpredictable workload.

High level of mental effort when managing rosters and staffing concerns.

EMOTIONAL EFFORT

Provide leadership and support to team and deal with poor performance as required

Managing conflict in the workplace and assist in dealing with crises/problems/difficult circumstances within department teams/individuals.

Dealing with complaints and patient feedback.

Regularly dealing with difficult conversations with patients and carers.

Exposure to distressing situations.

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 or staff conflict.

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 (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.

Subject to matching

PERSON SPECIFICATION

Job Title	Band 7
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING 1st Level Registered Nurse Broad clinical experience relevant to the post Relevant professional or management qualification at degree level or equivalent experience Post graduate qualification or relevant experience equivalent to Masters level	E E E E	
KNOWLEDGE/SKILLS Ability to manage complex clinical and operational situations that involve staff from all levels within an organisation and across a range of professional boundaries Good organisational and personal effectiveness skills Ability to think strategically and plan ahead Previous experience of practising at an advanced level or willingness to develop relevant competencies Excellent communicator Good knowledge and navigator of EPIC I.T skills to include Microsoft Word, Excel, Microsoft Outlook Email Ability to prioritise work and manage deadlines Ability to work for and as part of a team Ability to work independently and on own initiative	E E E E E E E E E	
EXPERIENCE Significant experience within an acute setting Experience of managing/supervising teams Proven success in the management of change	E E E	
PERSONAL ATTRIBUTES Self Starter Team worker, able to relate to all grades of staff Able to work and remain calm in a busy environment Methodical with attention to detail Sense of humour	E E E D E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	

		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				X
Exposure Prone Procedures	N				
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		X		
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	N				
Night working	Y			X	
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y				X
Working in isolation	N				
Challenging behaviour	Y				X