

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Clinical Nurse Manager |
| **Reports to** | Clinical Matron |
| **Band** | Band 7 |
| **Department/Directorate** | Outpatient Services |

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| **JOB PURPOSE** |
| The Clinical Nurse Manager will ensure effective day to day operational management of the Outpatients Department.  The post holder will act as an expert resource for the Outpatient teams to support them in the delivery of safe, effective care.  To promote and deliver evidence-based care.  The post holder may be required to deputise for the Clinical Matron when required.  The post holder will work closely with other Clinical Nurse Managers, Nurses and the Senior Nursing team to ensure equality in the service across the Trust.  The post holder will provide a clear focus on service quality from the patient’s point of view and developing changes and improvements as appropriate.  The post holder will be a key member of the Nursing Team with responsibility and accountability for managing the Outpatient department and providing professional leadership support to the staff.  **K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The Clinical Nurse Manager will lead the operational management of the Outpatient department to ensure that:  * High standards of care delivery are achieved and maintained * Such services are delivered in an efficient and cost-effective way and within allocated resources.   The Clinical Nurse Manager will be based in the acute hospital or a Community site depending on the speciality requirement of Outpatients. 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.  To function as a professional role model and clinical leader for the nursing teams, demonstrating both clinical and managerial competence.  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 nursing practice.  To be aware of new policies, procedures, guidelines and standards which affect care. To action as appropriate and evaluate the outcome.  Participate in, promote and support the provision of clinical supervision.  To ensure that all clinical and legal documents (both paper and electronic) are accurate, comprehensive and legible and that staff understand their relevance and the confidentiality of their nature.  Responsible for the maintenance of risk assessments relevant to their clinical areas. An action plan to control risks should be jointly developed with the senior team.  To monitor incident forms, investigating as necessary and identifying risks.  To participate in Serious Event Audits and PSIRF investigations relating to own department |
| **KEY WORKING RELATIONSHIPS** |
| Lead Nurse  Clinical Matron  Clinical Nurse Managers  Outpatient Sisters/Charge Nurse  Head of Outpatients Service Manager  Clinical Leads Consultants/Reg  Clinical Nurse Specialists  Senior/Operational Managers  Clinical Practice Facilitators  Learning and Development  Human Resources  Occupational Health Department  Administrative staff  Receptionists  Procurement  Estates |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| The post holder will work autonomously to ensure the safe staffing and delivery of patient care within the Outpatient departments.  The post holder will identify, assess and develop plans for minimising clinical risk; ensure compliance with Health and Safety policies; ensure all staff have access to clinical supervision as a means of reflecting on significant events and improving standards of care and decision making.  The post holder would be required to actively promote development and innovative practice in accordance with Trust policies, Procedures and Guidelines.  The post holder will monitor incident reports, ensuring any necessary action is taken, ensuring robust mechanisms are in place to achieve corrective action and share appropriate learning;  Investigate and act on formal complaints, including prompt handling of poor performance;  Promote and participate in Clinical Audit to develop and establish standards across the Outpatient Departments. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| Provide and receive highly complex, sensitive information. Communicates very sensitive, complex condition related information to patients, carers and relatives, offering empathy and reassurance.  To communicate effectively between departments, community sites and primary care to optimise the patient’s pathway  The post holder will establish effective systems of communication to ensure that staff feel fully involved in shaping of the department; communicating effectively with a wide range of people and will need to be able to present information in a variety of ways to both large groups as well as on a 1:1 basis.  Provides highly visible leadership and support to the clinical team by holding regular team meetings in an atmosphere which encourages staff to put forward information and suggestions for improvement.  Ability to manage situations calmly where patients may be verbally or physically aggressive and escalate appropriately.  Communicates with staff of all disciplines, acting as an expert resource, including liaison with health care providers, both in the Trust and the wider community.  Ensure staff receive up-to-date information e.g. Trust Link, team briefings    To attend Directorate, Clinical Nurse Manager and patient safety meetings as appropriate  Respond to complaints and suggestions to effect improvements within the service. In conjunction with safety and risk teams, 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** |
| Review staffing levels on a daily basis, ensuring the safety of patients within the Outpatient departments.  Monitoring standards and ensuring that they match national and local requirements  Ensure clinical practice developments are based on best available evidence and take a lead role in the development and updating of evidence based clinical guidelines and protocols for Outpatient services.    Ensuring that arrangements for the systematic review of patients’ 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  Plan and organise day-to-day service provision  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.  Identify potential areas for service improvement. Plan and agree terms of reference with the Clinical Matron |
| **PATIENT/CLIENT CARE** |
| To support patients in meeting their own health and wellbeing through providing expert information, advice and support  To assist in the assessment of patient’s complex needs and those of their families and plan, implement and evaluate programmes of care; this will include communicating highly sensitive information about diagnosis, treatment options and issues surrounding terminal illness.  The post holder will provide specialist /expert advice to the outpatient teams  To provide emotional, psychological and practical support to the patient and their family/carer in the clinic setting.  To recognise ethical dilemmas relating to care and act as the patient/relative’s advocate when required. |
| **POLICY/SERVICE DEVELOPMENT** |
| Participate in the transformation programme workstreams and care group/directorate or Trust work that contributes to the modernisation and improvement of Outpatient services.  In conjunction with the Clinical Matron, develop and implement an appropriate Outpatient department strategy and philosophy which is reviewed on a regular basis.  Lead new approaches to nursing care within the department including changes in advanced practice.  Participate in nursing, audit and directorate meetings as appropriate.  Ensure departmental staff receive up-to-date information via trustlink, team briefings and meetings.  Participate in setting standards, monitoring the quality of the service and identifying how current practice can be improved.  Be responsible for 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 departmental 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.  Co-ordinate the department and resources and be responsible for running the department in a cost effective manner.  Responsible for the effective use of Trust resources and compliance with Trust Standing Financial Instructions (SFIs).  To use human and financial resources in an effective way for the benefit of the patients and to achieve operational objectives.  The postholder will be an authorised signatory for the departmental budget within the context of the SFIs. |
| **HUMAN RESOURCES** |
| The post holder is accountable for the management of the staff in the designated department.    Participate in the recruitment, induction and development and review of junior members of staff.  Lead and develop a robust recruitment and retention strategy within their area of responsibility, ensuring a workforce fit for purpose.  Review of human resources within the department, helping to assess workload and identify changing skill mix as required.  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 seeking 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 advice and support healthcare professionals and others involved in the delivery of care to patients, their families and carers  To be responsible for ensuring all staff working in the department are competent and work within their scope of practice.  Maintain training records and annual updates for staff within the Outpatients department |
| **INFORMATION RESOURCES** |
| To document and maintain patients records as per Trust Documentation Policy  Ensure accurate data is maintained within the department to allow reports for performance |
| **RESEARCH AND DEVELOPMENT** |
| To maintain own and others’ awareness of relevant research evidence and work with others in applying this to practice  To identify areas of potential research 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 |
| **PHYSICAL EFFORT** |
| The role will have a combination of sitting, standing and walking with occasional moderate effort for several short periods.  High degree of competence and dexterity in practical Nursing skills providing a supporting role  Manual Handling Assistance with procedures that require physical effort |
| **MENTAL EFFORT** |
| Daily high level of concentration when co ordinating the clinics within the department and supervising the delivery of care.  High level of mental effort when managing rosters and staffing concerns. |
| **EMOTIONAL EFFORT** |
| 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  Emotional resilience is required in order for the post holder to provide pastoral support to team members.  Frequent exposure to distressing or emotional circumstances, such as patients receiving bad news |
| **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 (DSE) if appropriate to role. |
| **APPLICABLE TO MANAGERS ONLY** |
| Leading the team effectively and supporting their wellbeing by:  Championing health and wellbeing.  Encouraging and support staff engagement in delivery of the service.  Encouraging staff to comment on development and delivery of the service.  Ensuring during 1:1’s / supervision with employees you always check how they are. |
| **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.  At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles. |

PERSON SPECIFICATION

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| **Job Title** | Clinical Nurse Manager Outpatient Services |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  First Level Registered Nurse or HCPC Registered Operating Department Practitioner  A degree or degree level post registration qualification or equivalent experience  A relevant teaching or mentoring qualification  Broad clinical experience relevant to the post  Proven experience of leading clinical teams including experience of working in a band 6 role | E  E  E  E  E |  |
| **KNOWLEDGE/SKILLS**  Proven leadership and managerial ability  Evidence of changing practice in a clinical setting  Experience of standard setting and clinical audit  Excellent Communication Skills  A fundamental understanding of Human Resources systems and processes | E  E  E  E  E |  |
| **EXPERIENCE**  Demonstrable experience of leadership and management of a clinical team  Evidence of leading change in clinical practice | E  E |  |
| **PERSONAL ATTRIBUTES**  Able to work under own initiative  Excellent interpersonal skills  Positive and Enthusiastic Attitude  Flexible and adaptable  Commitment to openness, honest and integrity in undertaking role  . | 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  Willing to travel to other locations as required. | E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | Y/N |  |  | x |  |
| Contact with patients | Y/N |  |  |  |  |
| Exposure Prone Procedures | Y/N |  |  | x |  |
| Blood/body fluids | Y/N |  |  | x |  |
| Laboratory specimens | Y/N |  |  | x |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 | Y | x |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | Y | x |  |  |  |
| Laser (Class 3R, 3B, 4) | Y | x |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | x |
| Heavy manual handling (>10kg) | Y |  | x |  |  |
| Driving | Y |  | x |  |  |
| 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 |  |  |