



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Clinical Site Practitioner
<b>PAY BAND:</b>	Band 7
<b>DEPARTMENT/DIVISION:</b>	Division C
<b>BASED AT:</b>	QEHB/QEH
<b>REPORTS TO:</b>	Senior Clinical Site Manager
<b>PROFESSIONALLY RESPONSIBLE TO:</b>	Head of Operations
<b>LAST UPDATED:</b>	May 2016

### JOB PURPOSE:

On a shift by shift basis (including week-ends, bank holidays and night duty) the post holder will coordinate, supervise and collaborate with the multi-disciplinary team to facilitate seamless, effective and integrated care to the critically ill and acute pain patients throughout the trust.

In collaboration with the Senior Clinical Site Manager assume responsibility of maintaining and upholding agreed standards of care for patients, relatives and staff in direct contact with the Team as part of their pathway. The post holder will work collaboratively with the Clinical Site Management team to ensure the Trust has a robust response to staffing and capacity management requests and in the absence of a more senior colleague, take responsibility for managing the team and delivery of service.

The post holder will promote a learning environment that enables personal and professional development of all team members by the dissemination of the post holders specialist knowledge and skills through education and training.

The post holder will work closely with the Senior Clinical Site Manager and be responsible for the provision of acute pain management, the follow up of all patients discharged from critical care and the identification, assessment and referral of patients at risk of critical illness. They will be required to respond to referrals and requests for advice from ward staff whilst ensuring that the education and training needs of ward staff are met. The post holder will also be responsible for auditing the performance of the service, implementing strategies to deal with service deficits and improvements including ensuring that local and national guidelines relating to the service are met. The post holder will be expected to rotate across the trust sites as required.

### KEY WORKING RELATIONSHIPS:

**Internal:** Divisional Directors, Associate Directors, , Group Managers, Group Support Managers, Consultants and medical teams, Matrons, Head of Operations, Ward Managers and nursing teams including Discharge Coordinators, Quality & Risk Management, support services.

**External:** WMAS, EMAS, CRCCG, CWPT

### MAIN DUTIES & RESPONSIBILITIES:



## CLINICAL

**Following an agreed induction period and upon successful attainment of identified objectives within PDRS, the post holder will be responsible on a day to day basis for:**

- 1.1 Guided by principles and broad occupational policies the practitioner will manage their own "case load".
- 1.2 To be responsible for expert care and continuously advise others to care, (to agreed standards) for patients within the organisation whatever their conscious level. Following appropriate training carry out expanded clinical practices within the trust, complying with the NMC, Scope of Professional Practice and agreed local and Trust policies.
- 1.3 Using expert knowledge and experience respond appropriately to the potentially dynamic nature of the patient's condition using a variety of computer software to monitor, assess, plan, implement and evaluate patient care as a continuous process throughout the shift on a daily basis.
- 1.4 Following appropriate training, experience and clinical practice, using dexterity, coordination and sensory skills, carry out advanced clinical practices complying with the NMC Scope of Professional Practice and agreed local and Trust guidelines.
- 1.5 On a daily basis, using own discretion provide expert clinical/technical care which contributes to the diagnosis, specialist care programmes and treatment plans for complex patients. In the absence of medical staff using clinical reasoning skills the post holder will initiate emergency support to ensure the ongoing safety of the patient.
- 1.6 Frequently on a daily basis utilising expert skills make judgements involving complex facts and situations which require analysis, interpretation or comparison of a range of options, i.e. assessment of specialist, complex conditions e.g. acute pain or acutely unwell patients.
- 1.7 The post holder will be expected to undertake, record and interpret observations of equipment – to include safety checks, calibration and status of respiratory support equipment, infusion pumps, pressure relieving equipment.
- 1.8 Frequently on a daily basis the post holder will undertake haemodynamic observations to include - blood pressure, pulse, temperature, central venous pressure, respirations, Glasgow Coma Score, oxygen saturations, pain and sedation scores, blood sugar, fluid balance, bowel habit, nutritional status and any other observations/equipment required depending on the needs of the patient. Where necessary delegate these tasks and ensure that appropriate action is taken.
- 1.9 Constantly ensure accurate and contemporaneous records (both paper and electronic) and report on the condition of patients to members of the multi-disciplinary and ward team ensuring they are informed of changes in the patient's condition and any action taken.
- 1.10 Ensure that accurate, essential and appropriate written and verbal handover, relating to all aspects of holistic care for the individual or group of patients, is relayed to multidisciplinary, ward team and the following shift. Provide a detailed summary of patient's history highlighting relevant issues and the current plan of care, within the guidelines of Caldicott.
- 1.11 Ensure that accurate, essential and appropriate written and verbal information is relayed to the ward team and multidisciplinary team; ensuring adequate facilities are in place to maintain patient safety in the ward environment.



- 1.12 As a highly specialist nurse the post holder may be required to accompany critically ill and unpredictable patients to imaging, across site and other trusts.
- 1.13 Working in a constantly changing environment actively facilitate multidisciplinary team working by supporting government, Trust or unit initiatives and developments enhance the delivery of care e.g. Prescribing Information Communication System.
- 1.14 As part of the clinical team, lead on or frequently contribute to the evaluation and feedback of equipment and consumables trialled within the organisation. Ensuring that the outcomes of such trials are reported to the relevant personnel especially in the event that such equipment fails or compromises patient safety.
- 1.16 Working with other members of the multidisciplinary and ward team, recognising the need for and actively participating in the development, implementation and evaluation of professional policies that affect your own and other areas of practice by participating in: away days, clinical trials, audit and research.
- 1.17 Actively participate in the promotion of the team philosophy; ensuring clinical practice is reflective of this ideology.
- 1.18 Depending on the patient needs frequently throughout the shift, be able to guide, supervise and assist with clinical preparations/procedures.
- 1.19 Have an understanding of the risks involved when caring for patients requiring invasive techniques, having open wounds, multiple lines and uncertain virology and adhere to the Occupational Health policy on inoculation/contamination.
- 1.20 Throughout the shift, act in a safe, appropriate and timely manner, initiating, supporting and advising on the collecting and sending of specimens, ensuring that appropriate documentation accompanies these specimens and appropriate laboratory staff are communicated with.
- 1.21 Using specialist training, skills and experience frequently recognise the need for and initiate physiotherapy techniques to include sputum mobilisation, aspiration of sputum, and optimal patient positioning.
- 1.22 In collaboration with other senior nursing staff and members of the multidisciplinary and ward team, at all times ensure clinical practice is patient-centred and research-based, in accordance with NMC Scope for Professional Practice, guidelines and national and local benchmarks.
- 1.23 Ensure patients, relatives and all other visitors, are received in a professional manner, and act in a courteous and polite manner at all times, thereby participating in good public relations between patients, public and staff.
- 1.24 Ensure dignity, privacy, culture and religious beliefs are observed and maintained at all times, including chaperoning of patients during examination, treatment/consultation by multidisciplinary team members.
- 1.25 Throughout the shift, ensure that the procedure for the administration, recording and storage of drugs is complied with.
- 1.26 Using own professional judgement, discretion and experience be prepared to intercede where appropriate to clarify prescribed plans of care.



- 1.27 Frequently care for and support staff to care for patients and visitors who are unpredictable, aggressive, agitated and/or may be under the influence of intoxicating or mind altering medications. Endeavour to protect the patients, staff and yourself to maintain a safe environment in accordance with the Trusts Violence & Aggression Policy.
- 1.28 Whilst providing direct, highly specialised patient care or supervising others in care delivery there is a frequent requirement for intense concentration where the work pattern is unpredictable.
- 1.29 On a daily basis, be in direct contact with uncontained and potentially infectious and unpleasant working conditions, including bodily fluids, blood spillages, and foul linen and on occasions fleas, maggots, leeches, noxious fumes and hazardous substances.
- 1.30 On a shift by shift basis be responsible for maintaining information technology systems, ensuring ongoing maintenance is carried out, troubleshooting, retrieval of records and appropriate use of available support.
- 1.31 There is a daily requirement for moderate physical effort for several short periods of time throughout the shift moving patients and or equipment utilising moving and handling techniques and aids safely and appropriately.
- 1.32 The post holder may need to on occasion give specialist advice to colleagues outside the Trust.
- 1.33 Rarely carry out last offices and the removal of deceased patients from the clinical areas maintaining respect, privacy and dignity. Utilise policies as appropriate, liaise with the bereavement office and be aware of potential coroner's cases / investigations into suspicious circumstances.
- 1.34 On an ongoing basis, in collaboration with multi-disciplinary and ward team, be conversant with, implement and actively encourage others to work towards meeting the trust/divisional objectives.
- 1.35 Take a lead role in comprehensive, advanced assessment of patients including those with the most complex presentation using investigative and analytical skills, acting independently within a defined set of parameters deciding when necessary to refer to senior medical colleagues.
- 1.36 Throughout the shift in collaboration with the critical care consultant and ward teams identify patients that require immediate medical review. Communicate changes amongst the multidisciplinary and ward team ensuring staff on the wards and units are kept informed of decisions made.
- 1.37 Using own clinical judgement, in the absence of the parent team consultant prioritise patients that require immediate review or decision making by the critical care medical team/first on-call anaesthetist.
- 1.38 Hold the cardiac arrest bleep for the period of duty, respond to all cardiac arrests and emergency calls within the hospital grounds. Provide experienced nursing support to those staff and other hospital visitors affected.
- 1.39 Frequently on a daily basis provide expert advice to all members of the multidisciplinary team, delivering direct care to patients throughout the trust, on all ward aspects of pain



management and provide expert care, advice and treatments to patients in order to manage their acute pain. Provide expert advice on all aspects of acute pain management to ensure maximum effectiveness of service delivery within available resources.

- 1.40 Occasionally assist in the development of multi-disciplinary clinical guidelines relating to acute pain management within the trust.
- 1.41 Regularly assist in the implementation and evaluation of evidence based development in clinical practice for acute pain management within the trust.
- 1.42 Maintain a system for “link” nurses relating to acute pain, acutely ill patient assessment/identification, tracheostomy care etc. within the Trust.
- 1.43 On an ongoing basis, assist and participate in the development and implementation of core clinical audit programmes, which underpin the teams patient management plans.

## **Bed Management**

- 2.1.2 In collaboration with Senior Clinical Site Manager/Divisions/Senior Nurses/Ward Managers maintain an accurate and contemporaneous bed state, monitoring actual/potential occupancy at all times, and to contribute to the required daily collection and analysis of data relating to bed management including discharge information.
- 2.1.3 Actively monitor the trigger factors associated with and when necessary implement the Trusts Bed Escalation Strategy in order to minimise bed crisis through effective planning and to coordinate the Trust response to patients who are likely to exceed targets set out in the NHS plan.
- 2.1.4 Attend bed meetings and communicate directly with senior management to ensure safe and appropriate placement of patients.
- 2.1.5 In collaboration with the Senior Clinical Site Manager coordinate the transfer of patients through the in-patient system to allow for sufficient capacity and safe placement of emergency admissions, and to assist in the achievement of the Trust related target of reducing A&E waiting times.
- 2.1.6 In collaboration with the Senior Clinical Site Manager identify elective admission process reconciling the demand for optimal activity and meeting of Trust targets, with need to provide sufficient capacity for emergency admissions.
- 2.1.7 To communicate with Emergency Bed Service (EBS). During bed crisis, when required, open an extra ward; arrange beds and staff for the ward.
- 2.1.8 In collaboration with the Senior Clinical Site Manager advise the Trust on-call senior manager of the appropriate actions and solutions required to resolve an immediate bed crisis out of hours.
- 2.1.9 Responsibility for the collection and analysis of bed management data for both internal audit and external reporting requirements.
- 2.1.10 Communicate on a daily basis with the Emergency Admissions Coordinator and the Urgent Care Team to ensure safe and effective management of all patients within the Trust.



## Site/Duty Management

### In collaboration with the Senior Clinical Site Manager:

- 3.1 Facilitate immediate coordination and first line management of the Trust's emergency response to Fire, Major Incidents, Security alerts and Serious Untoward Incidents.
- 3.2 Provide an expert level of leadership and operational management of the bed management team whilst ensuring nursing and medical staff at all levels feel supported.
- 3.3 To be aware of and adhere to Trust policies and protocols.
- 3.4 Act as a senior clinical resource to ward and department staff.
- 3.5 Efficiently deploy staff and resources as appropriate in conjunction with Senior Nurses.
- 3.6 Out of hours re-deploy staff in order to cover for unexpected sickness or absence so as to maintain a safe environment for the delivery of care across the Trust.
- 3.7 In the absence of the Senior Clinical Site Manager be responsible as the first point of contact with Press and Media enquiries.
- 3.8 Adhere to local and national guidelines with reference to infection control and advise nursing staff out of hours on infection control issues, and ensuring that patients with infectious and communicable diseases are nursed appropriately in order to reduce the risks of cross infection to other patients, relatives or staff.
- 3.9 Take appropriate action relating to complaints, accidents and untoward incidents involving patients, staff and visitors.
- 3.10 Work in a way that ensures patient confidentiality is assured at all times according to Trust and Departmental policies and procedures.
- 3.11 Demonstrate and awareness of own limitations in practice and knowledge and seek advice and support from fellow nursing and medical colleagues.
- 3.12 Be responsible for ensuring that relatives are able to safely access and view their deceased relatives out of hours when mortuary staff are unavailable. Liaising with portering staff and relatives to ensure a timely viewing. Taking action where required to ensure that the deceased body is in a condition appropriate to be viewed.
- 3.13 Be responsible for the timely and safe release of deceased bodies to appropriate personnel in accordance with UHBFT guidelines, being mindful of diverse ethnic and cultural backgrounds.
- 3.14 Responsible for verifying the need and authorising and allocating budget codes for, and booking taxis for patients, staff or urgent specimens.
- 3.15 Out of hours the post holder will be responsible for the immediate support and ongoing communication with Armed Response Unit Police, ensuring the guarded patient is nursed in an appropriate area and that patients and staff on that ward are reassured and supported during such a stressful time.
- 3.16 Out of hours, the post holder will be responsible for the immediate support and debriefing of staff in the clinical areas who have been involved in traumatic incidents in their areas, e.g death of a young patient; after a violence or abuse or assault.



- 3.17 Out of hours, the post holder will be responsible for implementing the Trust's Zero Tolerance Policy on violent and/or abusive patients, and initiating where necessary the red/yellow card system, which either warns patients or initiate actions to evict them from the ward or hospital ensuring that any such decision are communicated by you to the patient concerned, in the presence of the hospital security where necessary.
- 3.18 Responsible out of hours for the immediate assessment of requests by staff for on-call services, e.g. pharmacy, estate, hotel services, infection control etc, and then making the decision to contact the on-call professionals, and having done so seeking immediate guidance and advice in relation to the problems or issues.
- 3.19 To work closely with the hospital's discharge co-ordinator to identify and solve problems relating to discharge.
- 3.20 To co-ordinate arrangements for the issue of death certificates out of hours.
- 3.21 To arrange medical staffing out of hours to cover for unexpected sickness or absence, by booking Locum Medical staff through the preferred locum agencies, requesting CV's, references and General Medical Council registration, and ensuring all these papers are in order and agreed with senior medical staff in attendance, prior to confirming booking of locum medical staff with the agency.
- 3.22 Ensuring a safe environment for patients and staff:
  - I. Liaise with porters, e.g. (electrical) and oxygen supply throughout the hospital.
  - II. Liaise with Hotel Services staff regarding general cleaning issues and specialist deep cleaning requirements.

## MANAGEMENT

- 4.1 Ensure the on going health and safety of all patients, visitors and staff taking prompt and timely action appropriately and report, record and follow up any accidents, incidents, hazards, risks or defects according to Trust policy.
- 4.2 Promote the ongoing efficient use of resources and ensure that equipment and supplies are used in a safe and cost effective fashion and be fit for purpose. Be responsible for recognising and communicating and taking necessary action to prevent / manage shortages and facilitate stock control ensuring documentation of loaned supplies.
- 4.3 During out-of-hours service, particularly at night, facilitate the conveyance of information to the Senior Clinical Site Manager to ensure trust wide decisions regarding capacity/patient placement are made using relevant up-to-date information. This could include collecting and reporting staffing levels and bed capacity throughout the night.
- 4.4 Over night, be responsible for managing the Hospital at Night system to ensure workload is reviewed and assigned to an appropriate member of the team, in a timely manner, to ensure seamless deliver of care to the patient, out-of-hours.
- 4.5 Due to the unpredictable and dynamic nature of the service continuously assess the workload of all members of the multidisciplinary team and ward team and have an awareness of the surrounding environment and stressors providing appropriate help and support.



- 4.6 Throughout the shift ensure risk assessments are undertaken by the appropriate person in a competent manner and take necessary follow up and action, informing the appropriate Manager of any action taken.
- 4.7 On a shift basis ensure any complaints are dealt with promptly and courteously in accordance with Trust policy. Using own initiative take a problem solving approach seeking advice where necessary and informing the appropriate Manager of any issues. Participate in investigations as directed by line managers.
- 4.8 In collaboration with the Senior Clinical Site Manager participate in the recruitment of junior staff to the team.
- 4.9 Act as the lead nurse for designated areas of clinical/managerial responsibility within the team.
- 4.10 On an ongoing basis with support from senior staff be conversant with, implement and actively encourage others to work towards the Trust and divisional objectives.
- 4.11 To act independently within a defined set of parameters deciding when necessary to refer to senior colleagues.
- 4.12 Take a lead responsibility for a designated group of staff to include:-  
Appraisal and attendance management, taking into account the diversity and scope of the workforce.
- 4.13 The post holder will undertake PDR's for Band 6 staff, dealing with any that might arise and highlighting any areas of concern to the Senior Clinical Site Practitioner.
- 4.14 In the absence of the Head of Operations the post holder will take responsibility for Budgetry and resource management of the service.
- 4.15 In the absence of a more senior colleague take overall charge of the team.
- 4.16 Handover of the patients and any relevant issues to the next shift, giving a brief overview of the patient's history, progress and the plan of care. Provide a handover to the appropriate member of the multidisciplinary team and ward team and any outstanding managerial or bed management issues. Provide support and guidance to more junior sisters/charge nurses as required utilising managerial experience and expert clinical knowledge
- 4.17 Using expert clinical judgement, take into account the individual nurses' experience, competency, professional development needs and support available whilst being aware of the dependency levels of the ward team and needs of the team as a whole.
- 4.18 Continually assess the team workload/dependency/staff skill mix/allocation highlighting concerns or potential problems with the rest of the team.
- 4.19 Ensure adequate staffing levels and skill mix for subsequent shifts, discussing the problems with other team members and identifying the possibility of redeploying, changing shift patterns of staff in order to maintain the patient safety.
- 4.20 To record and report sickness in accordance with the attendance management policy, maintaining confidentiality at all times.





- 4.21 Initiate, coordinate, facilitate and support staff in the movement of patients into and out of the unit/wards, liaising with all appropriate multidisciplinary team and ward team members, to include admissions, discharges, theatre, imaging and out of hospital transfers.
- 4.22 Facilitate the release of staff for teaching/training sessions both within the team and within the trust e.g. mandatory training, ensuring patients remain safe and cared for at all times.
- 4.23 The diversity and complexity of issues arising in the service require the skills of the highly specialist nurse to multitask and prioritise continuously throughout the shift requiring a rapid thinking and problem solving approach and the ability to delegate appropriately.
- 4.24 On a daily basis promote the adherence to working within the European Union Working Times Directive, reporting concerns to the Team Leader.
- 4.25 Take responsibility for ensuring own ability to use and troubleshoot specialist equipment depending on the speciality of the area.
- 4.26 To record and report sickness in accordance with the attendance management policy, undertaking return to work meetings with staff and uncomplicated trigger point interviews within your mentor group. Liaise with the Lead Nurse, ensuring confidentiality at all times.
- 4.27 Authorised signatory for time sheets for bank/agency up to £1000 per month.

## EDUCATION

- 5.1 Following an induction period facilitate in the supervision and continuous assessment of all pre and post registration nurses, new staff to the team, medical staff, specialist courses, visiting professionals, Royal Centre for Defence Medicine, medical students and all other disciplines.
- 5.2 Actively contribute to the development of the learning environment by sharing own expert knowledge and advanced clinical skills by undertaking such courses as Advanced Life Support, Arterial Blood Gas sampling, Non medical prescribing etc. to meet the needs of staff working in all clinical areas, continuing to maintain and develop individuals own teaching skills.
- 5.3 Frequently assist in the data and sampling collection required for approved research and audits undertaken in the clinical areas.
- 5.4 Continue to develop own clinical, leadership and expanded skills relevant to the patient group by utilising learning opportunities in addition to facilitate the development of others within the PDRS.
- 5.5 Monitor and assists staff to achieve set objectives within a given time scale, ensure competence is assessed, ensure all documentation is maintained and up to date, provide one to one feed back, clinical supervision and reflective practice.
- 5.6 Develop and deliver educational programmes relating to the management of acutely ill patients or those in acute pain to all members of the multidisciplinary team.
- 5.7 Organise and participate in training on health care professionals in the use of pain relief techniques and equipment.



- 5.8 Actively support the development of programmes and care packages for example tracheostomy care and acute pain guidelines that provide highly specialised advice concerning the care and treatment of identified groups to all members of the multidisciplinary team including consultants.
- 5.9 Planning and organisation of a number of complex activities or programmes that require the formulation or adjustment of plans. Organise with colleagues' trust-wide link meetings and formal teaching sessions to multidisciplinary team.

## COMMUNICATION

- 6.1 The post holder will respond promptly to their bleep during the hours worked each day. They will also be expected to respond to emergency and cardiac arrest bleeps immediately.
- 6.2 Frequently, throughout the shift ensure effective and tactful two way communication of complex and sensitive information, directly with patients, next of kin/carers and colleagues in accordance with Trust policy.
- 6.3 Frequently handle potentially highly emotive/traumatic/stressful situations e.g., imparting news of terminal illness, sudden death, loss of function – mentally and /or physically. Being mindful of diverse ethnic and cultural backgrounds, whereby their acute physical/mental condition can significantly affect their understanding/compliance or treatment. The post holder will be expected to support all members of the multidisciplinary team and ward team as appropriate.
- 6.4 Frequently, throughout the shift ensure, provide and receive highly complex, sensitive or contentious information where developed, persuasive, motivational, negotiating, training, empathic and reassurance skills are required.
- 6.5 Use expert communication skills to create and sustain new alliances. Using the highest level of interpersonal skills, to break down the barriers and develop interprofessional collaborative working relationships with staff trust wide.
- 6.6 Actively promote and maintain patient confidentiality whilst adhering to Trust and legal guidelines. Ensure that patients and their significant others are kept well informed of their condition, plan of care and related documentation of conversations is timely and accurate. Be conversant with and adhere to whilst actively promoting the Data Protection Act and protect the confidentiality of patients, relatives and staff within the guidelines. Records personally generated information, care plans, observations, written communication to the multidisciplinary team.
- 6.7 On an ongoing basis throughout the shift, answer the telephone promptly, politely and accurately stating location, designation and name. Deal with any issues arising or relay messages and information in a timely and appropriately manner
- 6.8 There is a frequent requirement for concentration where the work pattern is unpredictable e.g. responding to an emergency bleep, unexpected interruptions which need immediate attention.
- 6.9 Respond to enquiries regarding patient condition from outside agencies e.g. Fire, police, and ambulance personnel as agreed with the Trust Communication Department as per policy. Inform the appropriate nurse in charge as necessary.



- 6.10 Be constantly aware of the potential for confrontational circumstances and where possible attempt to defuse the situation whilst maintaining timely and accurate documentation and implementing the Trust's Violence and Aggression Policy as appropriate. Utilising experience and diplomacy skills the post holder will be expected to support others and assist in these situations.
- 6.11 Frequently on a daily basis, using expert communication skills, convey accurate and relevant information to the 1st on call anaesthetist/ consultant/"parent team" regarding acute pain/acutely ill patients who require review or intervention.

## **PROFESSIONAL**

- 7.1 The post holder is expected to be fully conversant with the NMC Code of Professional Conduct and associated national Guidelines and abide by their guidance.
- 7.2 Take responsibility and maintain professional records for personal and professional updating, taking active involvement in own professional development review and personal development plan.
- 7.3 To act as a professional resource to colleagues
- 7.4 Ensure that own personal competency document, which records attainment skills and practices, is regularly updated and is kept in the department, for audit, education and CNST purposes..
- 7.5 Take personal responsibility for attendance at mandatory training sessions as per Trust policies and inform the area manager if training and updates have not taken place at mandated intervals.
- 7.6 Be aware of, adhere to, and actively contribute to the clinical governance agenda within the Trust.
- 7.7 Adhere to the infection control and trust uniform policy ensuring a high standard of personal and professional behaviour at all times whilst acting as an ambassador for the Trust.
- 7.8 Be aware of, adhere to and actively promote the Trust's Attendance Management Policy and local guidelines ensuring the nurse in charge is informed, as soon as possible, of sickness/absence.

## **Physical Effort**

The overall footprint of the organisation is large requiring staff to walk long distances throughout their shift. There is also a daily need to frequently respond to emergency situations in a timely manner and in line with the Trusts agreed time limits.

The majority of staff work a 12-hour day and night shifts with approximately 80% of the time walking or standing.



On a daily basis there is a need to assist in the movement of beds, either empty or occupied within departments to ensure a timely patient transfer.

To cope with the frequent physical demands of the post e.g. regular ward visits to all the wards for bed state, site or clinical issues, and there will be an ongoing requirement for several short periods during each shift to exert physical effort, e.g. to get to and participate in a cardiac arrest or other serious emergency.

### **Mental Effort**

The role necessitates the individual to have a constant state of alertness requiring high levels of concentration frequently throughout the shift. Due to the unpredictability of site management and care of the acutely ill patient staff are required to prioritise and reprioritise care.

There is a need to communicate frequently throughout the shift with all members of the multidisciplinary team, often using negotiation and or persuasion skills to facilitate overall site management as well as ensuring patient care delivery.

High levels of analytical and problem solving skills are required when managing the site as well as ensuring the acutely ill patient receives the necessary care in a timely manner. Coordinating the admission and discharge of patients as well as patient flow throughout the organisation to ensure patients are placed in an appropriate area requires intense concentration. It is also necessary to provide support to more junior staff, which requires the jobholder to multitask frequently throughout the shift.

### **Emotional Effort**

The post holder will frequently be directly dealing with highly emotive situations such as breaking bad news regarding patient's condition and/or cancelling surgery or admission to hospital. Staff are frequently exposed to the emotional turmoil of not being able to facilitate the admission of a patients who require admission to hospital by the due to the workload generated by patients currently in the organisation.

To manage situations where a patient/family member or carer may become verbally or physically aggressive. To ensure staff and patient safety and comply with Trust policies related to harassment, bullying and aggression

Due to the emotionally turbulent environment staff need to be constantly aware of the impact stress can have on themselves as well as supporting others to develop coping mechanisms.

As senior member of staff, recognising when staff require support and assistance in dealing with this emotive environment is a high priority and a constant requirement.

**The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.**

## **GENERAL INFORMATION:**

### **TRUST VISION AND VALUES**

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; To **Deliver the Best in Care**. Our values apply to every member of staff. They are to treat all with **respect**, to take personal and team



**responsibility**, to look to improve the way we do things (**innovation**) and to act with **honesty** in all we do.

### **TRUST POLICIES AND PROCEDURES**

The post-holder will be required to comply with all policies and procedures issued by and on behalf of University Hospitals Birmingham. In addition if the post-holder is required to work at other organisations premises they must adhere to the specific policies relating to the premises in which they work.

### **CLINICAL GOVERNANCE & RISK ASSESSMENT**

The post-holder must be aware of and ensure compliance with the Trust's Clinical Governance systems and Risk Management systems.

### **CONFIDENTIALITY**

Your attention is drawn to the confidential nature of information collected within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil damages under the Data Protection Act.

### **DATA PROTECTION**

If required to do so, the post-holder will obtain, process and/or use information held on a computer in a fair and lawful way; and hold data only for the specified registered purposes and to use or disclose the data only to authorised persons or organisations.

### **EQUAL OPPORTUNITIES AND DIVERSITY\***

University Hospitals Birmingham is striving towards being an equal opportunities employer. No job applicant or member of staff will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

### **In all Managers and Supervisors Job Descriptions**

As a member of staff at University Hospitals Birmingham the post-holder will have a personal responsibility to ensure that he/she does not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

As a manager/supervisor the post-holder will be responsible for promoting and ensuring that the Trust's Equal Opportunities in Employment Policy is implemented and that staff under his/her control are aware of their equal opportunities responsibilities.

### **In all other Staffs Job Descriptions**

University Hospitals Birmingham the post-holder will have personal responsibility to ensure they do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.



## **HEALTH AND SAFETY \***

The post-holder must make him/herself aware of the responsibilities placed on them by the Health and Safety at Work Act [1974] to ensure that the agreed safety procedures are carried out to maintain a safe environment for other members of staff and visitors.

### **In all Managers and Supervisors Job Descriptions**

As a Manager/supervisor the post-holder is accountable for implementing and ensuring compliance, across his/her own area of responsibility, with the Trust's Health and Safety Policies and Procedures. This includes responsibility for fostering a safety culture in which health, safety and related issues are seen as essential and integral parts in the service activities.

The post-holder must adhere to the health and safety rules and procedures of the Trust. He/she has a legal duty to use safety devices and equipment provided.

All staff will receive a general introduction to health and safety at work as part of their induction. They will also be given advice on fire, security and lifting procedures.

## **FLU PANDEMIC OR MAJOR INCIDENT**

In the event of a flu pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospital. Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

## **NO SMOKING POLICY**

The Trust has a no smoking policy. Staff are only permitted to smoke in designated smoking shelters. Members of staff must not smoke inside any of the Trust's premises nor in any vehicle used on Trust Business. Members of staff must adhere to the Trust's Uniform Policy and therefore any uniforms must be covered whilst smoking.

## **PUBLIC SERVICE USER AND CARER INVOLVEMENT**

Under Section 11 of the Health and Social Care Act we have a duty to involve patients and the public at all levels within the organisation. The post-holder will be required to recognise and value the benefits of listening and responding to patients and recognise that the patients experience is the catalyst for doing things differently to improve the way we deliver services.

## **UNTOWARD INCIDENTS**

The post-holder must take responsibility for incident and near miss reporting and must ensure they adhere to all departmental policies and procedures.

## **SAFEGUARDING**

The Trust is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.



### REVIEW OF THE ROLE

This job description will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the service and the organisation.

This role profile is designed to identify principal responsibilities. The post holder is required to be flexible in developing the role in accordance with changes within the Trust's management agenda and priorities. Although this is a list of the key responsibilities of the post it is expected that the post holder and manager will develop and define the detail of the work to be undertaken.

The Trust is committed to equal opportunities, providing opportunities for flexible working and is a no smoking organisation.

**Name of Post Holder:** .....

**Signature of Post Holder:** ..... **Date:** .....

**Name of Manager:** .....

**Post Title of Manager:** .....

**Signature of Manager:**..... **Date:** .....