

Job Title:	Bladder and Bowel Clinical Nurse Specialist Band 6
Reports to (job title):	Bladder and Bowel Service Clinical Lead
Line Manager to:	NA

Job purpose

The BSW Adult Bladder and Bowel Service is a nurse led team that provides assessment, advice, treatment and support to patients, aged 18 and over that have bladder and bowel symptoms requiring specialist input. We also provide advice to GPs and support and training to other HCRG and external clinical teams.

We serve patients across the whole area of Bath and North East Somerset, Swindon and Wiltshire and ability to travel and provide a specialist service across this entire area as required is essential. You will be based in Wiltshire although may be required to travel across localities.

We provide assessment and support via telephone assessments, face to face clinics and home and/or care home visit appointments. We work closely and in conjunction with many other specialist services such as pelvic health physiotherapy, urology, colorectal, gynaecology and gastroenterology teams as well as with our community colleagues in children's continence, district nursing, tissue viability, Parkinsons and MS teams, to name just a few.

The team has recently, and is still undergoing, changes in the way we structure and deliver our service. We are in a process of development, of which, as a new member of our team, you will be encouraged to share ideas and participate in.

Our working hours are predominantly spread across the hours of 0800-1700 Monday – Friday. There is no current requirement for weekend or bank holiday working but, this may change if a future need is identified.

There may be some exposure to unpleasant working conditions, and there is the possibility that you will occasionally need to work with confused or aggressive patients.

Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role.

- To demonstrate an empathetic and compassionate approach to patient care

- To be confident in working autonomously as well as part of a team
- Assess, diagnose, plan and promote an excellent standard of patient bladder and bowel health irrespective of the patient's age, ethnicity, gender, religion, disability or sexuality.
- Communicate effectively, assertively, and non-judgementally with a diverse range of patients of differing ages, ethnicity, gender, religion, disability and sexuality. And with family members, carers and a range of other MDT members, including GPs when appropriate.
- Encourage patients to take ownership of their bladder and/or bowel problem and support them to improve symptoms via patient education and engagement with various treatment, self help and lifestyle methods.
- Observe, report and act on any changes using judgement and ability to know when action is required
- Undertake intimate clinical examinations, record and follow evidence based guidelines for care and/or clinical duties/procedures
- Work within your own clinical competencies and seek advice from your colleagues within the Bladder and Bowel (BaBS) or external sources when required.
- Manage daily patient caseload and appointments during your shift
- Triage referrals into the service and be the first point of contact for urgent advice
- Able to act as deputy to cover role of service lead when occasionally required
- Have a comprehensive knowledge of other agencies and services available, and how to access/refer on to them appropriately
- Keep a high standard of prompt and accurate patient records using IT systems
- Engage in team training and service development, contribute to clinical and data collection audits. Attend and participate at team and other service relevant meetings.
- To be able to use and take initiative to seek additional work to assist with the smooth running of the team as a whole (eg team administrative tasks, stock ordering, responding to group tasks, booking appointments, contacting patients or carers)
- To work with integrity and confidentiality at all times.
- Complies with HCRG Care Group operational policies and procedures. Be able to advise and explain them to less experienced staff, students and service users and their families. |

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
• Inspire • Understand • Communicate	• Challenge • Improve • Learn	• Accountability • Involve • Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines

- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Registered Nurse (Adult) with at least 2 years post registration experience
- Evidence of a genuine interest and enthusiasm in specialist adult bladder and bowel care
- Care and empathy
- Good interpersonal and communication skills, both verbal and written
- Able to demonstrate up to date expert knowledge of and best practice within Bladder and Bowel conditions
- Ability to complete comprehensive and holistic clinical assessments
- Experience and good use of IT systems to produce accurate written reports, assessments and letters
- Able to work efficiently, prioritise workload and demonstrate organisational skills
- Evidence of ongoing professional development
- Willingness to take on role of a link nurse and ensure information is disseminated to rest of team (area to be identified)
- Ability to support and supervise less experienced staff and/or students effectively when required. Recognised qualification in mentorship, teaching or facilitating learning in practice (or equivalent)

Desirable

- Experience of working in one or more of the following specialities - continence, urology, gynaecology, colorectal, gastroenterology, community nursing
- Experience in specialist bladder and bowel assessment eg. pelvic floor assessment
- Experience in specialist methods of bladder and bowel management eg. intermittent self-catheterisation, transanal irrigation
- Evidence of participating in recent Bladder and Bowel related training
- Experience of triaging and undertaking telephone based initial clinical assessments
- Non-medical prescribing qualification (or willingness to work towards it)
- Confident with using SystmOne, Outlook, MS Word, Excel and other software applications
- Evidence of delivering clinical training, able to demonstrate ability of confidence in teaching others

Other Requirements

- Must have a valid driving licence and access to vehicle insured for work purposes
- Willingness to travel across whole area of BSW when required
- Willingness for occasional travel to conferences and training events outside of BSW area

Employee signature

Manager signature
