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| **Job Description** |
| **Job Title: Triage Nurse** |
| **Reports To: Service Manager** |
| **Job Purpose:** Triage Nurse Practitioner within Summerfield urgent care Centre. We are looking for a dynamic progressive clinician who has ambition to be part of a service which is aligning to the future Urgent Treatment Centre model, inclusive of clinical assessment of presenting patients within 15minutes of arrival. Applicants must be competent in the assessment of patients with undifferentiated needs and demonstrate a range of knowledge and skills to support their ability to assess, prioritise and participate in safe effective patient flow. A mix of primary and secondary care experience is desirable. If not already achieved the candidate should be willing to undertake the non-medical prescribing qualification.The post holder will work with the service manager, and clinical lead to participate in clinical governance and the fulfilment of the service contract |
| **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: -**Communication*** Communicate effectively with other team members, individuals, groups and external stakeholders/ outside agencies
* Take a lead role to provide high quality patient care
* Attend practice meetings and Clinical Governance meetings
* Communicate effectively with patients and carers, recognising their need for alternative methods of communication to overcome and anticipate barriers to communication and take action to improve communication
* Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to assessment and treatment
* Utilise communication skills to support patients to adhere to prescribed treatment regimes
* Act as an advocate when representing the patients’ and colleagues’ viewpoints to others

**Clinical Knowledge & Skills*** Undertake assessment and management of patients in a timely manner, actively contributing to effective delivery of the service based on demand.
* Demonstrate a wealth of experience and ability to prioritise patients using an agreed process and reach decisions to enable prompt assessment of patients
* Prioritise cases and intervene appropriately in urgent or emergency situations, including initiation of effective emergency care.
* To refer and liaise with other agencies as required, and provide patients and carers with accurate information and advice on a range of health issues.
* Maintain accurate and contemporaneous records using relevant systems.
* Prior triage training or job role involvement would be advantageous
* Be able to demonstrate ability to manage paediatric patients safely
* Have skills and knowledge enabling safe service delivery with specific reference to safeguarding, medicines management and infection control.

**Professional*** Have an ability to work with minimal supervision and be able to be autonomous
* Support the achievement of performance measures in particular a commitment to triage patients within 15 minutes and to conforming to the national urgent care standards
* Adapt to a changing environment within the UTC as the service develops, contribute to

advancement of the service with a patient centred, responsive approach.**Clinical Governance*** Play a full part in the clinical governance program for the service including audit and incident reporting
* To be responsible for adhering to and ensuring other staff adhere to all policies and procedures relevant to the UTC, participating in the development of such policies as required.
* To participate in the development of the clinical supervision process, participation regularly in meetings and contribute to lessons learnt and changes in practise

**Learning and Development*** Assess own learning needs through the process of performance review and develop key annual objectives which support the delivery and improvement of the service.
* To develop and enhance clinical and leadership skills as appropriate, undertaking in-house and formal training to ensure competency in all aspects of care. To be aware of all aspects of clinical governance and risk management with regards to the enhanced role within the Urgent Treatment Centre
* Maintain clinical credibility by demonstrating continually professional development and undertake training and education as required, ensuring highest standard of evidence based clinical skills.
* Work with management on any new training requirements
* Be aware of the legal issues pertinent to the role
* Undertake teaching sessions and presentations to groups of staff; be involved with the training and education of other staff with regards to the role of the UTC
* To adapt and develop the role of Practitioner, ensuring flexibility and willingness to expand the role as required.
* Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments
* Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning

**Health, safety and security*** Use the personal security systems within the workplace according to practice guidelines
* Identify the risks involved in work activities and undertake them in a way that manages the risks
* Understand and apply the principles of the cold chain
* Undertake mandatory and statutory training including Health and Safety and COSHH reporting any potential risks identified

**Equality and diversity*** Act as a role model in good practice relating to equality and diversity
* Act in ways that recognise the importance of people's rights, interpreting them in a way that is consistent with procedures
* Respect the privacy, dignity, needs and beliefs of patients and carers
* Understand issues regarding child abuse, family violence, vulnerable adults, substance abuse and addictive behaviour and the referral processes
* Ensure appropriate use of chaperones and act as a chaperone adhering to local policy
* Identify patterns of discrimination, take action to overcome this
* Enable others to promote equality and diversity in a non-discriminatory culture
* Advocate for people who need assistance in exercising their rights
* Assist patients from marginalised groups to access quality care
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| **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. At HCRG Care Group, our values flow through everything that we do, they define who we are, what we stand for and set the expectations of those who use our services and those who partner with us. They have been defined by our employees and have been integral to our journey so far and will be integral to our future as well.**Caring** – being present, demonstrating a concern for others, listening to and understanding one another, anticipating needs and wanting to do our very best for others**Fun** – making people smile, showing enthusiasm and energy, being optimistic and trying to make things memorable for others**Innovative** – leading the pack, challenging the way things are done in order to do things better, showing curiosity and spotting opportunities for change**Outcome-driven** – focusing on what is most important, setting stretching targets and finding ways around obstacles. It’s about keeping sight of the end goal and delivering results**Outstanding** – wanting to be the best, constantly striving to improve on the past performance, when you are truly outstanding you see success as the norm and second best won’t do!**Wow**–having that wow factor in everything that we do, with the ability to surprise even ourselves by providing great quality and standards |
| **Confidentiality and Information Security:**As a HCRG Care Group 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 1998 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](file:///%5C%5Cam-dar-fs01.assuramedical.local%5CGroup%5CMedical_Services_HR%5CRECRUITMENT%20-%20NEW%5CVacancies%20%26%20Advertising%5C834-862-T3%20-%20Admin%20Receptionist%5Crecords%20management%20nhs%20code%20of%20practice) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](http://systems.hscic.gov.uk/infogov/codes/cop/code.pdf) 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**As a HCRG Care Group employee 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
* Adherence to the clear desk/screen policy
* Only using email accounts authorised by HCRG Care Group – eg @hcrgcaregroup.co.uk, NHSmail etc. 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  eg line manager, Head of Information Governance, Information Security Lead
* Only using approved equipment for the use of HCRG Care Group business
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| **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 HCRG Care Group 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 have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.  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**HCRG Care Group as an employer is 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 & Procedures**All Staff will comply with the Companies Policies and Procedures which can be found on the company intranet. |
| **General**HCRG Care Group is 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. |