

Job Title:	Emergency Clinical Practitioner – Nursing or Paramedic Registered
Reports to (job title):	Matron Minor injury units BSW
Band:	Band 7

## Job purpose

As a Clinician with professional registration and advanced practice skills, you will be part of a multi-disciplinary team made up of Nurses, Paramedics and support staff. You will deliver a service of both minor injury and illness support to the local community, working in collaboration with partner organisations including the Royal United Hospital Bath (RUH), other specialist units across the BSW region and HCRG Care Group internal services.

Based in Paulton minor injury unit but maybe required to work in MIU across BSW at times

Hours are usually 8am – 8.00pm 7 days a week.

## Main Responsibilities

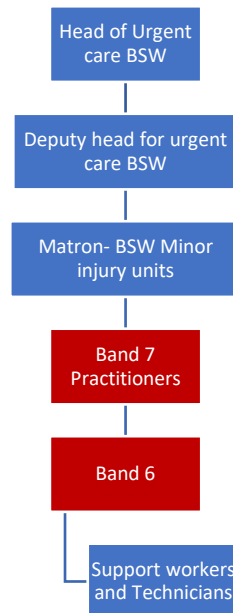
The Emergency Clinical Practitioner (ECP) carries out autonomous responsibility for the assessment, examination, documentation, prescription, implementation and evaluation of evidence-based care and the appropriate discharge of patients attending the MIU.

The ECP also has responsibility for the safe staffing and management of the Minor Injuries Unit in the absence of the clinical lead.

The successful band 7 nurse/paramedic would have completed APiCA and Non medical prescribing and would process advanced triage/assessment skills and knowledge in minor injury and illness within professional scope of practice.

You will be working as part of a practitioner led team and across the primary and secondary care interfaces in BSW. You will be responsible for co-ordinating the provision of specialist interventions to meet the urgent health care needs of people who would have traditionally been seen in ED, or those requiring facilitated timely discharge from emergency departments or primary care.

## Structure Chart:



## Essential Qualifications:

- Registered Health care professional with or without additional qualification as Registered Children's Nurse
- Qualified Emergency Practitioner in illness and injury.
- Minimum of 5 years post registration experience working within emergency/urgent care.
- Evidence of continuing professional development. Able to undertake study at level 7.
- IF applying for band 7 – Will require non-medical prescribing course.

## Essential Skills and Experience

- Up to date Professional Portfolio demonstrating competence.
- Evidence of ability to teach and assess others.
- Experience of developing relationships with external agencies and organisations
- Experience of working across organisational boundaries within health or social care
- Experience of supervising staff in a clinical setting
- Independent/supplementary prescriber V300 or willing to undertake
- Able to provide assessment, treatment and diagnosis at point of first contact by attending to adults and children presenting with Minor Injuries or illness
- Able to independently prescribe, supply and/or administer medication and treatments according to agreed protocols.
- Able to follow national and local clinical protocols
- Able to work autonomously, undertaking a variety of agreed roles and skills.
- To practice within the Code of Conduct, Performance and Ethics to ensure clinical knowledge is maintained and developed.
- Able to deliver care in collaboration with partner health and social care organisations.
- Able to order and interpret diagnostic tests where appropriate.

- Able to ensure that high standards are maintained within the Minor Injury Unit in relation to a clean environment, and giving particular attention to the safety, privacy and dignity of patients
- In addition to the patients who access the MIU Service on a daily basis, be able to liaise and interact with a multi-professional team across organisational boundaries e.g. GPs, Practices and Treatment Room Nurses, Secondary Care providers, Community Care and Housing Departments, Provider Services, Voluntary Sector, Ambulance personnel, Mental Health teams etc accordingly to patient needs and the appropriate care pathway.
- Able to demonstrate empathy when dealing with patients, carers/relatives and other healthcare professionals to ensure that the patient receives an optimal level of care.
- Communicate effectively using a variety of media such as written reports, care plans/programmes, verbal reports and clinical discussions, electronic reports and requests etc.
- To ensure effective communication with clients, relatives and carers, visitors, staff and others
- To ensure that all communication takes place in a manner that is consistent with legislation, policies and procedures.
- To ensure that consent to intervention or assessment is sought in a manner that is meaningful to the service user.
- To communicate with people in a manner that is consistent with their level of understanding, culture and background.
- Maintain an excellent learning environment for the clinical team.
- To take part in the induction and development of all staff in training roles
- Engage in self-appraisal, continuing professional development, contributing to the development of others through clinical supervision and reflective practice and on the job teaching in the clinical setting.
- Ensure all practice is clinically competent, skilled and delivered to the highest standards.
- Ensure comprehensive and accurate care records are planned and recorded for all attending individuals.
- Record all patient data as per HCRG Care Group guidelines with particular regard to confidentiality
- Ensure that services delivered meet recognised quality standards both contractually, regionally and nationally
- Provide day to day management of the Minor Injuries Unit
- Undertake and participate in clinical supervision
- Utilise day to day operational, clinical, professional and problem solving approaches to support staff and service delivery
- To undergo an annual appraisal and personal development planning session
- To maintain own professional registration and professional portfolio.
- To work within professional boundaries and be aware of and work within all relevant legislation and guidance for practice.
- Responsible for the development, maintenance and delivery of an effective and efficient professional service within the MIU.

## Organisational

- Liaise and work collaboratively with the other Health care teams in the area to ensure smooth patient flows.
- Manage the day to day working within existing resources
- Ensure that multi agency working relationships are maintained and developed
- Work closely with other clinical care agents and providers e.g.: GP surgeries, GP Out of Hours, Ambulance, Acute Trusts
- To follow and maintain compliance with Data Protection Act (1998) and confidentiality at all times

## Communication

- Ensure effective communication processes are in place in order to maintain and further develop services within HCRG Care Group for both patients and staff attending or working within HCRG Care Group
- Ensure active and effective communication networks are in place within MIU, and with other agencies
- Utilise all types of communication, face to face, email , telephone, written, verbal and non verbal
- Utilise the available services to ensure that patients whose first language is not English are helped to express their problems and can understand the care and approaches being taken
- Engage and promote patients' participation in quality and service surveys
- Facilitate accessing and referral to other healthcare providers in order to offer and maintain a seamless and effective service for patients

## Education and Research

- Use highly specialised extended scope skills which are peer reviewed annually to deliver evidence based best practice to patients
- Ensure all clinical nursing activities are evidence based
- Lead and undertake relevant research studies and audits both independently or in conjunction with other Health Care professionals and institutions.
- Participate in clinical and nonclinical audit activity that occurs within the MIU.
- Ensure a review of findings and actions plans in relation to the findings is undertaken and recorded 6 monthly
- Oversee a proactive learning environment for healthcare students, visitors' and other learners
- Maintain training and ensure mandatory training is undertaken and in date.

## Managerial

- Manage self and clinical workload in a timely manner ensuring that effective service delivery is maintained
- Manage and monitor safe keeping of medicines in accordance with Medicine Management policy

- Ensure contribution is made to the clinical governance agenda when requested and maintain evidence of compliance and steps to achieve compliance with Care Quality Commission (CQC) registration
- Work collaboratively with other areas within HCRG Care Group on Health & Safety at work Act incorporating Fire, environment, equipment, building, first aid.
- Responsible for goods and equipment within MIU
- contribute to innovative nursing practice and services
- ensure compliance and adherence to safeguarding for both paediatrics and vulnerable adults

## Physical effort

- Data input, report writing involving long periods of sitting in front of a computer.
- Standing mostly during treatment and assessment sessions
- Walking between the clinical room and the waiting area frequently during a clinical shift.
- Twisting, turning and manual handling activities as part of patient care during clinical shifts

## Mental effort

- Rapidly respond to new referrals, assessing clinical condition and treatment options.
- Make timely decisions in complex clinical situations to ensure the well being of individuals, provision of treatment and management plans for ongoing care.
- Use of a variety of clinical skills including diagnostic reasoning non medical prescribing frequently within a clinical shift for a wide range of clinical presentations.
- Ability to make significant decisions without discussing with a senior, deciding on appropriate referrals, follow up or discharge of service user.
- Ability to change plan for day to respond to differing priorities among service users or management requests for information.
- Devising negotiating, implementing, supervising and reviewing individual treatment plans in collaboration with service users, family and carers.
- Ability to review colleagues diagnosis and treatment plans acting as a safety check as part of a governance structure. Intervene in management plans to ensure patients are managed safely

## Emotional effort

- Judgement and insight required to work with people who have mental health difficulties and for whom there may be a query over their capacity to make decision.
- Provision of clinical care where treatments need to be actioned with sensitivity and speed.
- Working in a consistently changing environment. Regularly changing from one

- activity to another, dealing with varied client clinical presentation to service.
- Dealing with people’s reaction to distressing information (impact of illness),
- disappointing news or supporting patients and relatives who may be distressed and
- anxious.
- Managing anxiety of oneself, service users and other staff members.
- Dealing with people under the influence of drugs or alcohol
- Pressure when maintaining service delivery in response to increase demands due
- to the unpredictable nature of the daily workload.
- Managing a professional approach in challenging situations with patients, carers
- and other colleagues.
- Face to face abusive and/ or threatening behaviour

## Working Conditions

- Maintaining concentration and application to task in a noisy and distracting
- environment. Shared workspace.
- Flexible and adaptable to work in changing environment
- Relationship with / responsibility for children or vulnerable adults
- Liaise closely with colleagues when safeguarding children to ensure all policies,
- procedures and processes are in place and followed.
- Ensure there are effective working relationships with health and social care to
- support vulnerable adults.
- Ensure you are fully trained and up to date with current procedures.

## 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
<ul style="list-style-type: none"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## 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

#### Education & Qualifications

- Relevant degree qualification
- Current professional registration
- Evidence of continued professional development
- Relevant minor injuries or emergency department experience and qualifications e.g. APICA

#### Knowledge & Experience

- Knowledge of multi-disciplinary team working
- Acute and/or community experience
- Knowledge of evidence-based practice
- Experience of working with other agencies
- Current practical clinical skills

#### Skills & Abilities

- Ability to assess, prioritise and co-ordinate care for people with complex needs
- Ability to make decisions, delegate, take responsibility and work autonomously
- Ability to work under pressure and meet deadlines
- Willingness to participate and contribute to staff training and development
- Ability to work in a changing environment
- Effective goal problem solving skills
- Good communication skills – verbal and written
- Good interpersonal skills
- Good problem-solving skills
- Ability to motivate others
- IT skills

### Desirable

- Mentorship Qualification
- Evidence of teaching/mentoring in current role
- Mental Health First Aider
- ILS
- Recognition of deteriorating patient training
- Extended Clinical Skills / assessment skills:
- PACR
- PADRAP
- Non-Medical prescribing or willingness to undertake