

Job Title:	Outpatient Department Registered Nurse
Reports to (job title):	Outpatient Sister / Outpatient Matron
Line Manager to:	

## Job purpose

- Provide a key contribution to the service ensuring smooth operation of the Outpatient Department, a patient focused journey, and providing appropriate support.
- Be an effective role model as Team Leader, in terms of clinical, educational and quality standards, assisting the Departmental Manager in the delivery of those standards and teaching responsibilities, with current and new staff.
- To participate in standard setting, the on-going recording of audits and standards of care within the service
- Ensure that patients receive a high standard of professionalism, support and satisfaction at all times.
- Develop strong team working within the wider Outpatient Team, liaising with the Administration and Clerical Team and Clinicians.

**Base:** Outpatient Department

Farnham Hospital

Hale Road

Farnham

GU9 9QL

## Key responsibilities

- To participate as a team member to ensure that patients receive a friendly, efficient and effective service
- To perform technical aspects of nursing care e.g. dressings and wound care, ECG recording, urinalysis and glucose monitoring
- To act as a mentor, facilitator and assessor for junior staff, providing professional advice and support as required
- To abide by current professional standards

## Communication/Relationship Skills

- To ensure the highest standards of courtesy with all members of the public, multidisciplinary team and other stakeholders
- To keep the Operational Manager informed of clinical and staffing issues/concerns
- To maintain accurate patient records adhering to professional guidelines

## Planning and Organisation

- To provide an environment conducive to high patient and staff morale
- Assist in the organisation of and participate in the learning experience and development of other staff and students
- To have a positive and participative attitude to change and a flexible approach to work
- Ability to undertake special tasks as requested in accordance with dimensions of the role
- To participate in team objectives and service developments, team meetings and audits

## Health and Safety

- To ensure that resources are well maintained and efficiently working and report maintenance problems or necessary repairs to the Estates Department to avoid hazard or injury according to H&S regulations
- All employees have a duty of care for their own and colleagues/visitors health and safety and are required to follow all relevant health and safety policies and procedures and to be conversant with these
- Adhere to reporting mechanisms for reporting incidents, accidents and near misses at work according to current policy
- Comply with mandatory and statutory training as per Trust policy and apply this to working practice
- To challenge formal visitors and staff for identification when in the Department

## Policy and Service Development

- To comply with all National and organisational policies, standards and guidelines and ensure that colleagues are aware of these
- To participate in meetings as required
- Adherence to organisational policies and Standard Operating Procedures
- Be prepared to take the lead in new developments in the department and to initiate projects

## Financial Responsibilities

- To attend in-service training, mandatory training and other training programmes as required within the timeframes quoted
- Identify deficits in knowledge or skills and undertake relevant training pertinent to the job role to improve patient outcomes
- To participate in the induction of new staff and students
- To contribute training needs as both appraiser and appraise
- Ensure adequate consumables are available through stock control and exercise a personal duty of care in relation to equipment and resources
- Ensure economical use of all resources and avoid wastage

## Outline of Provisional Job Schedule:

The post is part-time 23 hours per week and includes flexible working of hours

Working hours are between 08:00 – 18:00 Monday to Friday.

## 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

- Inspire
- Understand
- Communicate

### Think

- Challenge
- Improve
- Learn

### Do

- 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 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, 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.

## PERSON SPECIFICATION

### Essential

- Registered Nurse with current NMC registration
- Strong ability to communicate by written, oral and electronic means, applying those skills to new settings
- Delivery of evidence based practice
- Commitment to continuous professional development
- Ability to apply theory to practice
- Knowledge and application of clinical governance, participation in audits
- Reflective practitioner
- Ability to work independently and as part of a team
- Good presentation and friendly manner
- Ability to motivate others and promote a professional, “customer care” approach

### Desirable

- Previous Outpatient clinic setting experience

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Manager Signature

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Employee Signature