

Job Title:

Band 6 Treatment Room Nurse

## Job purpose

The Treatment Room and Ear Care service specialise in the provision of nursing care to all patients located in several clinics and health centres across West Lancashire. The Ear Care service also provide care for housebound patients.

The post holder will work collaboratively to deliver high quality care in the Treatment Room and Ear Care services to develop a locally appropriate integrated approach to delivery of care. The post holder will contribute to the improvement strategy and represent community nursing at forums and groups across the Locality/Borough.

Within this role the post holder will be clinically responsible for the assessment of patients, development of care plans, and the implementation of the care. He/she will provide advice and guidance to the nursing teams and ensure all records and documentation are completed and relevant.

This role involves the overall responsibility for the nursing care delivered. The post will require enhanced communication skills to deal with the broad range of issues involved in the day-to-day leadership of the nursing teams within the Treatment Room and Ear Care services.

The post holder is responsible for the day-to-day operational management of the nursing teams within the Treatment Room and Ear Care services and they will demonstrate leadership; effective team working and will line-manage the clinicians within the services. The role ensures teams deliver a safe, high-quality service.

The post holder will improve clinical patient-centred outcomes through effective use of resources. education and training and assessment and review of current treatments and practice.

## Key Responsibilities

### Management and Leadership

- provide professional, clinical and operational advice and leadership within the designated team for day-to-day issues in order to ensure delivery of high-quality care
- demonstrate supervisory skills for the nursing team utilise Trust's Policies, Procedures and Guidelines actively contributing to their development
- demonstrate effective leadership at all times
- ensure the philosophy of multidisciplinary team working occurs in the area of responsibility
- ensure the service follows best practice and changes in national and local policy are promptly
- integrated into the daily operation of the service
- act as a change agent; to recognise service needs and participate in system changes and service
- redesign as directed, taking an active role in the development of the services
- encourage the team to identify and discuss proposed changes to practice for the area, ensuring
- meaningful consultation, effective evaluation and sharing of results
- participate and contribute to the management of the Directorate, deputising for Community Nursing Matron, Neighbourhood Lead, and other senior management as appropriate
- take a lead role in the resolution of complaints and serious untoward incidences, liaising with
- patients, relatives, or visitors in line with Trust policy
- supervise staff in dealing with complaints
- lead recruitment and retention of staff for area and contribute towards recruitment initiatives across the LCO
- undertake team training needs analysis to inform development plans and upskilling monies
- undertake staff appraisals and ensure delegation of appraisals within the team to ensure timely completion
- to develop action plans for individual staff members where there are areas of concern.
- take responsibility for assessing and managing risk in all work areas in accordance with Trust risk policies and arrangements
- represent nursing at meetings at which broad professional and service issues are discussed
- represent community nursing at local groups, forums and LCO events
- manage emotional and sensitive situations as per Trust policy

- role model the Trust values and behaviours
- act as a role model for community nursing
- celebrate success
- support the Integration agenda and transformation of community services
- ensure duty rotas are developed in advance and are representational of service needs and skill
- Escalate any concerns to DNTM as appropriate.
- actively manage sickness of staff according to the process detailed in the Trust policy and identify and deficit in resources in relation to this.

## Clinical

- ensure the team deliver skilled nursing care to the identified caseload of patients utilising best practice and evidence-based practice
- advise patients, carers, staff, and other professionals, and third sector organisations with regards to area of expertise including supporting patient self-management
- undertake holistic assessments and support staff with those patients who present with complex nursing needs
- prescribe within their competency as from the appropriate prescribers' formulary following assessment
- audit caseloads within the team on a regular basis to identify trends and any other learning
- assess and work with individual members of staff with regards to assessing competencies and developing staff.

## Communication

- have a responsibility to ensure all information processed for patients and staff is kept confidential, accurate and in line with the Data Protection Act 1998 and Caldicott Guidelines
- ensure that accurate and up to date records are maintained on all patients ensuring that documentation meets agreed standards. This includes electronic or paper records
- ensure effective communication systems, written, verbal and the use of Information Technology is embedded in the team
- participate in audit of record keeping
- communicate sensitively and appropriately with a range of stakeholders including service users
- respond to complaints, compliments, and concerns in a professional and sensitive manner whether verbally or written

- deliver presentations at a local level

## **Governance, Quality and Safety**

- lead on delivery of safe, high quality nursing care for the Localities
- embed a culture of accountability and governance at all levels
- ensure a safe environment for patients and staff by adhering to the Health & Safety at Work Act
- ensure business continuity plans are disseminated and understood by all staff and that the plans are reviewed and updated on an annual basis
- adhere to Trust and Departmental Health & Safety policies and use any equipment and personal
- protective equipment provided to ensure safety i.e., wearing of aprons and gloves when dealing with body fluids.
- contribute to wider quality improvement initiatives
- ensure compliance on mandatory training and appraisals for nursing team and be responsible for
- ensuring the medical devices register and training records are kept up to date
- ensure medicine and equipment alerts are shared, adhering to and implementing new
- procedures and policies as required
- ensure attendance at harm free care meetings if required.
- investigate, report and close clinical and non-clinical incidents relating to the Treatment room nursing team, disseminating, and embedding learning to frontline staff
- attend local quality and safety meetings
- act in accordance with the NMC Code and associated guidelines
- be responsible for safe staffing
- ensure entries to risk register are clinically appropriate and reviewed on a regular basis
- ensure that regular audits are undertaken to identify and assure patient safety and quality of care
- delivery, providing confirmation to the Trust that infection control practices in the locality are safe
- support the governance agenda to achieve CQC compliance
- ensure completion of investigations and reports e.g., coroner's, CQC complaints, are completed within the relevant timeframe.

## Patient Experience

- The post holder will be expected to:
- embed the principles of continuous quality improvement methodologies and innovation
- lead on patient experience agenda for the nursing team, incorporating Friends & Family Test.
- utilise results to demonstrate and evidence improvements in care
- set up systems to ensure that appropriate data is captured
- work collaboratively to ensure robust data quality, updating and amending as appropriate and undertaking benchmarking work as required.

## 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

- Registered General Nurse – adult
- Recognised teaching/mentor qualification
- Knowledge, training, and experience equivalent to postgraduate degree
- Non-medical prescribing qualification v150
- Demonstrable clinical experience
- Experience of working at a Band 6 level within community nursing
- Experience Leading/managing a team
- Knowledge of community health and social care services
- Excellent written and verbal communication skills
- Computer skills
- Motivation, team building.
- Excellent communication and leadership skills
- Clinical co-ordinator able to prioritise and delegate effectively whilst working within stressful situations
- Knowledge of clinical governance
- Ability to complete root cause analysis for both clinical and human resources
- Confident decision maker
- Able to work within a given resource and demonstrate imaginative and effective use of resources.
- Flexible to meet needs of the service
- Team Player
- Organised
- Ability to manage conflicting priorities
- Adherence to deadlines
- Compassionate and caring
- Role model for nursing

**Essential – Have a UK Driving License and access to vehicle**

# Job Description

Employee signature

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Manager signature

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