BENENDEN HOSPITAL TRUSTJOB DESCRIPTION

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| **Job Title and Band:** Band 3 Nurse - Outpatients |
| **Job Holder:** | **Date:** |

# Key Responsibilities

* Plan and implement high standards of clinical care including delivering health promotion and discharge advice for patients, following hospital guidelines and protocols, promoting a patient-focussed approach to care
* Ensure patient care areas are safe, fit for purpose and effectively maintained
* Ensure patient information data is correctly recorded in the appropriate IT systems
* General supervision of junior members of the team, including providing clinical supervision/act as a mentor, being accountable for Outpatients in the absence of the Sister or Service Manager - Outpatients

# Where does role fit in organisation?

Reports to the Out-Patient Sister

Member of the clinical team within Outpatients with strong links to the Patient Administration Service Department and all clinical areas

# Boundaries of role

* The postholder will follow standard policies and procedures of work however they are expected to use their knowledge and initiative to make decisions regarding assessing and monitoring patient care in order to deliver the role effectively.
* Undertake a wide range of work procedures using complex or sensitive information which will require the use of initiative and analysis. For instance; planning and implementing care of patients within Outpatients; assessing and monitoring patients whilst within Outpatients, carrying out health assessments including pre-operative assessment within the pre-assessment clinics, bookings of tests, undertaking investigations, health promotion and teaching; ensuring data is correctly recorded on Oasis or other electronic software/paper notes
* Administer drugs in line with NMC Standards for Administration of Medicines and follow the hospital’s Medicine Management Policy
* Act as the patient’s advocate, maintaining their dignity at all times
* Other duties will include undertaking basic tests such as; phlebotomy, ECG, breath tests, peak flows, bladder scans and flow rates, pulse, temperature, respiratory rate, height, weight and BMI calculations, etc. Be able to interpret results and raise awareness of abnormal results. Analysis of tests is the responsibility of the relevant medical practitioner in the case
* Other routine duties will include helping use clinic rooms and equipment in a safe way at all times, acting as a link nurse in one aspect of clinical care, arranging for bodily fluid spillages to be cleared away immediately, and all waste to be disposed of in accordance with local Policy. Demonstrate compliance with the hospital’s policies for maintaining a safe environment, i.e. Infection Control, Hand Washing, Medicines Management
* General supervision of junior members of the team, including allocating day to day work, appraisals and (where necessary) training development, recruitment and selection, absence monitoring, providing clinical supervision/acting as a mentor where required. Be accountable for Outpatients in the absence of the Sister or Service Manager
* Maintain professional development particularly through the national professional body, for instance by participating in audits especially for monitoring quality, demonstrating an awareness of research, proposing changes to working practices or procedures for the department, and recommending and implementing changes
* Contribute to budgetary management by exercising care and economy in the ordering and use of equipment and consumables
* Basic supporting activities such as undertaking administrative duties to support the department when required
* Communicate with patients and their carers verbally and in writing as and when required, using tact, reassurance, discretion and maintaining confidentiality at all times
* Communicate with other staff members and stakeholders (i.e. external consultants, GPs, phlebotomy, other departments internal and external), verbally and in writing as and when required, concerning sometimes complex information, such as patient history and clinical procedures
* There will be a frequent requirement for light physical effort, for instance, moving clinical equipment.
* The role is likely to have predictable work patterns with a need for concentration whilst assisting in clinics. Work may be occasionally distressing.
* The postholder will perform other duties appropriate to the post as may be required from time to time by the Sister or Service Manager - Outpatients or their deputies.

**SPECIFIC ROLE REQUIREMENTS**

The postholder will may be required to work shifts, nights, weekends and bank holidays.

The postholder will be expected to be a member of the Nursing & Midwifery Council/Health and Care Professionals Council and will be expected to abide by the relevant Code of Conduct and any supporting policies/procedures for clinical staff within benenden hospital.

# Proven Knowledge, Training and Experience

* Degree or equivalent experience
* Registered Nurse (with supporting PREP evidence) preferably with some Outpatient experience
* Basic Life Support training or a willingness to undertake training
* Good IT skills
* Basic phlebotomy, drug administration (IV and sub-cutaneous) and ECG monitoring experience or a willingness to undertake training
* Proven ability to undertake multiple tasks under pressure
* Mentorship experience or willingness to undertake training

**Skills & Competencies**

* + Effective verbal communication using tact and diplomacy
	+ Excellent written skills
	+ Strong prioritisation skills
	+ Strong patient-centred approach

**Personal Attributes**

# Methodical in approach and pays attention to detail

* Organised
* Flexible and adaptable
* Work well in a pressurised environment
* Uses initiative

**Measuring Performance**

The postholder is expected to be familiar with, and work in line with, the hospital’s Values.

Performance will be measured against the specific objectives and targets and “Values-led” behaviours as identified and agreed within the Performance & Development Review (PDR) process.

**STANDARD ROLE REQUIREMENTS**

**Mandatory Training Requirements**

The postholder is required to attend an annual mandatory training day, to include a regular update on fire safety, infection control, manual handling, information security, risk awareness and, where necessary, life support.

**Health & Safety**

The postholder will be required to observe the hospital's safety policies, made under the Health & Safety at Work Act 1974. He/she will take due care at work and report any accidents or untoward occurrences and co-operate with the hospital in relation to Health & Safety issues.

The hospital operates a "No Smoking" Policy.

benenden hospital and its Management Board are committed to having a safe and clean hospital and preventing infection wherever possible. The postholder has a personal obligation to act to reduce ‘healthcare-associated infections’ (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the hospital’s Infection Control Policies and support initiatives to meet the Hygiene Code. This includes particularly those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment, safe procedures for using aseptic techniques and safe disposal of sharps. The postholder will report any known infections to the Governance Team and any incidents through the hospital’s Incident Reporting Policy.

**Confidentiality**

The postholder will be exposed to sensitive personal data as part of their role and must at all times ensure that all data is kept confidential and that it is only made available to those people who are authorised to access it.   There are hospital policies relating to information security, confidentiality and data protection which define responsibilities.  It is the postholder’s responsibility to ensure that they read all appropriate policies and are aware of their responsibilities.  Any data breach will be subject to the disciplinary process which may result in dismissal.

**Safeguarding Vulnerable Groups**

Employees who come in to contact with vulnerable adults or children and their parents during the course of their normal duties will be aware of their responsibility to safeguard and promote the welfare of children, young adults and vulnerable adults.

**Equality and Diversity**

It is the responsibility of every staff member to understand the hospital’s equality and diversity commitments and statutory obligations under the current equality legislation including the Equality Act 2010. The postholder will value people as individuals and treat everyone with dignity and respect, in line with the hospital’s Values. The postholder will be familiar with the Equality and Diversity Policy, and will report behaviour that undermines equality within the hospital.

**Legislation**

The postholder will be required to observe current legislation including for example Data Protection Act, Human Rights Act, Friendly Societies’ Act, Equal Opportunities, Freedom of Information Act, Bribery Act etc.

**Fraud**

The hospital requires honesty and integrity from staff and Officers. Hospital staff are expected to abide by the benenden society's Fraud Policy, as stated in Section 20 of the Standing Financial Instructions. This Policy clearly states the Society's position regarding fraud, theft and corruption. Furthermore the Society's Whistleblowing Policy sets out guidance regarding the reporting of suspected malpractice.

**Business Risk Awareness**

The post-holder will be required to identify and assess risks to the achievement of individual, departmental and organisational business objectives. He/she will report, control and monitor these risks at a level appropriate to the role.

**Acceptance**

I hereby understand, acknowledge and accept the content of this job description I also understand that this document forms part of the terms and conditions of my employment with the hospital.

**Job Holder: Date:**

**Manager: Date:**