

JOB DESCRIPTION

Senior Nurse Urgent Primary Care Service

Job Details

Job Title: Senior Nurse

Grade: Band 8a (Ref: 2014/0085)

Hours: 37½ per week

Term: Permanent

Organisational Arrangements

Accountable to: Directorate Manager Urgent Primary Care Service

Professionally Accountable to: Head of Nursing, Primary Care & Community Division.

Job Summary

As a professional Manager and Clinical Support Leader the post holder will:

- Provide clinical leadership for nursing within the GP OOhrs Service , to meet the corporate agenda for Nursing and Midwifery, supporting the Clinical Director, Divisional Lead Nurse and Directorate Manager in service development, operational management and clinical governance arrangements for the team;
- Provide clinical leadership for the continuous professional development of the nursing staff within the ABHB OOHRs or specific area of the Directorate;
- Operationally line manage all nurses within the OOhrs Service
- Act as a support for the full service with an understanding of software application and function for the team
- An ability to execute clinical leadership on shift and take forward areas of change
- Be responsible for monitoring the nursing budgets
- Contribute to the provision of healthcare to the Health Board's population, managing, developing and directing the nursing and clinical workforce within the team and ensuring safe, clinically effective, high quality care is delivered to patients by competent professionals;
- Work to develop new models of service delivery in line with Welsh Assembly Government (WAG) policies and strategic direction.
- Act as a clinical lead and "expert" practitioner whilst working on clinical shifts and on call

- The post is 40% clinical within the service operational hours and 60% Management and leadership support(times am and percentage may vary on demand of service and resources
- Act as deputy to Operational Senior Managers

Principal Duties:

The post holder will:

- Provide clear clinical leadership and management support for the Nursing and Clinical Team, ensuring this meets professional standards and corporate requirements;
- Provide formal and informal links with education providers to ensure organisations are responsive to service needs;
- Be responsible at an operational level for the development and maintenance of excellent working relationships with partner agencies.& all staff within OOhrs service
- Work with other nursing and clinical leaders to develop robust integrated care pathways across Primary, Community and Secondary Care, in line with national and local strategies, e.g. NSF, Chronic Conditions Management, Setting the Direction and the Community Nursing Strategy;
- Support clinical leadership for role/service redesign, to support the implementation of the Health Boards Nursing and Midwifery Strategy, Capacity Plan and the 5 Year Plan (Service, workforce and financial), and Annual Operating Framework (Operational Plan);
- To support the Lead Nurse and the Divisional Nurse in ensuring the highest standard of nursing care is provided, monitored and evaluated within the clinical areas of responsibility;
- To promote effective communication with the clinical team within and across Directorates, Clinical Boards and agencies;
- Provide a clinical link and support with medical colleagues
- Support the Directorate Manager and clinical Director in ensuring the service recruitment and retention is maintained and improved
- Act as specific links with other key agencies who provide care in and OOhrs

DUTIES AND RESPONSIBILITIES

1. POLICY, SERVICE DEVELOPMENT AND DELIVERY

- Develop strategies, with the Divisional and Lead nurse , to ensure that the provision of patient care is of a consistently high standard across the Health Board, and that the Fundamentals of Care and Healthcare Standards are applied in all areas, listening to feedback, taking immediate action where care falls below the standard, working at all times to ensure the safety and wellbeing of patients, service users and staff;
- Provide a corporate and clinical response for the interpretation, development, implementation and monitoring of local and national

policy/strategy, in order to deliver service goals and standards at Health Board level and assurance in nursing;

- Implement the Health Board's strategic objectives as they relate to Nursing and Integrated Governance, and in particular improve performance in demonstrating compliance with the Healthcare Standards relating to Nursing and the provision of safe, quality patient care;
- Work with others to plan and implement new service models for care delivery, in line with WAG strategies, providing clinical leadership and knowledge; implement governance frameworks to support new service delivery models;
- Support data analysis and performance management to monitor, evaluate and provide assurance to check that standards and performance are being maintained. Ensure that there are robust systems in place to ensure professional regulation of nursing staff, managing complex and sensitive issues relating to registration as well as ongoing competency assessment of the Healthcare Support Worker workforce within their area of responsibility;
- Be responsible for ensuring, within their area of responsibility, that the Nursing Service's contribution to the Health Board Risk Register is produced, reviewed and updated as required;
- Act as clinical lead for the redesign of services, to include role design, identifying governance issues for resolution and changing ways of working by clinicians and others;
- Actively contribute to the Health Board's 5-year Plan and the service improvement, public health and cost reduction agenda;
- Implement a framework, within area of responsibility, to review/develop and enhance the service provided by nurses/midwives in order to improve patient access, experience and clinical outcomes;
- Implement a framework, within area of responsibility, to develop patient partnership strategies in line with the health community approach;
- Contribute to the sharing of good clinical and evidenced-based practice within and between Directorates.

2. PATIENT/CLIENT CARE

- Be responsible for the Nursing Services provided within their areas of responsibility;
- Maintain a clinical presence/workload and have responsibility for involvement in direct patient care, promoting independence, health promotion and well being;
- Contribute to the Health Board's work for nursing care in relation to Quality and Safety, 1000 Lives Plus, and continue the Safer Patient Initiative work related to safe, quality nursing care;
- Ensure that nurses understand and deliver their obligations of duty of care under their Professional Code, the Health Act (2006), Human Rights Act (2006), and Children Act (1998).
- Ensure that networks are in place to support and provide access to clinical supervision for all staff;

- Promote a culture of care, compassion, dignity and respect for patients and service users, and evaluate through the Fundamentals of Care audits and patient experience feedback.

3. FINANCIAL MANAGEMENT

- Be responsible for the budgetary monitoring for the nursing workforce within area of responsibility;
- Contribute to the monitoring of the Bank and Agency expenditure and quality controls within area of responsibility;
- Monitor cost improvement programmes and efficiency measures for nursing within area of responsibility, whilst bringing to the early attention of the Directorate Lead Nurse any issue that may compromise nursing, quality and safety of patient care;
- Implement robust systems of financial control throughout nursing, including monthly reviews and the monitoring of the financial performance of nursing, ensuring that corrective actions are taken to deliver financial targets, maintaining accountability to the Lead Nurse;
- Examine and appraise the value for money obtained by the use and development of nurses and identify areas for the improvement of efficiency and income generation;
- Lead the implementation of strategies within area of responsibility, to maximise nursing resources: Transforming Care; Skill-Mix Reviews; Workforce redesign; Rosterpro; assessing and implementing a dependency/acuity tool, which will lead to service/role redesign;
- Be responsible within area of responsibility, for best use of resources by staff redeployment, demonstrating best value and delivery of safe, quality care;
- Develop new roles and redesign services in line with the strategy to deliver care in or closer to patients/clients homes;
- Act as signatory for delegated financial budget in line with scheme of delegation.

4. PROFESSIONAL LEADERSHIP/ MANAGEMENT

- Clinically direct, lead and motivate the nursing team within area of responsibility, to ensure a high standard of professionalism, efficiency and effectiveness in the delivery of the Nursing service, ensuring that activity is fully aligned to the business of the Health Board;
- Ensure that the Health Board's aims and objectives are clearly communicated to the staff within the team;
- Ensure the nursing function within their area of responsibility, is proactive and influential in its contribution to the Directorate's strategic and operational plan;
- Clinically lead nursing teams to ensure a culture of continuous improvement and professional excellence is achieved;

- Implement strategies and processes to ensure the professional development of nursing and midwifery to deliver high quality, patient centred services;
- Provide support to the Advanced Nurse Practitioners and also team leaders and their teams, within area of responsibility, reviewing their performance objectives;
- Contribute to the development of Nursing/Midwifery policies for the Directorate;
- Contribute to development of and delivery of innovative career progression pathways, including staff nurse rotation, clinical supervision; ward sister development; succession planning, the development of generic worker roles and developing roles for Health Care Support Workers;
- Implement the Health Board's employment policies within areas of responsibility and inform the Lead Nurse of progress/outcomes;
- Ensure that statutory, mandatory and legal obligations are adhered to, within areas of responsibility including compliance with NMC registration requirements;
- Implement good practice in recruitment, performance management and ensure all nurses within areas of responsibility have at least an annual PDR in line with up to date KSF outlines;
- Act up for the Directorate Lead Nurse and cross cover for Senior Nursing colleagues when required;
- Participate as required in the Senior Nurse out of hours rota covering weekends and bank holidays;

5. COMMUNICATIONS

- Provide and receive complex, sensitive or contentious information, where persuasive, motivational negotiation and training skills are required, using empathy and reassurance. This may be related to service reconfiguration, mergers, service transfers and disinvestment of services which may impact on the Directorate; This will require good levels of interpersonal and communication skills;
- Provide visible clinical leadership within and outside of the team, putting patients, users and carers at the centre of services, communicating across care sectors, agencies and partner organisations, e.g. Local Authorities and Voluntary Organisations;
- Provide clinical leadership and direction across situations where highly complex ideas or concepts need to be conveyed and implemented in the Directorate, in easily understood language, including the development of new service models within their areas of responsibility;
- Provide expert and visible professional leadership to the Clinical/Nursing workforce within their areas of responsibility, in the delivery of local and national healthcare strategy, including nursing, to enable the Health Board to achieve its strategic agenda
- Provide expert professional advice, support, challenge, scrutiny and decision-making, as required, within their areas of responsibility;

- As an Ambassador of the Health Board and member of the Nursing Team, ensure that self and others represent and practice to the highest of professional standards;
- Develop positive working relationships with other clinicians and managers to ensure the organisation is at the forefront of best professional practice and service delivery, to enable the Health Board to deliver on targets and in line with the Strategic Agenda;
- Attend, as required, Directorate meetings with managers, staff and Staff representatives relating to service reconfiguration, mergers, service transfers and disinvestment of services and, as such, convey information which may be highly contentious in a difficult atmosphere.
- Use a wide range of communication skills to win hearts and minds on highly sensitive change issues, overcoming barriers to acceptance.
- Develop close working relationships with Trade Unions and Professional Organisations within the Directorate to facilitate effective consultation, negotiation and partnership working to achieve the delivery of business objectives and financial targets

6. Quality and Safety

- Implement systems and processes to deliver and performance manage effective clinical governance across the Directorate, integrating the 1000 lives plus priorities into practice;
- Implement a framework to ensure that clinicians actively contribute to the development of clinical governance across the Directorate to promote and drive forward continuous quality improvement and professional standards;
- Contribute to ensuring that a culture is developed within their areas of responsibility that supports the delivery of clinical governance, promoting and sharing best practice, compliance with National Service Frameworks, NICE guidance and NPSA/MHRA guidance;
- Implement systems within area of responsibility, to monitor the quality of nursing practice through audit and measurement of clinical risk, complaints, benchmarking and ensure changes to practice are introduced and monitored where appropriate;
- Ensure standards to demonstrate compliance with infection prevention and control standards are achieved, reducing the health care associated infections;
- To ensure compliance with hand hygiene audits and actions, environmental cleanliness and cleaning schedule compliance for clinical areas to achieve and sustain high performance and pride;
- Ensure that within area of responsibility, effective systems are utilised to verify that qualified nurses are appropriately registered to undertake their role;
- Ensure that Clinical Risk Management is a key component of the operational planning and management within the Directorate;
- Assist the Directorate Lead Nurse with issues of professional discipline, competence and conduct for nurses in accordance with Health Board policy and the NMC;

- Contribute to the production of Directorate risk profiles, monitor and correct incompliance with the Health Board's Risk Management Strategy;
- Implement the systems in place for reviewing clinical and non-clinical events, ensuring that staff are confident to report untoward incidents;
- Support the system within the Directorate for the recording and investigating of all critical adverse incidents, accidents, complaints and untoward occurrences relating to patient services, as well as for ensuring that appropriate remedial action is taken, in line with the requirements of the Health Board and other statutory agencies;
- Contribute to effective working partnerships with statutory and non-statutory bodies, patients and the public to ensure participation and contribution to the development, planning and evaluation of services within the Directorate;
- Undertake regular audit of clinical and non-clinical activity, sharing outcomes within the Directorate and Clinical Board;
- Contribute to workforce planning/modernisation, recruitment and retention, and KSF/AFC implementation ensuring staff within their areas of responsibility, are fit for purpose;
- Act as the designated lead for Vulnerable Adults within area of responsibility and to contribute to the safeguarding agenda for adults and children.

7. WORKFORCE MANAGEMENT

- Contribute to an annual Workforce Development Plan for nursing to inform the non-medical education commissioning process to reflect known and future service improvements, taking into account the financial position and workforce demographics in Wales, aligning service and educational pathways;
- Ensure that within area of responsibility, the right calibre of individuals are recruited and retained with the necessary training, knowledge and expertise to perform to the required standards;
- Monitor clinical environments within area of responsibility, utilising a recognised Dependency/Acuity Model for nursing, and evaluate the information to match workforce, skill-mix and competencies, and patient dependency;
- Ensure all nurses within area of responsibility, are aware of their managerial responsibilities for human resource issues and policy implementation;
- To provide assurance to the Directorate Lead Nurse with regards to compliance with the sickness absence policy for the UHB, demonstrating effective skills and knowledge to apply the policy in practice;
- Support the Directorate lead Nurse with Workforce and OD to ensure that robust employment policies and processes are in place in all areas of operational responsibility;
- Ensure that staff groups within area of responsibility, are working to competencies which are regularly assessed and appropriate to the

service in line with Agenda for Change and the Knowledge and Skills Framework;

- Implement the Knowledge and Skills Framework (KSF) within area of responsibility, ensuring that competencies are developed appropriately for all staff groups and that mechanisms are in place for staff to progress through identified Gateways;
- Ensure all nursing staff within area of responsibility has an annual PDR to identify staff training and development needs and ensure that a record of individual training and development is maintained. The post holder is also responsible for ensuring through this process that staff are working to agreed objectives and have a clear understanding of the Health Board's goals and their contribution to achieving these goals;
- To provide support through effective coaching and mentoring of teams to promote personal, team and organisational development, promoting innovation and change.

8. EDUCATION AND TRAINING

- Contribute to the management of teaching, training and development of nurses within area of responsibility. Develop the Training Needs Analysis for areas of responsibility to determine training strategy for the Directorate;
- Be responsible for ensuring appropriate delegation of tasks to Healthcare Support Workers, in line with their level of competence;
- Provide training, supervision and education in support of the competencies of Healthcare Support Workers,/ call handlers in line with the appropriate regulatory framework;
- Support pre-registration education by ensuring NMC Standards are met within their areas of responsibility;
- Implement a plan/rolling programme for the education and training of all nurses within their areas of responsibility;
- Contribute to developing the annual training needs analysis for the Directorate, ensuring that training is based on annual PDRs and that processes are in place to monitor course/module uptake;
- To promote the NHS Wales Post Registration Career Framework to support registered nurse career pathways;
- Facilitate the creation of learning environments appropriate to meeting the needs of students and learners within their areas of responsibility;
- Participate in development and training and deliver teaching sessions to nurses throughout the Directorate;
- Plan and deliver informal and formal presentations to relevant groups across the Directorate/Clinical Board.

9. ANALYTICAL AND JUDGEMENT SKILLS

- Support within area of responsibility, to ensure that highly complex, sensitive and potentially contentious formal and informal complaints

are resolved satisfactorily, ensuring that learning from complaints is evidenced by improvement. Implement and evaluate systems that ensure the Nursing Profession learns from complaints, Serious Incident Reviews, Ombudsman's Investigations and legal claims;

- Be able to analyse and assess conflicting information where expert opinion may differ or information may not be viable, relying on judgement and critical thinking to deliver an appropriate outcome;
- Identify key trends and changes from complex data and summarise these in a meaningful and succinct manner to inform reports and developments, for example the utilisation of Nursing Bank and Agency, Delayed Transfers of Care, Budget Reports and complex data associated with Infection Prevention and Control;
- Provide ad-hoc statistical reports to inform service planning and decision making, using a range of presentation formats and data analysis tools to summarise salient points for a wide and diverse range of individuals and agencies, both internal and external to the Health Board;
- Regularly analyse complex issues, information and situation, and take any necessary corrective action.

10. PLANNING AND ORGANISING

- Plan and prioritise own work, to ensure effective support to all areas and delivery of key objectives;
- Work closely with the Directorate Lead Nurse delivering improvement plans, remodelling services and roles to ensure maximum efficiency in respect of operational services within their areas of responsibility, ensuring that all contractual and performance targets are met;
- Promote effective and safe discharge of patients from secondary care into the community within area of responsibility, supporting coordination and communication across multi agency teams to reduce length of stay and preventing delays to achieve the service model for Setting the Direction;
- Support the Directorate Lead Nurse in the provision of active and transformational leadership with the nursing staff and with the delivery and realisation of their personal, service and corporate objectives;
- Contribute to the Directorate's strategy for the development of Healthcare Support Workers, promoting and co-ordinating competency-based career development pathways;
- Produce nursing reports to update the Lead Nurse and to inform service planning and decision making, ensuring that this information is accurate, timely, relevant and user-friendly.

11. INFORMATION RESOURCES

- Produce complex reports and presentations based on a range of information from a variety of sources. Write and present reports to a

wide range of groups including the Directorate Management Team, Directorate Quality & Safety Group;

- Scrutinise professional record keeping in line with NMC Professional standards;
- Support and ensure the implementation of appropriate Information Management and Technology systems to collect and analyse data to support nursing metrics, strategic objectives and Healthcare Standards, ensuring that all data systems comply with Caldicott, considering ways of improving the exchange of information across care sectors;
- Develop and produce nursing reports to update the Lead Nurse and Directorate team and inform service planning and decision-making, ensuring that this information is accurate, timely, relevant and user-friendly.

12. RESEARCH & DEVELOPMENT

- Assist with the co-ordination and implementation of non-medical staff research and development programmes for the nursing profession;
- Review assist and implement recommendations from external statutory and professional inspections as they relate to nursing and the clinical areas of responsibility, including Internal and External Audit Bodies; Welsh Health Estates; the Health and Safety Executive; and Health Inspectorate Wales;
- Initiate Clinical Audit, as appropriate within clinical areas of responsibility;
- Identify and implement opportunities within their area of responsibility which will support the corporate R&D nursing agenda building capacity and enabling others to develop relevant skills and knowledge.

13. GENERAL

- Lead on specific and appropriate projects on behalf of the Lead Nurse and/or Clinical Director;
- Be aware of and adhere to Health Board policies and procedures:
 - Health and Safety at Work Act;
 - Data Protection Act 1998;
 - Other relevant legislation and agreed practice and policy.

The Health Board has adopted a policy for Equality and Human Rights and specific regard should be taken of its contents in relation to the treatment of employees or potential employees.

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

PERSON SPECIFICATION

	Area	Essential	Desirable	Evidence
1.	Qualification	<ul style="list-style-type: none"> Registered Nurse – currently registered with NMC Specialist training to Degree or accepted equivalent level of knowledge and experience Leadership development Evidence of on-going, relevant CPD Masters Degree or accepted equivalent level of knowledge and experience Hold or willing to undertake Independent nonmedical prescribing 	<ul style="list-style-type: none"> Level 3 & 4 POVA ECDL Post Graduate Management Diploma Teaching and Assessing Module 	<ul style="list-style-type: none"> CV / Application References
2.	Work-related Experience	<ul style="list-style-type: none"> Clinically credible with experience of multi-disciplinary working Experience of post-registration nursing practice Successful management of change and service modernisation Substantial post registration experience including clinical leadership, team management and with a reputation for professional innovation and excellence. Experience of establishing, developing and managing clinical services. Experience of investigating conduct/professional issues Experience of working with internal and external stakeholders Management of complex, sensitive and contentious 	<ul style="list-style-type: none"> Formal project management experience Service improvement experience Hospital and non bed-based care Community/Ed experience Experience in Triage see and treat and Independent Prescribing Experience within OOHrs services 	<ul style="list-style-type: none"> CV / Application Interview References

		<p>situations</p> <ul style="list-style-type: none"> • Ability to link with Pharmacy and Medics at a higher level of understanding and requirement for legal & professional changes 		
3.	Job related skills and abilities	<ul style="list-style-type: none"> • Excellent communication skills, verbal and written • Clear vision for best practice and positive management of change • Proven ability of practice development and innovation • An understanding of financial management and resource implications • Able to work effectively and achieve deadlines, delegating appropriately • Ability to lead the whole service on shift and on call relating to Executive team • Able to analyse, synthesise and present knowledge and information to influence key decisions. • Able to establish good working relationships, within and outside the organisation • Able to lead on, prioritise and manage service workload, balancing short term, unpredictable problems with demands and long term objectives • Evidence of the ability to think strategically and influence at an operational and strategic level. • Presentation skills • I.T. skills • Soft wear and hard wear IT Understanding interpretation and ability to review and reset clinical algorithms • Standard keyboard skills 	<ul style="list-style-type: none"> • Change management, service improvement tools and techniques • The ability to speak Welsh 	<ul style="list-style-type: none"> • CV / Application • Interview • References

4.	Specialist Knowledge	<ul style="list-style-type: none"> • Thorough grasp of relevant areas and ability to articulate this to others • Knowledge of Professional Nursing agenda, NHS Performance Management, Clinical Governance and Quality & Safety. • Knowledge and understanding of clinical audit. Effective research processes and application • Extensive knowledge and appreciation of national policies and standards • Understanding of Recruitment and Retention Strategies • Evidence of highly developed specialist knowledge which has been underpinned by theoretical knowledge and relevant practical experience. • Clinical competence to a higher level of practise 		<ul style="list-style-type: none"> • Interview • References
5.	Personal Attributes	<ul style="list-style-type: none"> • Consistently exhibits a positive attitude and respect for others. • Proactive and adaptable in the face of a changing environment. • Evidence of personal attributes conducive to effective leadership. • Evidence of drive, enthusiasm and commitment. • Able to meet deadlines • Able to challenge • Able to discuss and interpretive challenging situations • Is determined and focussed • Has a positive and constructive attitude • Achieves work: life balance • Able to travel to undertake the duties of 		<ul style="list-style-type: none"> • Interview • References

		<p>the post at various locations</p> <ul style="list-style-type: none"> • Able to support individuals and teams through periods of challenge . 		
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