The Robert Darbishire Practice

JOB DESCRIPTION

Nursing Team Leader

JOB SUMMARY

To provide a practice nursing service to patients, including in chronic disease management and other specialist areas.

To lead the nursing team, currently comprising three other practice nurses, one treatment room nurse and three healthcare assistants.

To manage and develop the nursing service.

As a clinical member of the Management Team, to be responsible for the safe and effective delivery and future development of the overall service, working towards achievement of practice aims and objectives.

JOB DESCRIPTION - Duties and responsibilities

Following Practice policies, protocols and guidelines, duties will include:

Responsibilities for patient care

- To assess the needs of patients, providing appropriate care/treatment in conjunction with the GP, or independently, as appropriate.
- Refer to colleagues or other agencies as appropriate.
- Provide the full range of nursing services, including venepuncture, ECG measurement, blood pressure measurement, urinalysis, vaccinations and immunisations (children and adults including travel), baby clinic, injections, cervical smears, swabs, travel services, health checks, assessment of risk factors, lifestyle advice, weight management, smoking cessation, ear care, suture removal, wound care, family planning, etc.
- To manage the care of patients with long term conditions. This may include organisational responsibility for specific disease areas.
- Assess, plan, implement and evaluate treatment plans for patients with long term conditions (or at risk of developing one) that meet identified needs and promote health and well-being.
- Select appropriate tests for patients, and interpret and act on results where appropriate.
- Support effective treatment and prescribing by working with patients in order to support adherence to prescribed treatments, reviewing medication for therapeutic effectiveness, and providing information and advice (including over-the-counter medication) on medication regimens, side-effects and interactions.
- Educate and support patients as needed, including adopting healthy lifestyles, appropriate self-care for minor illness and following care plans for long term conditions.
- Provide a sexual health service where appropriate.
- Assist in minor surgery procedures and IUD fitting when required.
- Provide a minor illness service (where the postholder has the necessary skills and experience).
- Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care.
- Organise and/or run initiatives, including contacting patients, to improve uptake of screening, vaccinations or other services and support the achievement of targets (e.g. under the Quality and Outcomes Framework).
- To maintain accurate and contemporaneous records to relevant professional standards/guidelines.
• Delivery of the patient service may require visiting patients at home or occasional weekend working (e.g. flu vaccinations).

Management

• As a clinical member of the Management Team be responsible for the safe and effective delivery and future development of the clinical service.
• Act as a lead clinician for the smooth day to day running of the practice as appropriate, being first contact for day to day operational matters as per the CMT rota; at least one day per week. This will involve a degree of flexibility in covering emergency/crisis situations including arranging cover for sickness/holiday absence and allocating duties to the clinical teams.
• Work with other senior staff to ensure the achievement of Practice aims and objectives and the efficient and effective running of the nursing service and the service as a whole, collaborating on setting policy for the clinical service and the nursing team.
• Plan, develop and implement specific projects and new nursing services as required.
• Ensure that nursing guidelines, policies and other documents (including PGDs) are up-to-date and that adequate and effective recall systems are in place, as appropriate.
• Identify the nursing requirement to meet the practice population need, assessing the impact and implementation of skill-mix in the delivery of care and developing new services and increasing skill-mix as appropriate.
• Assess, advise on, implement, monitor and ensure the quality of enhanced services, where relevant to the nursing team or as requested.
• Collate, analyse and present data and information from the team.

Line Management and Leadership

• Clinical and operational management and leadership of the Nursing Team (nurses and healthcare assistants), maximising the performance of individuals and the efficiency and effectiveness of the team and ensuring the delivery of a high quality service for patients.
• Carry out regular review of staff and conduct performance appraisal.
• Build and lead a cohesive and effective team with good cross team communication.
• Lead or participate in recruitment as required and implement induction programmes for new nursing staff.
• Organise work and delegate clearly and appropriately, assessing the competence of those taking on delegated tasks and ensuring safe practice.
• Assess competence of clinical staff, including in-house certification of staff where appropriate (e.g. Healthcare Assistants).
• Manage and monitor annual leave, sickness and other absence (including return to work interviews and informal counselling) and operate other HR procedures, in accordance with Practice policy, maintaining appropriate records.
• Provide pastoral support for staff when required, particularly in relation to issues that affect their ability to work.
• Instigate and lead performance management and disciplinary procedures if required.
• Communicate resource constraints to the team and discuss with them ideas for effective and efficient working within these constraints.
• Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice.

Teaching and Training

• Ensure that all required training is completed by members of the team and documented.
• Take responsibility for own development, learning and performance including participating in clinical supervision and training as necessary to update skills and knowledge.
• Receive review and appraisal within the Practice.
• Participation in the educational and training events of the Practice.
• Organisation and delivery of the appropriate parts of educational programmes for medical and nursing students, GP Registrars and other learners, taking the lead and/or directly supervising as required.
• Participation in the induction of new staff, students and other attached professionals as necessary.

Communication

• Effective communication with clinical and non-clinical colleagues to ensure the smooth running of the practices.
• Liaison with members of the Primary Health Care Team (PHCT), PCT, hospitals, and other agencies (such as local authority, social services and voluntary agencies) in order to assure appropriate care is provided for patients.
• Responsibility for liaison with NHS Manchester regarding the provision of Nursing Services.
• Attend the Central Manchester Practice Nurse Forum and other CCG meetings as appropriate.
• Communicate effectively with patients and carers, recognising their needs for alternative methods of communication.
• Demonstrate sensitive communication styles to ensure patients are fully informed and consent to treatment.
• To communicate difficult, often unpleasant or sensitive, messages to patients and families.
• Act as an advocate when representing patients and colleagues.

Teamwork

• Work as an effective and responsible team leader, supporting others and the wider team, in a flexible and approachable manner.
• Understand own role and scope within the organisation and identify how this may develop over time.
• Participate in team activities that create opportunities to improve patient care.
• Ensure clear understanding of and appropriate utilisation of services and referral mechanisms and policies to meet patient need.
• Participate in weekly Practice Development Meetings, Primary Health Care Team meetings and others as appropriate.

Information Resources

• Review, enter and process data using accurate Read codes in order to ensure easy and accurate information retrieval for monitoring, financial and audit processes.
• To understand and follow the requirements of confidentiality (including the Data Protection Act) and the Freedom of Information Act and to refer on any queries as appropriate.
• To follow Practice policy regarding the use of email and computer tasks as the main internal method of non-verbal communication and the use of the RDP intranet and the internet as the main source of internal and external information, including the retrieval of relevant information for patients on their condition.

Organisation/Quality

• Recognise and work within own competence and relevant professional codes of conduct as set out by the Nursing and Midwifery Council.
• To follow Practice policies, including Security and Information Governance.
• The efficient and prompt delivery of administrative tasks.
• Prioritise, organise and manage own workload in a manner that maintains and promotes quality.
• Deliver care (self and team) to National Service Frameworks, NICE guidelines, PCT/CCG policy and evidence-based care.
• Assess effectiveness of care delivery (self and team) through self and peer review, benchmarking and formal evaluation.
• Utilise the audit cycle as a means of evaluating the quality of work, implementing improvements where required (self and team).
• To participate in quality improvement initiatives, including Significant Event Analysis, peer review and the review of patient complaints.
• To cooperate fully and openly with the investigation of patient complaints (or other investigations), including drafting responses to complaints as appropriate.
• To ensure that the nursing team support and work towards the achievement of national standards (e.g. Quality and Outcomes Framework), local PCT/CCG standards and Practice standards.
• To participate in CCG commissioning initiatives and programmes as required.
• To support the aims and objectives of the Practice and contribute to the ongoing development of the Practice as required.

Equality and diversity

• Act as a role model and enable others in the observance of equality and diversity good practice.
• To act in ways that recognise the importance of people’s rights, interpreting them in a way that is consistent with procedures.
• To respect the privacy, dignity and beliefs of patients, carers, visitors and co-workers. They must be treated equally, irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.
• To follow the Practice chaperoning policy.
• Be aware of statutory procedures, local guidance and referral criteria regarding protection of children and vulnerable adults, including Practice policies. To follow the guidance and policies and take action in an appropriate manner.

Health, safety and security

• Lead on Infection Control for the Practice, ensuring compliance with all relevant guidelines and requirements.
• Apply infection control measures according to local and national guidelines.
• Use the personal security systems within the workplace according to Practice guidelines.
• Follow Health and Safety Policies and guidelines, including fire and bomb threat procedures and those pertaining to clinical areas of risk. Use safe working procedures and report incidents using the incident reporting system.
• Ensure the safe storage, rotation and disposal of vaccines and drugs. Oversee the monitoring, stock control and documentation of controlled drug usage according to legal requirements.
• Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients.
• Monitor work areas and practices to ensure they are safe and free from hazards and conform to relevant legislation, policies, procedures and guidelines.

Other

• To give good and regular attendance.
• Maintenance of a tidy and organised work area.
• Any other duty appropriate to the role.

Extended Opening Hours

The Practice does not currently offer an extended hours service. However, all staff may be required to take part in any future commitment, which may include evening and weekend working.
This job description is subject to periodic review and amendment in consultation with the post-holder in the light of changing circumstances.

**Key Contacts**

- Nursing Team
- Clinical Management Team – one of the Clinical Management Team will be assigned as the postholder’s line manager
- The team of nurse practitioners, minor illness nurses and GPs
- Patients of the Practice and their carers and families
- Reception and Support Teams
- Primary Health Care Team and staff of other patient services
- Staff of NHS Manchester and other NHS management bodies

**PERSON SPECIFICATION**

**Essential requirements:**

**Education, qualifications and experience**

- Relevant nursing/health degree or equivalent.
- Registered nurse.
- Substantial post-registration nursing experience with significant recent primary or community nursing experience.
- Up-to-date skills and experience in the full range of practice nursing services, including the nurse-led management of patients with chronic diseases.
- Experience in implementing protocols, clinical guidelines and/or service improvements.
- Experience of using infection control procedures.
- Knowledge of clinical governance issues in primary care.
- A commitment to providing a high standard of care that is responsive and flexible in its approach to meeting the needs of a deprived and ethnically diverse inner city population.
- An understanding of the importance of good data quality and information governance.
- Good IT and keyboard skills with experience of using computerised medical record systems.

**Personal skills and abilities**

- Highly motivated, enthusiastic and flexible in approach to work.
- A friendly and approachable manner with good people skills.
- The ability to work as a member of a large multidisciplinary team.
- Excellent communication skills – the ability to communicate clearly and effectively with a wide range of individuals both verbally and in writing.
- The ability to communicate and interact with the public in a discreet and sensitive manner, recognising their needs for alternative methods and styles of communication.
- Excellent organisational skills.
- A commitment to professional and personal development.
- Willingness to be involved in teaching and training.
- The ability to influence others positively, negotiate constructively and resolve conflict successfully.
- The ability and willingness to engage with individuals to improve their personal performance.

**General**

- A commitment to the ongoing development of the Practice.
- The ability to give good and regular attendance.
Desirable requirements:

- Experience of managing other people.
- Mentor/teaching qualification and experience of teaching in a clinical setting.
- Experience of providing a minor illness service in primary care.
- Additional relevant qualifications, e.g. community nursing, family planning, teaching/mentoring, chronic disease, etc.

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