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| JOB DESCRIPTION: Senior Outpatients Nurse |

**RESPONSIBLE TO: Outpatient and Endoscopy Head of Department**

**PROFESSIONALLY**

**ACCOUNTABLE TO: Head of nursing and Clinical services manager**

**RESPONSIBLE FOR:** **Outpatient Department and pre-assessment services**

## **JOB SUMMARY**

To deliver a high standard of patient care supported by evidence based practice.

To ensure that nursing is practised within the constraints of and guided by:

* All relevant Department of Health Legislation
* NMC Code of professional conduct.
* Care quality commission
* NICE guidelines
* Practice Plus Group Group policies and procedures.
* OPD Unit specific policies and procedures.

The post holder will be responsible for the supporting the Outpatient Manager and lead Nurse in the continued development of the outpatient and pre-assessment service within the Practice Plus Group Hospital, Emersons Green.

The post holder will work in partnership with and Deputise for the Outpatient Lead Nurse.

The post holder will ensure effective communication in which high quality, cost effective services are delivered and where creativity, innovation and staff development all underpin the approach to managing the outpatient department in which each member of staff is recognised and valued.

### Key Areas of Responsibilities

**Leadership role**

* To be responsible for organising and coordinating activities to continuously improve service levels and provide appropriate responses to problems, changes in operational demands and emergency situations
* To work with all members of the multi professional team to develop services that meet organisational and contractual requirements and Practice Plus Group performance targets to ensure the effective provision of all aspects of clinical care. Delivering optimum quality care to the client group, and for all areas of responsibility
* Collaborates with the medical staff to ensure that the patient is medically cleared for surgery thereby reducing the number of patient cancellations.
* To ensure compliance in meeting the Care Quality Commission (CQC) regulatory standards, and those of NHSLA where relevant
* To work in collaboration with the Outpatient Lead to ensure an appropriate managerial and professional infrastructure is in place to support the delivery of services and functional requirements within the department which are in line with corporate objectives
* To support the Outpatient Lead by being visible and accessible to patients, relatives and clinical staff and offer assistance, advice and support as required.
* Ensure prompt action to resolve the concerns of patients and their families. To include investigation and drafting response to any formal complaints as directed by the Outpatient Lead.
* To ensure that accidents/incidents and complaints are correctly dealt with and fully documented on Datix. Promptly inform all relevant personnel of the details of any of these events in accordance with Practice Plus Group policy.
* To participate in interviewing and selection of clinical staff and be actively involved in the orientation and development of new staff.

# Professional/Clinical

* To actively and consistently promote the highest standard of patient care ensuring that all care given is to the highest possible standard according to professional body guidelines, research based nursing practice and Practice Plus Group policies and procedures
* To work in partnership with the Outpatient Lead and Clinical Heads of Department in ensuring that the patients’ admission is appropriate based on diagnosis and that the scheduling of patients is efficient and effective, ensuring a highly effective fast track service for day care and inpatient cases appropriate to the treatment centre.
* Patient education session and materials. Works with the physicians and clinical staff to develop and maintain patient education materials. Conducts a comprehensive preoperative patient education session to ensure that planned inpatients receive adequate education regarding their surgical procedure, preparation for their stay and rehabilitation expectations.
* To be pro-active in implementing Integrated Care Pathways (ICPs) working in partnership with the treatment centre surgeons and the multidisciplinary team
* To review and analyse any variances to the expected outcomes of care and document in accordance with the agreed Practice Plus Group governance and data collection programme
* To play an active role in the Clinical Governance Structure, working in close liaison with the appropriate personnel ensuring that Key Performance Indicators (KPI’s) are recorded, monitored and achieved. To understand performance metrics and to take the appropriate response to explore any KPI results which are outside expectations.
* Participate in ensuring clinical audits are undertaken successfully and standards are achieved all subsequent requirements are documented in an action plan and implemented accordingly
* Responsible for maintaining accurate, timely and complete records ensuring the safety and confidentiality of information
* Monitor clinical practices ensuring adherence to all policies and procedures, including Decontamination; Health and Safety and Risk Management strategies

**Infection prevention and control**

* To be responsible for maintaining high standards of cleanliness/hygiene and infection control, implementing infection control policies and procedures and establishing effective infection control systems in all outpatient areas.
* Ensure that all Practice Plus Group infection control policies and procedures are applied in clinical practice
* Report infections to the Clinical Governance Manager.
* Ensure that all patients receive appropriate counselling prior to testing for infectious diseases such as MRSA

**Developmental**

* Identify own training and development needs and undertake appropriate training and education as required to meet the changing needs of the patient.
* Attend mandatory training sessions and complete elearning on an annual basis.
* To have active participation in staff induction and training of all team members

**Health and Safety**

As an employee of Practice Plus Group, the post holder has a duty under the Health and Safety at Work Act 1974, to:-

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the treatment centre, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorized persons or organizations as instructed.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

Name of Post holder …………………………………..

Signature …………………………………...

Date …………………………………...

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| **PERSON SPECIFICATION – Senior Outpatients Nurse** |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * NMC Registered Nurse Part 1
* Evidence of Continued professional development
* Basic/ Intermediate Life Support Skills
 | * + Evidence of Continued professional development
	+ Orthopaedic qualification will be an advantage
	+ Advanced assessment/clinical decision making skill module.
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| Experience | * Experience at Band 5 or equivalent in an acute surgical setting.
* Has taken an active role in promoting, developing and sustaining quality service delivery
* Ability to demonstrate evidence based practice.
* Experience of service development in a clinical area
* Orthopaedic/Ophthalmic experience
 | * Research experience
* Participation in clinical audit
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| **Skills and Knowledge** | * Ability to maintain and enhance effective working relationships
* To be able to identify HR issues and refer to appropriate manager
* Ability to plan, allocate and evaluate own work and develop self to enhance performance of others.
* Ability to plan the work of a team
* Ability to teach/train/ develop nursing staff
* Familiar with HR processes and procedures.
* Excellent communication skills both verbal and written
* Report writing skills
* Excellent time management skills
* Able to meet the needs of the patients
* Is familiar with the company Safety and Infection control policy and procedures.
* Computer literacy
* Business acumen: Able to understand the key business issues that affect the profitability and growth.
* Prepared to undertake appropriate pre-assessment qualifications and courses
* Ability to work closely with and gain the respect of medical colleagues to develop the service appropriately
* Ability to take a clinical lead whilst reporting to a team leader
 | * Ability to contribute to, monitor and implement changes and improvements to the service
* IT skills
* Resource management
* Interest in developing Scope of nursing practice.
* Conflict Management: uses conflict resolution strategies to achieve a satisfactory settlement.
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| Other Factors | * Committed to the overall aims of Practice Plus Group
* Committed to the provision of quality services.
* A flexible, positive attitude to performing a variety of duties.
* Fit to undertake the duties of the post.
* Ability to be flexible with regard to working hours
* Ability to work within a multi-cultural environment
* Effective leadership skills
* Negotiating and influencing skills
* Ability to co-ordinate and liaise within the multidisciplinary team.
* Effective time management
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