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Bwrdd Iechyd Prifysgol  
Cwm Taf Morgannwg  
University Health Board

CAJE REF: RYL/2019/0322 (Annex 21 version  
010322EC)

#### JOB DETAILS:

Job Title	Critical Care Outreach Sister/Charge Nurse
Pay Band	Band 7 (Annex 21 remuneration will apply for this role)
Hours of Work and Nature of Contract	37.5 hours/week
Division/Directorate	Clinical Support Services
Department	Critical Care – ITU/HDU
Base	Prince Charles Hospital

#### ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Unit Nurse Director
Reports to: Name Line Manager	Matron for Critical Care
Professionally Responsible to:	Unit Nurse Director

#### OUR VALUES AND BEHAVIOURS:



Our values and behaviours are fundamental to the way we do things at Cwm Taf Morgannwg University Health Board. They are everything we stand for and aspire to. That includes the way we behave, how we perform our roles and the way we recruit new talent. We look forward to exploring how your values align with ours. This is how we work:

*We listen, learn and improve*  
*We treat everyone with respect*  
*We all work together as one team*

To find out more about our values, visit: <https://cwmtafmorgannwg.wales/we-are-cwm-taf-morgannwg/>

## Job Summary/Job Purpose:

This is a development role, and as such the post holder will be expected to complete the MSc in Advanced Clinical Practice with Independent Prescribing upon commencement of the role.

### Completion of the qualifications are a requirement of the contract of employment.

During this period, salary will be paid in accordance with Annex 21 of the Terms and Conditions as follows :

Year 1 of the training period will be paid at 65% of the top of Band 7 pay scale.

Year 2 of the training period will be paid at 70% of the top of Band 7 pay scale.

Year 3 of the training period will be paid at 75% of the top of Band 7 pay scale.

Upon successful attainment of the MSc and Independent Prescribing qualifications, the post holder will automatically move to the bottom of Band 7, as they will then meet the full KSF outline of this role, and be expected to undertake all duties within the Job Description as indicated.

*NOTE : There will be some circumstances where current staff apply for these posts, and their new trainee salary will be below that of their current salary. To aid both the recruitment and development of staff it is recommended that staff across NHS Wales should have **continuity of pay for the duration of the training to avoid financial detriment**. This should apply when staff take up training posts both within and across NHS Wales organisations. Following this training, the remuneration will be the bottom of Band 7, again without financial detriment.*

The post holder is a line manager/specialist lead accountable for own professional actions, responsible for leading a team to assess, develop, implement and evaluate patient care for the critically ill ward based patient. They will be proficient in critical care nursing and able to utilize their clinical expertise and specialist knowledge outside of the critical care unit walls.

The quality of the Health Boards clinical care and the safety of its patients are fundamental to its excellence and the post holder is responsible for the provision of technical/specialist assistance requiring a high degree of dexterity, precision, accuracy and prolonged concentration to patients, nursing and medical staff.

The post holder is required to provide technical/specialist assistance requiring a high degree of dexterity, precision, accuracy and prolonged concentration to patients and medical staff.

The post holder manages own workload/area and works collaboratively with all disciplines to ensure the effective running of the team.

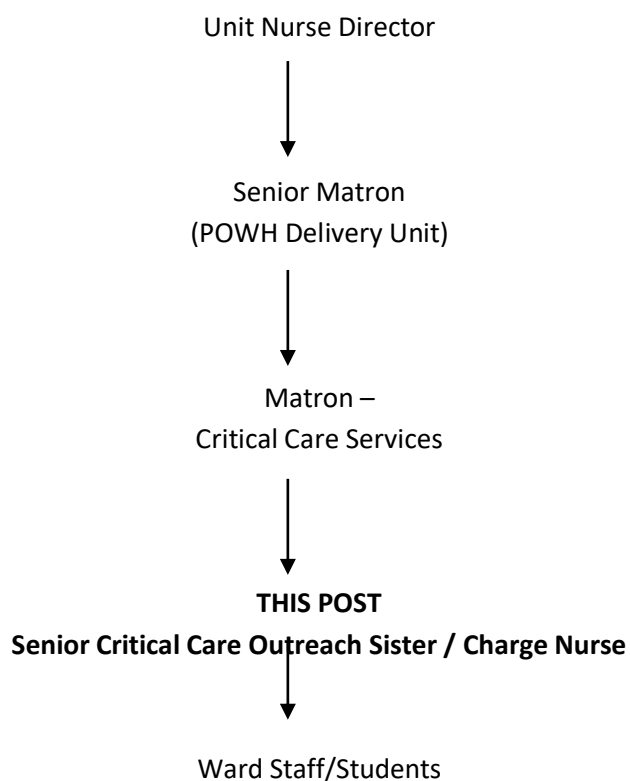
They will be expected to provide effective leadership and be a role model providing support, education and training to the multi-professional team caring for the critically ill patient across the Hospital site.

The post holder is responsible for the deployment, supervision and teaching of staff within the clinical area supporting the Critical Care Matron in providing clinical and managerial leadership.

Within the role there is an overarching responsibility for interfacing Critical Care Outreach across clinical specialities within secondary care. The prime focus of this post is:

- To avert admissions to Level 3
  - To facilitate discharge from Critical Care
  - To share critical care skills
- CAJE Reference RYL/2019/0322 (05.11.2019)  
Critical Care Outreach Sister/Charge Nurse (Annex 21 version 010322EC) (Band 7)

### Organisational Chart



### DUTIES/RESPONSIBILITIES:

- Jointly responsible with the Critical Care Matron and Band 7 Professional Nurse Educator for the daily co-ordination and supervision / preceptorship of qualified staff and mentorship of students across the critical care environments.
- To encourage the development of the individuals personal educational portfolio to comply with KSF, identifying role and skill developments in line with NMC guidelines and Revalidation.
- To be responsible for, establishing, and co-ordinating the recruitment, interview and selection process once vacancies have been identified by Critical Care Matron, liaising with Trac Recruitment.
- Take responsibility for own and oversee junior staffs continuing professional development (CPD) through the measurement of the All Wales Critical Care Competencies and preparation for NMC Revalidation.
- Ensure that the induction of new staff to the Critical Care Environment and Critical Care Outreach Team remains a positive experience.
- Responsible for the management of all Critical Care staff allocating PDR reviews and providing reports for Critical Care Matron on staff's performance.
- To promote and participate in the use of reflective practice.
- To promote and be actively involved in the clinical supervision process within the

critical care environments.

- Maintaining a supportive environment that will be psychologically conducive to maintain morale and the consequent health and efficiency of all staff.
- To enhance the image and reputation of the concept of Outreach and its service within CTMUHB in particular the Base Hospital.
- To link with other Critical Care Outreach teams outside of CTMUHB.
- To ensure effective written and verbal communication between Outreach team, patients and members of the multi-professional team.
- To promote and maintain effective communication channels between the critical care service within CTMUHB on Base Hospital site to provide equity of patient care.
- To liaise with other health care members of the team responsible for patients care.
- Provide expert advice to other professionals, multi-disciplinary groups, patients, carers and the wider organisation including cross-organisational boundaries and inter-agency collaboration to improve the total experience for the patient and community.
- Demonstrate leadership when dealing with the “at risk” ward based patient.
- Maintaining a supportive environment that will be psychologically conducive to maintain morale and the consequent health and efficiency of all staff.
- To liaise with the Critical Care Matron regarding managerial issues affecting staffing and the provision of care for the critically ill patients on the hospital site.
- To be seen as an information resource and role model, and a mentor to junior critical care staff and ward based staff.
- To liaise with other health care team members within CSS and/ or cross directorates.
- To provide and receive highly complex, sensitive information using a high level of interpersonal and communication skills about specific individuals performance, with their team leaders whilst maintaining confidentiality.
- To liaise with critical care matron regarding managerial issues affecting staffing and the provision of care for the critically ill patients and their carer’s.
- Communicate effectively in unpredictable, confrontational or volatile situations where patients, staff, medical colleagues or others may be stressed/distressed, abusive, anxious or have challenging behavioural difficulties, reporting to Critical care Matron for further action.
- Ensure the legal and statutory obligations are met in relation to health and safety ensuring a safe environment. Ensure the fire precaution methods (including the training of staff) are taken.
- Provide guidance, support and help to patients and their relatives by establishing good relationships; encouraging feedback on the service; taking opportunities to create an open, friendly atmosphere; providing emotional support; and promoting collaborative care within the multidisciplinary team in respect of care and treatments associated with the patient.
- Communicate effectively in unpredictable, confrontational or volatile situations where patients, staff, medical colleagues or others may be stressed/distressed, abusive, anxious or have challenging behavioural difficulties, reporting to Critical Care Matron for further action.
- As requested by Critical Care Matron or Senior Matron, assist in the investigation of complaints or comments and take remedial action where appropriate.
- To act as a change agent & role model, to challenge, motivate and overcome barriers

to improve clinical practice.

- Undertake teaching sessions with staff, students, and other health professionals, including medical staff both within and outside the directorate as requested by the Professional Nurse Educator.
- Ensure that all aspects of the PDR process is understood by all staff.
- Reflects on own performance through peer and team networking.
- Participates in clinical supervision.
- Demonstrates specialist knowledge and practice, which is underpinned by theoretical knowledge or relevant practical experience.
- Demonstrate advocacy and clinical decision-making skills in the nursing diagnosis and management of the critically ill patient.
- Ensure that a systematic approach to individualised care is practiced throughout the team.
- Demonstrate effective interpersonal and counselling skills ensuring optimum communication with critically ill patients, their carers and the multi-professional team.
- Demonstrates an integrated approach to critical care services ensuring appropriate integration and skill mix of staff across the outreach service.
- Demonstrates effective leadership skills working within a rapidly changing environment.
- Is able to make decisions and complex judgments on a variety of complex, competing demands regarding routine and non-routine problems/situations that require analysis, assessment and investigations.
- Demonstrates own personal / professional development / knowledge acquired through post registration Degree (Masters) level courses. Accesses advanced CPD as appropriate.
- To have an in depth knowledge of the critical care agenda locally and nationally.
- Represents the Critical Care Outreach Team at Directorate meetings.
- To participate in multi professional training Health Board wide e.g. ALERT; IV Study Day; Clinical Skills.
- Adhere to and ensure all other staff adhere to the Professional Codes of Conduct for Nursing Practitioners, highlighting 'Code' through nursing practice.
- Be highly visible, accessible and approachable to staff, patients and the public to ensure that open and honest communication channels are created and sustained.
- Provide professional leadership in person-centred, compassionate care and role model what this means to all members of the team.
- Lead by example in practicing the highest standards of conduct in accordance with the NMC Code 2015.
- Take responsibility for own and junior staffs continuing professional development (CPD) through the measurement of clinical competencies.
- To support the recruitment, selection and retention of staff within the outreach service.
- Ensures nursing teams achieve compliance with the required standard of performance for staff annual development reviews and requirements for professional revalidation.
- To promote advocacy and clinical decision-making skills in the nursing diagnosis and management of the critically ill patient.

- Negotiates at Consultant level, patient admissions/discharges to the Critical Care Unit.
- To be conversant with Health Board policies & procedures disseminating and raising awareness of pertinent information.
- To influence, drive and implement operational and strategic developments relating to Outreach.
- To be active in the development, monitoring and adherence of educational policies within secondary care in order to improve patient outcomes.
- To organise and provide specific educational programmes in response to training needs analysis.
- To lead the development and empowerment of nurses and nursing practice across all specialties regarding the recognition and treatment of the acutely ill and deteriorating patient.
- To coordinate and facilitate the ALERT / BEACH and AWARE programmes with the Princess of Wales Hospital.
- To support Ward Managers in the delivery of education that would enhance the recognition of acute illness e.g. NEWS.
- To promote safe standards of care through supervised clinical practice with a view to safeguarding clinical risk.
- Utilise a questioning approach to patient care and application of research within clinical practice.
- Initiating implementation of NICE guidelines and National Service Frameworks where applicable and raise awareness of relevant findings in clinical practice complying with the principles of Clinical Governance.
- Initiate the audit process in respect of new critical care innovations.
- Use evidence-based practice to facilitate a high standard of patient care.
- Attend and disseminate information on study days / courses / conference days / meetings.
- Have a sound knowledge of research methods to improve patients care, participating in and developing self-interest research and encouraging staff to do likewise.
- To integrate theory and practice, and build productive cross directorate partnerships to raise the profile of Outreach Services.
- Implement systems that recognise and celebrate staff achievements in the provision of person-centred care and commitment.
- Prepares for and takes an active part in the appraisal process in accordance with organisation policy in partnership with reviewer, identifies opportunities to develop own competence/own skills in order to achieve objectives and meet professional revalidation requirements for registered nurses.
- Ensures nursing teams achieve compliance with the required standard of performance for staff annual development reviews and requirements for professional revalidation.
- To promote advocacy and clinical decision-making skills in the nursing diagnosis and management of the critically ill patient.
- To demonstrate effective interpersonal and counselling skills ensuring optimum communication with the multi-professional team.
- Demonstrates an integrated approach to critical care services ensuring appropriate integration and skill mix of staff across the critical care environments.
- Demonstrates effective leadership skills working within a rapidly changing

environment.

- To autonomously organize own time and resources to take into consideration unit workload with staff development.
- Is able to make decisions and judgments on a variety of complex competing demands regarding routine and non-routine problems/situations.
- Influences change through the development of staff.
- Works effectively and efficiently within a rapidly changing environment.
- Provides information to critical care matron for workforce planning / development, and skill mix recruitment and retention compliance with mandatory training, PDR etc.
- To be conversant with Health Board policies & procedures disseminating and raising awareness of pertinent information.
- To be active in the development, monitoring and adherence of educational policies within the critical care environments.
- To embrace the vision of “Critical Care without walls” through innovations Health Board wide e.g. ALERT etc.
- To organise and provide specific educational programmes in response to training needs analysis.
- To promote safe standards of care through supervised clinical practice with a view to safeguarding clinical risk.
- Ensure the induction of new staff to the Critical Care Outreach Service.
- To promote a questioning approach to patient care and application of research within clinical practice that is evidence based.
- Use evidence-based practice to facilitate a high standard of patient care.
- To promote and actively encourage innovative practice.
- To promote an awareness of NICE guidelines and National Service Frameworks where applicable and raise awareness of relevant findings in clinical practice complying with the principles of Clinical Governance.
- Ascertain Critical Care Outreach patients / relatives views, where possible, with regard to the care they have received and devise an action plan to address issues raised, liaising with ward managers and the Critical Care Matron.
- To assist with management of the critical care environments as an integrated service, especially in relation to education programmes and the All Wales Critical Care Competencies.
- To supervise the delivery of care by other members of the nursing team and influence continuing professional development of staff through the KSF, PADR and PDP process.
- To demonstrate leadership in developing programs of education.
- Has an in depth knowledge of the critical care agenda locally and nationally.
- Demonstrates innovation in influencing evidence-based practice contributing to the critical care vision.
- Demonstrates leadership in developing programmes of education in line with the clinical governance agenda.
- Attends and facilitates meetings and open forums for staff within the critical care environment taking action where required.
- Support quality improvement projects and encourage teams to participate in relevant improvement initiatives utilising appropriate quality improvement methodologies, which promotes a culture of continuous improvement.

- Ensure learning from the Putting Things Right agenda continually drives improvement priorities.
- Keep abreast with changing national best practice and nursing standards across areas of responsibility and embed in practice.
- Fosters a creative learning culture, encouraging staff to participate in lifelong learning initiatives, valuing daily practice as a reflective learning opportunity where learning can be applied directly to practice.
- Establish a clinical supervision infrastructure for staff to access.
- Develop and deliver specialist education and training for ward staff.
- Attend RRAILS and Critical Care Outreach National Meetings feeding back and influencing change for best practice.
- Ensure induction, orientation, mentorship, preceptorship and clinical supervision are in place and effective for the initial preparation of all new staff joining the team and that ward sisters/charge nurses deliver the mentorship requirements in order to meet NMC standards for nursing students. This requires working in partnership with Practice Education Facilitators and partner Universities.
- Ensure full compliance with mandatory and statutory, and relevant clinical skills training within the nursing workforce. This includes assurance that Health Care Support Workers have achieved their relevant competency programme.
- Embed a culture of research and audit.
- Undertake audit and research activity, which will enhance evaluation of patient care and the impact of the nursing service.
- Promote research and ensure innovation and good practice is disseminated within area of responsibility so as to maximise efficiencies. Ensure that all education, training and development opportunities / provision are audited regularly with results fed back to critical care matron.
- Encourage / facilitate collaborative working amongst professional groups, carers and clients within the practice area.
- Produces reports and presentations, using computer software based on a range of information from a variety of sources.
- Ensures that staff within ward areas utilise and support data systems in a timely manner.
- Write and present reports to a wide range of groups within the Delivery Unit and Health Board and to other partners as required.
- Ensure a systematic approach to individualised care is practiced throughout the ward areas.
- To perform physical examination and assessment of the patient to formulate an appropriate care management plan.
- To accept referrals of patients following a referral to the Outreach Team.
- Provide a daily review of all patients requiring level 2 care on the wards.
- To provide frequent reviews of all referred patients until discharge from the Outreach service.
- To provide assessment and follow up for all long term patients discharged from Critical Care Unit.
- To act as part of the hospitals Rapid Response team contributing to patient management in the rapid response situation. Ensure patients and families interests



are considered within the context of care by participating in ethical decision making and supporting staff through this process as required especially in relation to end of life decisions.

- To be able to act independently within appropriate clinical / professional guidelines
- Adhere to the NMC guidelines for records and record keeping (2002).
- Comply with the Data Protection Act 1984 with specific reference to personal information and ensure compliance with the provision of the act and ensure all staff's compliance with the provision of the act.
- Responsible for the data entry of educational and clinical audit information electronically.
- Collate information relevant to performance review.
- Provide information for Performance Management Reviews.
- To facilitate the critical care team in developing and providing programs of care, adhering to prescribed care plans aligned with fundamentals of care.
- Initiate the monitoring of educational standards, which impact on care delivery in line with the governance agenda.
- To promote the development of nurse led initiatives e.g. Integrated Care Pathway's.
- To support the shift leaders in improving motivation through the promotion of team building.
- Ensure patients, staff and visitor's safety is maintained within critical care through risk assessment process.
- Report and investigate to the senior nurse incidents involving staff skills and knowledge as per agreed procedure and take appropriate action.
- To act in accordance with the legal requirements and statutory rules relating to practice and UHB policies and procedures.
- The post holder will be required to travel to attend meetings.
- Report and investigate incidents staff or visitors as a result of an educational deficit.
- To act in and ensure others act in accordance with the legal requirements and statutory rules relating to practice and UHB policies and procedures.
- When necessary travel between sites to oversee / implement educational programmes within critical care and attendance at UHB wide CPD meetings.