

JOB DESCRIPTION

JOB DETAILS

Job Title: Junior Sister / Charge Nurse Emergency & Urgent Care Centre

Pay Band: Band 6

Directorate: Unscheduled Care

Department: Emergency & Urgent Care Centre (EUCC)

ORGANISATIONAL ARRANGEMENTS

Accountable to: Manager / Senior Sister

Responsible For:

JOB SUMMARY / PURPOSE

Application of Specialist knowledge in Emergency Nursing.

Assume the role of Team Leader and be accountable for the management and leadership of the Dept for the assigned shift, effectively delegating and prioritising workload in order to promote the highest standard of care for the presenting population.

Supervise, mentor, teach and provide clinical supervision to junior staff/junior doctors and students.

Clinical

Anticipate possible emergencies and make provisions to respond in conjunction with the multi-disciplinary team.

Analyse and interpret highly complex clinical situations to determine correct intervention using own judgement and initiative eg recognise Myocardial Infarction/ECG presentations. Interpret lethal cardiac arrhythmias and implement immediate advanced life support measures for adults, paediatrics and neonates.

Recognise the need and manage advanced airway skills in order to appropriately ventilate the compromised patient, considering a range of interventions.

Identify and assess patient problems, symptoms and behavioral changes.

Prioritise and organise (Triage/ Classify) patients accurately upon arrival to the Unit.

Administer medication and IV drug therapy accurately determining correctly calculated divided doses.

Insertion of IV cannulas and drawing blood for laboratory analysis.

Insertion of urinary catheters and naso gastric tubes.

Develop and implement specialised programme of care based on evaluation of patient needs in crisis/critical situations eg advanced airway management for paediatrics, adult and neonates.

Evaluate delivery of care and patient satisfaction and focus on improved patient outcomes.

Demonstrate observable clinical competency and application of Emergency specialist knowledge in practice e.g. trauma primary secondary/ survey and appropriate intervention.

Identify other members of the health care team and co-ordinate this multidisciplinary approach to patient care.

Review Doctors orders and implement accurately. Investigate unfamiliar procedures, techniques and medications before proceeding.

Demonstrate an understanding of basic path physiology relative to disease process and rationale for diagnostic procedures.

Apply specialised skills to intervene in patient crisis defibrillation/cardio version/temp pacemaker. Preparation of inotropic drugs with complex calculations.

Work unsupervised and promote patient advocacy.

Provide a safe environment for the patient through the proper use of supplies and specialised equipment as per EUCC/Health Board Health and Safety Policy/Risk Management Policy/COSHH.

Evaluate patient's response to care and make recommendations for change

Provide specialised care and advice to patients.

Recognise immediate threat to life, limb or sight and take appropriate action

Apply appropriate plastering techniques/splints in order to support fractures.

Perform wound closure techniques according to guidelines.

Advise Regional hospitals using Telemedicine (Equipment £45,000)

Service Management

Within a system of case management to co-ordinate and monitor the progress of patients along their critical pathways and to report any variance.

Plan and adjust activities regarding staff allocation and patient care.

Report and document incidents, near misses, hazards and initiate appropriate corrective action.

Monitor stock control and respect technical equipment. Report faults for repair.

Sign agency/bank staff time sheets for payment.

Review staff schedule and adjust to cover absences. e.g. sick cover

Identify staff performance issues and initiate appropriate support mechanism.

Initiate and participate in patient care conferences.

Plan discharge with appropriate support services and liaise with outside agencies.

Demonstrates professionalism and accountability.

Analyse and troubleshoot multiple complex situations considering range of appropriate interventions e.g. haemodynamically unstable patients requiring fluid/blood resuscitation, LVF crisis, multi/poly trauma, bed crisis, ambulance breaches, troubleshoot and prevent delayed access to care.

Organise, supervise staff, and take overall accountability for patient care during shift.

Communications

To ensure confidentiality of information regarding patients, families and friends within the Department at all times.

To be conversant and comply with the Health Board Health and Safety Policy.

Communicate and liaise with all health care staff.

Communicate and receive highly sensitive information to distressed patients, relatives with decorum, respect and empathy .e.g. death, life changing events.

Diffuse contentious situations with diplomacy.

Using developed skills provide counselling to patients with Psychiatric problems using sensitive negotiating skills.

Provide counselling to families in traumatic situations (e.g. sudden unexpected death relating to both adults and children.)

Participate in case conferences regarding highly sensitive issues e.g. child abuse.

Attend Crown Court to give evidence which may be under cross examination as summoned.

Translate complicated clinical information to an easily understood language for patient understanding.

Demonstrate sensitivity to language barriers and take responsibility to improve communications in Welsh/English.

Communicate positive attitude toward unit, hospital, staff and patients/families.

Facilitate good inter-departmental communication.

Collaborate with other staff to evaluate quality of nursing standards of care and nursing procedures.

Provide effective counselling to bereaved families.

Attend and participate in staff meetings.

Document and record information regarding patient care.

Leadership

Assume the role of Team Leader/ Charge Nurse on a regular basis and accountability for actions.

Demonstrate appropriate delegation skills as an effective management tool.

Provide appropriate environment for delivery of patient care.

Maintain high degree of ethics, integrity and sensitivity to cultural difference.

Initiate and demonstrate awareness of the Major Incident Plan and Decontamination Plan for the Health Board.

Promote team work and a positive working environment.
Demonstrate professionalism at all times.

Plan and allocate staffing assignments according to skill levels and expedite resources for unpredictable situations.

Assist in formulating and achieving unit goals.

Demonstrate effective time management and punctuality.

Demonstrate all around flexibility.

Teaching / Mentorship

Act as mentor for new staff and students and provide clear direction, instruction and expectation of their role.

Meet with Manager on regular basis to ensure learning and instruction goals are being met.

Present clinical supervision sessions within established time frames.

Initiate and evaluate an educational plan specific to the needs of the patient/family.

Document evidence of teaching and modifying plan as necessary.

Provide specialised advice to patient population.

Provide patients with education to enable them to understand their illness, injury or disease process.

Professional Development

Demonstrate a high level of professional knowledge through formal education with supplemental knowledge from formal post graduate specialist courses.

Attend in-services and arranges other appropriate self-learning experiences (minimum of 8 per year).

Demonstrate commitment to life long learning.

Maintain current professional license.

Maintain annual re-certifications/relevant Emergency courses.

Recognise limitations and seeks advice when necessary.

Attendance / Appearance

Follow established notification procedures for absences.

Plan and use annual leave within established guidelines.

Adhere to hospital and departmental dress code.

Quality Improvement

Participate in monitoring for Quality Improvement.

Modify own clinical practice based on Quality Improvement findings and direct others.

Participate in Department/Trust research and development/clinical trials and where appropriate with medical ethics approval.

Contribute and implement protocols .Propose changes in specialised areas.

Effort and Environmental

May be frequently exposed to sudden violent and threatening behaviour by members of the public.

May be frequently exposed to unpleasant working conditions, including bodily excretions foul smells etc.

Required to supervise work in an environment which is complex, demanding and unpredictable

Will be required to create support systems for staff

Perform highly physical skills where accuracy is of paramount importance:

- Intravenous and intramuscular injections
- Setting up electronic drug/fluid/blood/ rapid infusing devices
- Wound suturing
- Venous cannulation
- Dressings and bandaging
- Corneal FB removal

Every day, spend the majority of time standing up and walking, this includes pushing trolleys with patients on.

Required to move and handle patients both with and without mechanical aids.
Everyday required to crouch, kneel, bend or stretch to care for patients who may be sitting, standing or lying on the floor etc.

Will be required to deal with highly sensitive and emotional situations (e.g. sudden death of a child/adult, sudden illness, serious injury, mental health issues, child abuse), where a sympathetic and compassionate approach is required. Will be required to break bad news

Work in situations of extreme workload generated by minor/major incidents

Link nurse role meetings

Concentration required for nursing critically ill patients and checking of documents

Everyday work includes drug calculations, near patient testing. Occasional periods of intense concentration needed for carrying out some clinical interventions e.g. suturing

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	<p>Current NMC Registration</p> <p>Relevant Emergency / Post Graduate Diploma Courses.</p> <p>Experience working as a Band 5 Registered Nurse in an Emergency Setting</p> <p>BSc / Diploma in Nursing / or equivalent specialised experience gained over time.</p>	<p>Relevant Emergency courses</p> <p>ALS /EPLS</p>	Application form
Experience	<p>Experience in Emergency/Acute/Critical Care</p> <p>Leadership and diplomacy.</p> <p>Teaching experience/mentorship</p> <p>Focus and calm in crisis</p> <p>Effective trouble shooter</p> <p>Be aware of current activities in “Reforming Emergency Care”</p> <p>Prioritisation and organisation.</p> <p>Application of specialised Emergency knowledge in practice.</p> <p>Identification of crisis Clinical Governance developments.</p> <p>Adherence to NMC Code</p> <p>Venepuncture and proceeding to IV Cannulation</p> <p>Lethal Cardiac Arrhythmia Recognition</p>		Application form and interview.

	Basic Computer Skills		
Language Skills		Welsh Speaker (Level 1) <i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i>	Application form and interview
Aptitude and Abilities	<p>Must be able to participate in the internal rotation of duties within the department including night duty</p> <p>Adaptable to Change Management</p> <p>Team player/leader</p> <p>Conscientious</p> <p>Excellent communicator</p> <p>Mature professional approach</p>		Interview
Values	<p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> • Dignity, Respect and Fairness • Integrity, Openness and Honesty • Caring, Kindness and Compassion <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> • Working together to be the best we can be • Striving to develop and deliver excellent services • Putting people at the heart of everything we do <p>Must be able to participate in the internal rotation of duties within the department including night duty</p>		

	Adaptable to Change Management Team player/leader Conscientious Excellent communicator Mature professional approach		
Other	Flexible approach to needs of the service May be asked to attend meetings across the Health Board at alternative work sites.		

Level 1 Welsh

(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

GENERIC STATEMENTS

NHS CODE OF CONDUCT FOR MANAGERS

**** For Managers only:**

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

REGISTERED HEALTH PROFESSIONAL

**** For Registered Health Professionals only:**

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the postholders responsibility to ensure they are both familiar with and adhere to these requirements.

HEALTHCARE SUPPORT WORKERS

**** For Healthcare Support Workers only:**

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

OUR VALUES

Hywel Dda University Health Board is a values driven organisation. The post holder is expected to uphold our values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness & compassion underpin a behaviour framework which are supported by our organisational values of

- Putting people at the heart of everything we do
- Working together to be the best we can be
- Striving to deliver & develop excellent services

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients, visitors and the public.

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The postholder needs to ensure they are familiar with their terms and conditions of service.