

Job Description

CLINICAL SUPPORT HEALTH GROUP

DEPARTMENT OF INFECTION OUTPATIENT PARENTERAL ANTIMICROBIAL THERAPY (OPAT) SERVICE

Job Title: Lead OPAT Clinical Nurse Specialist

Band: 7

Accountable To: Senior Matron Clinical Support

Reports To: Senior Matron Clinical Support

OUR VALUES

CARE

We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.

We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.

HONESTY

We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.

We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.

ACCOUNTABILITY

We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.

We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

Job Summary:

The post holder will be a clinical nurse specialist for OPAT who will work as part as a cohesive multidisciplinary team across the acute trust. The post holder will be responsible for providing a high quality, holistic service by co-ordinating and ensuring the safe delivery of intravenous and complex oral antibiotics for outpatients. The post holder will act as the first point of contact for referrals into the service from inpatient teams as well as direct referrals from the emergency department and general practice. The post holder will have a high degree of autonomy and self-direction with support and advice available from a senior infectious diseases doctor. The individual will be an experienced registered nurse who will work to provide clinical nursing leadership for the OPAT service.

Knowledge and Skills

1. Communication and Relationship Skills

- Operate effectively in a flexible and demanding environment. Work in collaboration with the lead clinician and MDT to provide a high quality and coordinated service across the trust.
- Provide expert communication to empower patients to make informed choices about their healthcare, providing practical information on all aspects of treatment.
- Responsible for supporting and counselling patients, breaking bad news and explaining treatment options in a method that is understandable to patients.
- Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and language barriers.
- Ensure awareness of sources of support and guidance for patients, relatives and work colleagues, for example the complaints department and provide information in an acceptable format, recognising any difficulties and referring where appropriate
- Motivate staff to achieve personal and departmental targets and standards
- Instigate and monitor the development and training of all staff to maintain a first class service to the patients through effective appraisal, professional development reviews and peer supervision.
- Organise team meetings, putting together the agenda, fitting appropriately around clinical and service development targets.
- Ensures effective communication is maintained between members of the multi-disciplinary team to ensure individuals are informed of changes to the patient's condition or treatment plan.
- Competent use of required I.T systems to ensure effective service provision.
- Engage with internal and external stakeholders presenting information to a wide range of groups in a formal setting
- Nurtures key relationships and maintains networks internally and externally, including national networks
- Apply a structured change management approach and methodology for the impact of any change

2. Knowledge, Training and Experience

- Able to provide a holistic assessment of patients and formulate a management plan within the OPAT service.
- Review acute and chronic conditions, integrating both drug- and non-drug-based treatment methods into a management plan whilst the patient is under the OPAT service. This may include initiation of effective emergency care.
- Review medication for therapeutic effectiveness and side effects/toxicity in accordance with evidence-based practice and national and practice protocols, and within scope of practice
- Work with patients in order to support compliance with and adherence to prescribed treatments
- Support patients to adopt health promotion strategies that promote healthy lifestyles, and apply principles of self-care
- Meet the needs of patients presenting for opportunistic wound care
- To be a point of contact and to provide advice on specialist Vascular Access issues.
- To develop, implement and manage nurse-led intravenous antibiotic clinics within a community setting
- Support the development and updates of policies and work within agreed protocols for the management of Vascular Access related issues
- To act as an effective role model and mentor for all registered nurses, students and health care support workers and provide advice and support as required
- To establish a process for documentation which accurately reflects the insertion and care of the vascular access device and treatment plan within the Trust Medical Notes maintained in accordance with the NMC's Guideline for Records and Record Keeping
- To maintain own personal and professional development in accordance with the NMC's Code of Professional Conduct and within the scope of professional practice.
- To lead by example in promoting & delivering high standards of evidence based clinical treatment and sharing clinical expertise.
- To lead in the development of clinical audits, nursing audits and systems to support evidence based practice
- To take a leading role, in partnership with other professional colleagues, in the development of multi-professional policies, guidelines, care pathways and protocols to support the development of OPAT
- Organise, plan and manage own workload and the workload of the service.
- Ensure off duty/ annual leave arrangements provide adequate cover for the team
- To ensure a safe environment for patient care that is underpinned by Health and Safety policies and guidelines
- To report accidents/incidents via Datix, and participate in the investigation of same in accordance with Trust policies, taking corrective action where appropriate
- To investigate complaints and formulate reports to the Divisional Head of Nursing. Agree appropriate action with the Divisional Head of Nursing to resolve any underlying problems in accordance with Trust Policy
- To ensure infection control policies are fully implemented
- Participate in the recruitment and selection of new staff as required
- Responsible to ensure all staff have regular appraisals and mandatory training in line with Trust policies.

- To work collaboratively with Trust wide nursing staff to develop skills and knowledge in relation to the community acute care trust antibiotic service
- To participate in the training of health care professionals in relation to vascular access

3. Analytical Skills

- Use technology and appropriate software as an aid to management in planning, implementation and monitoring of care, presenting and communicating information
- Manage information searches using the internet and local library databases
- Understand responsibility of self and others to the practice and primary care trust regarding the Freedom of Information Act
- Collate, analyse and present clinical data and information to the team
- Communicate essential financial restraints with the team and discuss with them ideas for effective and efficient working within these constraints
- Manage, if agreed, the nursing budget within financial principles
- Analyse and disseminate complex pieces of information from the acute trust, UKHSA, Local Authority and other relevant bodies ensuring that all members of staff are conversant with their responsibilities.

4. Planning and Organisational Skills

- Input into planning and implementation of future service development.
- Plan and organise own duties and those of the OPAT team so that they are completed accurately and within agreed time frames
- Input into the strategic service development
- Ensure adequate and appropriate staffing cover
- Organise staff training including mandatory training and continuing professional development
- Responsible for responding to complaints and incident reporting procedures including evaluation of feedback, patient questionnaires, control measures and other required changes
- Produce, update and monitor information, monitor effectiveness and quality of service information including service leaflets and online information etc.
- Responsible for liaising with facilities department to ensure the following take place in accordance with HUTH policy; fire alarm testing, risk assessments, COSHH assessments, PAT testing, equipment and building maintenance schedule, house-keeping and fault reporting

5. Physical Skills

- Able to travel across sites.
- Work is physically challenging and will include physical examination of patients, lifting and handling of patients and equipment

- Undertake a range of diagnostics including ECG and phlebotomy and near patient testing
- Keyboard skills; knowledge of electronic care records and mobile working, databases, spreadsheet, email, word processing, presentation, email/Internet/Intranet and clinical software systems.
- Insertion of PICCs and Midline catheters with ultrasound guidance
- Interpretation of chest x-rays to identify central venous catheter tip placement
- Delivers core clinical skills which include a range of nursing duties to ensure the patients comfort at all times, this will include for example
 - Administration of medication
 - Administration of intravenous injections
 - Assisting patients with their mobility needs
 - Helping patients with eating and drinking
 - Assisting with hygiene needs
 - Administration of blood products according to local and national standards and other relevant protocols
 - Cannulation and venepuncture of patients
 - Use of ultrasound for the insertion of vascular access devices and complex blood sampling
 - Care of central venous access devices.
 - Assist in the training patients and relatives in the appropriate use, preparation and administration of complicated treatments

Responsibilities

6. Responsibilities for Patient/Client Care

- Recognise and work within own competence and professional code of conduct as regulated by the NMC
- Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures
- Prioritise, organise and manage own workload in a manner that maintains and promotes quality
- Deliver care according to local and NICE guidelines.
- Assess effectiveness of care delivery through self and peer review, benchmarking and formal evaluation
- Initiate and participate in the maintenance of quality governance systems and processes across the organisation and its activities
- Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required
- In partnership with other clinical teams, collaborate on improving the quality of health care responding to local and national policies and initiatives as appropriate
- Evaluate patients' response to health care provision and the effectiveness of care
- Support and participate in shared learning across the practice and wider organisation
- Use a structured framework (e.g. root-cause analysis) to manage, review and identify learning from patient complaints, clinical incidents and near-miss events
- Assess the impact of policy implementation on care delivery

- Contribute to the appraisal of the performance of the team, providing feedback as appropriate
- Understand and apply legal issues that support the identification of vulnerable and abused children and adults, and be aware of statutory child/vulnerable patients health procedures and local guidance
- Working with management to ensure the whole team have skills and knowledge regarding domestic violence, vulnerable adults, substance abuse and addictive behaviour. Provide guidance and support to ensure appropriate referral if required

7. Responsibilities for Policy and Service Development

- To jointly contribute to the development of service policies and guidelines for all functions
- To encourage the sharing of ideas for service improvements within the service team meetings
- To ensure implementation, monitoring and audit of service changes, redesigns and protocols
- 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 health, safety and security legislation, policies, procedures and guidelines
- Ensure appropriate supervision of safe storage, rotation and disposal of vaccines and drugs. Oversee the monitoring, stock control and documentation of drug usage according to legal requirements where appropriate
- Ensure the nursing team has access to and undertakes mandatory and statutory training requirements
- Apply infection-control measures within the practice according to local and national guidelines
- Advocate for policies that reduce environmental health risks, are culturally sensitive and increase access to health care for all
- Interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice
- Responsible for the delivery of Patient Group Directives and following care pathways accordingly.

8. Responsibilities for Financial and Physical Resources

- Responsible for overseeing the careful use of service equipment and security of physical assets including the reporting of faults, regular maintenance programmes (PAT testing, health and safety/fire assessments etc.) and the maintenance of asset registers.
- Responsible for ensuring that appropriate supplies are available to support the delivery of direct patient care, and enabling team members to carry out their duties through monitoring and adherence to the services budget including procurement, facilities management, staff costs.

9. Responsibilities for Staff/HR/Leadership/Training

- Act as a clinical leader in the delivery of unplanned nursing services ensuring that the needs of the patient are a priority
- Take responsibility for own learning and performance including participating in clinical supervision and acting as a positive role model
- Support staff development in order to maximise potential
- Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice
- Encourage others to make realistic self-assessment of their application of knowledge and skills, challenging any complacency or actions that are not in the interest of the public and/or users of services
- Critically evaluate and review innovations and developments that are relevant to the area of work
- Enlist support and influence stakeholders and decision-makers in order to bring about new developments in the provision of services
- Work with practice management to ensure sufficient staff of appropriate ability, quality and skill-mix are available to meet current and future service delivery, that selection and recruitment processes are effective and that equality of treatment of the team incorporates quality HR principles and processes
- Contribute to the development of local guidelines, protocols and standards
- Maintain effective communication with those responsible for the overall commissioning and procurement process
- Maintain active involvement in the planning and processes of practice-based commissioning or similar initiatives
- Understand own role and scope and identify how this may develop over time
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working
- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence
- Create clear referral mechanisms to meet patient need
- Prioritise own workload and ensure effective time-management strategies are embedded within the culture of the team
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery
- Discuss, highlight and work with the team to create opportunities to improve patient care
- Manage and lead on the delivery of specifically identified services or projects as agreed with the practice management team
- Agree plans and outcomes by which to measure success
- Responsible for the recruitment, retention and selection of all nursing staff
- Responsible for supervision and staff development of specified junior nurses
- Responsible for ensuring that staff have an annual appraisal.
- Monitor staff absence and progress
- Responsible for managing capability, discipline and grievance procedures for staff.

- Provide support to all staff as required but particularly following a serious untoward incident.
- Responsible for maintaining procedures and developing protocols in line with integrated governance requirement.

10. Responsibilities for Information Resources

- Process a wide variety of information including financial.
- Responsible for efficient daily functioning for clinical and other computer systems.
- Responsible for data quality.
- Responsible for patient data confidentiality
- Responsible for provision of data under Freedom of Information Act.
- Establishing links with regard to future

11. Responsibilities for Research and Development

- Ensure the service undertakes all relevant clinical, patient, educational, research and other surveys as required according to current protocols.
- Potential for involvement in research projects
- Understands and is able to analyse evidence and translate to practice and service development
- Responsible for ad hoc audits, continuous improvement and monitoring sharing results with other clinical and non-clinical staff.
- Work with wider organisations and clinicians with any relevant clinical or non-clinical audit.

12. Freedom to Act

- Able to work autonomously to manage a range of infection presentations
- Work within the NMC professional code of conduct
- Ensure work is within scope of practice, recognising and acting on need to refer for medical review if clinically required.
- Accountable for personal and staff actions, may use discretion when dealing with issues.
- Responsible in conjunction with wider community and acute trusts teams for implementing new procedures and strategy ensuring the continuous improvement of all business and clinical processes.

Effort and Environment

13. Physical Effort

- Long periods of standing and walking, occasionally will need to manoeuvre patients
- The post holder will have day to day direct patient contact, delivering direct care in accordance with the needs of the patients

- Practice safe moving and handling procedures when involved in the delivery of patient care
- Ability to use computers
- Work autonomously

14. Mental Effort

- Provide a high level of assessment and concentration when implementing patient care
- Ability to respond in an appropriate manner to unplanned situations
- Maintain record keeping

15. Emotional Effort

- Daily contact with patients dealing with difficult situations i.e. patients experiencing pain and discomfort, on rare occasions aggressive or abusive patients or carers
- Discusses patient prognosis with patient and relatives
- Supporting colleagues after an untoward incident

16. Working Conditions

- The post holder will be required to use a VDU on a daily basis.
- Frequent exposure to bodily fluids, i.e. blood or vomit
- The post holder will have the ability to travel to and work from a variety of acute trust locations

Health and Safety

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.

You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.

You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes, monitoring the effectiveness of any control measure implemented.

You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit.

Infection Control

In addition to the Trust's overall responsibilities under The Health and Social Care Act 2008 Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections (revised December 2010) for your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care within the organisation. This code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided.

As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust.

Sustainability

To actively support the Trust's goals for sustainability by encouraging and adopting sustainable ideas and practices.

Safeguarding

The Trust has a duty and is committed to safeguarding all service users and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee* you have an individual responsibility to contribute to the detection, reporting and prevention of abuse to safeguard those in our care (Section 11 Children Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) and are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organisational and service needs, and wherever possible change will follow consultation with the post holder.

Person Specification

Job Title: **Lead OPAT Clinical Nurse Specialist**

Department: **OPAT, Department of Infection**

	Essential	Desirable	How assessed
Qualifications			
Registered first level nurse	X		
Minimum 5 years' experience as a senior nurse		X	
Relevant nursing degree	X		
Mentor/teaching qualification	X		
Non-Medical Prescribing qualification		X	

	Essential	Desirable	How assessed
Knowledge and Skills			
Knowledge of infection and antimicrobials and OPAT	X		
Experience of vascular access and the use of ultra sound for line insertion	X		
Able to insert PICC lines		X	
Management experience	X		
Accountability of own role and other roles in a nurse-led service	X		
Knowledge of local and national health policy	X		
Expert in CVC care and management	X		
Expert at venepuncture and cannulation	x		
Experience of managing and sustaining change	x		
Evidence of recent personal development activity	x		

	Essential	Desirable	How assessed
Experience			
Significant post registration experience	X		
Experience in OPAT and/or infectious diseases	X		
Nurse-led triage	X		
Compiling protocols and clinical guidelines	X		
Clinical Leadership	X		

Audit		X	
Research		X	
Project management		X	

	Essential	Desirable	How assessed
Personal Attributes			
Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes	X		
Value diversity and difference, operates with integrity and openness	X		
Treating others with compassion, empathy and respect	X		
Share information openly and effectively with patients, staff and relatives	X		
Uses evidence to make improvements, increase efficiencies and seeks out innovation	X		
Actively develops themselves and others	X		
Able to work independently	X		
Highly motivated with the ability to influence and inspire others	X		
Flexibility, adaptability and ability to cope with uncertainty	X		
Used to working in a busy environment	X		
Professional calm and efficient manner	X		

	Essential	Desirable	How assessed
Personal Circumstances			
Ability to work across sites	X		