

Job Description

Job Details

Job Title:	Registered Nurse Associate (RNA)
Job Reference Number:	
Band:	4
Ward / Department:	Urgent Community Response (UCR)
Directorate / Locality:	North Place, South Place, West Place and Norwich Place.
Essential Qualifications:	<ul style="list-style-type: none"> Registered Nursing Associate on the NMC Register Nursing Associate Foundation Degree Qualification.

Job Purpose

To provide and monitor high standards of safe, person centred health care to patients within their own places of residence, under the direction of a Registered Nurse, without direct supervision by following prescribed care pathways over a 12 hour period.

You will be fully supported by the wider Urgent Community Response (UCR) Team with all aspects of the delivery of care for this complex group of patients.

This is a 7 day a week service and some weekend working will be expected. Hours of service delivery, 8am-8pm, 365 days a year.

Organisational Arrangements

Accountable To:

Service Lead

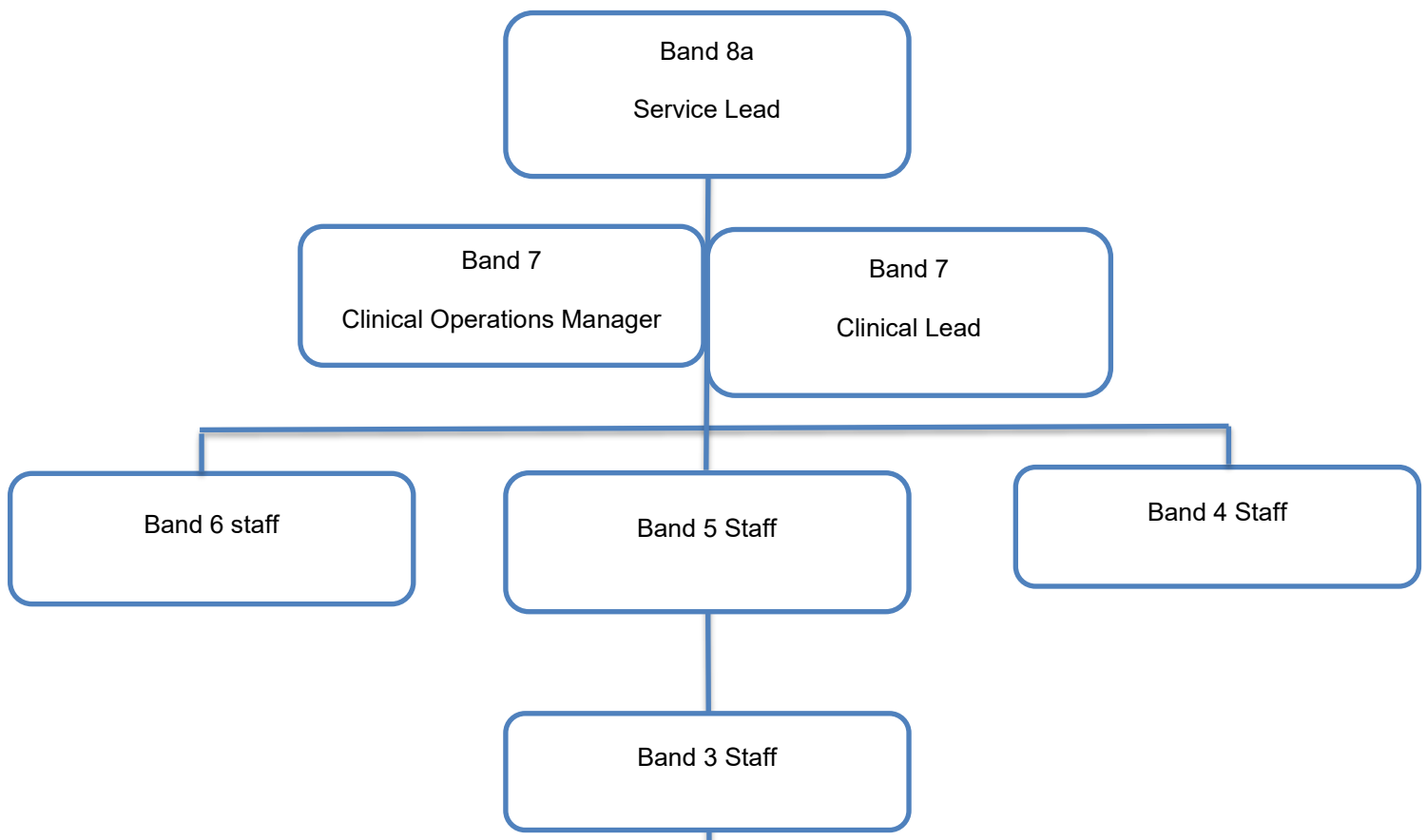
Reports To:

Clinical Operations Manager

Responsible For:

Band 4, Band 3 staff and Students

Structure Chart



Main Duties & Responsibilities.

As part of the Urgent Community Response Team, you will be required to:

- Contribute to the delivery of care pathways for patients with long term conditions, palliative care and rehabilitation needs for example, to achieve quality of life and independence where possible.
- Work within the Urgent Community Response Team to prevent unnecessary admission to hospital.
- Work within the Urgent Community Response Team to support early discharge from hospital.
- Work with all health care professionals, and statutory/non statutory agencies to provide a seamless, integrated service to our service users.
- Adhere to the Nursing and Midwifery (NMC) Code of Conduct and professional practice for Nurses, Midwives and Nursing Associates and work within the Policies, procedures and guidelines of Norfolk Community Health and Care (NCHC).

Clinical.

The post holder will:

1. Support the Registered Nurse in the contribution of on-going assessment, treatment, care planning and management of patients.
2. Prepare for, carry out and monitor assessments and treatments in specified clinical areas, and discharge in line with predetermined department protocols.
3. Develop understanding of all elements of the Nursing process and apply competency based treatment techniques/care to patients with specific conditions under the in-direct supervision of a qualified practitioner.
4. Modify and progress intervention / treatment using own clinical reasoning, notifying a qualified practitioner accordingly.
5. Monitor the condition and health needs of patients and promptly alert a Registered Nurse or other Registered health care professionals when there are unexpected changes.
6. Demonstrate problem solving, and contribute to the solution, working with colleagues.
7. Make basic judgements on patients' response to prescribed treatment, and report findings to a qualified practitioner.
8. Plan and prioritise own visits to delegated patients, and ensure these are documented on SystmOne.
9. Ensure that SystmOne inputting is completed on a daily basis.
10. Where there are barriers to understanding, such as hearing impairment, mental capacity impairment and other difficulties in comprehension, explanations require adjustments in order to gain understanding, consent and concordance.
11. Establish and maintain therapeutic relationships with patients and carers, incorporating motivation, encouragement and confidence building to enable patients to engage in their treatment/care/management plan.
12. Liaise with the wider Urgent Community Response (UCR) Multi-disciplinary Team (MDT) and regularly communicate with GPs, Social Services, inpatient teams, other allied health care professionals and the voluntary sector as

required to ensure identified needs are met and care co-ordinated appropriately.

13. Participate in multi-disciplinary/multi-agency meetings as appropriate, e.g. Gold Standard Framework.
14. Communicate with patients/carers by exchanging factual information, reassurance, tact and empathy.
15. Establish and maintain appropriate working relationships with colleagues, patients, carers and other health care professionals.
16. Demonstrate dexterity and coordination when undertaking treatment of patients where accuracy is important, e.g. taking blood sugars, venepuncture, supervising transfers, passive exercises.
17. Be responsible for ensuring equipment is used safely, following appropriate training, and that it is maintained appropriately.
18. Contribute to the requisitioning of supplies and equipment through electronic ordering systems.
19. Work predominantly independently on specified tasks, with regular clinical support and supervision by a qualified practitioner.
20. Demonstrate an awareness and understanding of consent, and gain consent as appropriate following department policy.
21. Share responsibility for maintaining store cupboards, pool cars, cleaning specialist equipment and general house keeping tasks.
22. Share responsibility for indirect patient contact tasks, such as, answering telephones, arranging appointments, processing referrals and inputting activity data.
23. Be exposed to bodily fluids, infected material, blood products on a daily basis, therefore must utilise universal precautions and adhere to infection control policies.
24. Demonstrate the proficiency to administer medications within local policy and procedure and in line with the NMC Standards of Proficiency.
25. Demonstrate good IT and standard keyboard skills.
26. Undertake the Trust Preceptorship Programme as appropriate.

Professional

The post holder will:

1. Attend and contribute to staff meetings and multidisciplinary team meetings plus other meetings where appropriate.
2. Be an active member of the in-service training programme by attendance at and participation in, training sessions, courses and reflective practice as required to develop current job role.
3. Be able to make own travel arrangements to patients, clinics, base and meetings as required.
4. Demonstrate own duties and provide support and supervision to newly qualified staff and students, new starters and/or less experienced staff; and be involved in induction programmes for new staff / students whilst encouraging an effective learning environment
5. Be aware of limitations of own scope of practice, and when to involve a more senior practitioner, both in daily practice and in emergency situations.
6. Acknowledge and recognise peoples' expressed beliefs, preferences and choices.

7. Demonstrate an awareness of clinical governance and risk management, and apply to work situation.
8. Provide peer support to other practitioners, demonstrating leadership skills as required.
9. Identify and explore own contribution to team working, and reflect on own practice.
10. Actively contribute to the working of the team and express ideas on improving services for users and the team.
11. Develop competencies to enhance practice to meet the needs of the patient and the service

Organisational

The post holder will:

1. Undertake mandatory training as required.
2. Participate in the Personal Development Review process
3. Follow Trust policies, and local procedures.
4. Ensure absence reporting is undertaken as determined by Team Leader and Trust Policy.
5. Contribute to clinical audit as required.
6. Complete the staff survey as required.
7. Complete risk assessments and incident forms as required.
8. Take part in clinical supervision as per Trust Policy.

Trust Values



Community

- As one Trust, we enhance the lives of our patients through our commitment, support and working together
- We are proud to serve our local Community by providing integrated quality services with our partner organisations
- We respect and value the trust we are given to enter our patients' homes and lives



Compassion

- We provide compassionate, co-ordinated and personalised quality care that is safe and effective
- We empower and educate our patients and their carers in the effective delivery and management of their own independence, health and wellbeing
- We are dedicated to holistic, compassionate care and demonstrate this through our commitment to our personal and professional development



Creativity

- Our expertise, commitment and creativity are key to the successful delivery of our services
- We are always open to new ideas that support us in delivering effective compassionate care to our patients
- We continuously innovate and implement efficient delivery of care

Trust Behaviour Framework

- All post holders are required to adhere to the Trust's Behaviour Framework in the undertaking of their duties.



Care Respect and Dignity	We strive to understand each individual patient, service user, carer and customer's total needs as well as valuing and respecting our peers and colleagues.
Working Together for the Community	We are one team, whether working in teams locally, across NCH&C or with our partners for the benefit of our patients and services.
Integrity	We maintain high ethical standards, showing integrity and fairness in dealings with colleagues, partners and patients.
Taking Ownership	We take responsibility for our own performance, the success of our colleagues, our teams and the wider organisation.
Innovation, Flexibility and Resilience	We continuously seek more innovative ways of delivering care to patients and persevere in the face of challenging situations.

Research & Development

- May be required to undertake survey or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Safeguarding Clause

- Norfolk Community Health and Care NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and where applicable to the role successful applicants will be required to undertake a criminal records check via the Disclosure and Barring Service (DBS).

Infection Control

- Norfolk Community Health and Care NHS Trust staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by Norfolk Community Health and Care NHS Trust.

Health and Safety

- Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974), to ensure the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- To ensure that the Trust's Health and Safety Policies are understood and observed and that procedures are followed.
- To ensure the appropriate use of equipment and facilities and the environment is maintained in good order.
- To take the necessary precautions to safeguard the welfare and safety of themselves, patients, staff and visitors, in accordance with the Health and Safety at Work Act.
- To undertake appropriate Health and Safety training to support safe working practice including, where appropriate, its management.

General

- All staff are required to respect confidentiality of all matters that they learn as a result of the employment with the Trust, including matters relating to other members of the staff and members of the public/patients.
- Maintain appropriate patient and clinical records in line with the Trusts policies and procedures, and in line with the agreed service specification.
- The post holder will be expected to participate in an annual appraisal of their work where the job description will be reviewed and objectives set. In line with the annual personal development plan the post holder will be expected to undertake any training or development required to fulfil their role.
- Ensure that all patients, clients and colleagues are treated at all times in an equitable manner, respecting diversity and showing an understanding of diversity in the workplace.
- The post holder must carry out their responsibilities with due regard to the Trust's Equality and Diversity Policies, Procedures and Schemes and must ensure that equality is promoted at all times.

This job description is not exhaustive and may be amended from time to time in consultation with the post holder. The post holder will be required to be flexible and undertake any other duties as may be required for the effective performance of the post.

Person Specification

Essential defines the minimum criteria needed to carry out the job and the job cannot be done without these.

Desirable refers to criteria which are not essential and which successful applicants would be expected to acquire during their time in post. The desirable requirements are not taken in to consideration in a job evaluation panel.

Criteria	Essential	Desirable	Method of Assessment (Certificates / Application Form / Interview / References / Document Check)
Qualifications	<ul style="list-style-type: none"> Registered Nursing Associate on the NMC Register. Nursing Associate Foundation Degree Qualification. 	NVQ Level 3 in Health and Social Care	Certificate / Document check
Knowledge, skills and ability	<ul style="list-style-type: none"> Evidence of a higher level of skills and knowledge of practice Experience of working in a health or social care setting Good communication skills Good interpersonal skills A team player Highly motivated Able to provide high standards of care Tact & diplomacy Empathy & sensitivity Ability to use own initiative Good observational & reporting skills Ability to manage stressful situations Leadership skills Work flexibly to accommodate patient/service needs 	<ul style="list-style-type: none"> Experience of working within a community care setting Knowledge of SystmOne 	Application form / Interview

Personal Qualities	<ul style="list-style-type: none"> • Professional appearance • The ability to: • kneel, bend & stoop, and work in cramped environments • Manoeuvre limbs of around 5-6 kg • Manoeuvre patients using handling aids • Be reliable 		Application form / Interview
Other	<ul style="list-style-type: none"> • The post holder will need to be passed fit to perform full duties of the post through occupational health with any reasonable aids and adaptations if necessary. Some roles require additional level of checks as part of the employment process, i.e. roles which come into contact with children, vulnerable adults or their families. • Must hold full and valid driving licence and have access to a vehicle • Be able to make own travel arrangements to patients, clinics, base and meetings as required. • This is a 7 day a week service and some weekend working will be expected. Hours of service delivery, 8am-8pm, 365 days per year. 		Application form / Interview

Supplementary Information

Please indicate in the boxes whether the post holder will be expected to work in or be directly exposed to the following factors:

FREEDOM TO ACT

YES NO

1.	Does the post holder generally work without close supervision?	x	
2.	Does the post holder work without direct access to a manager?		x
3.	Does the post holder work without access to a manager by telephone?		x
4.	Is the post holder the lead specialist in their field?		x

Each YES response requires completion in the 'Further Information' Section

How often on average does the post holder give guidance and advice to others?

Daily: ☐ x ☐ Weekly: ☐

Other frequency (please comment)

How often is the post holder's work checked / monitored / assessed?

Daily: ☐ ☐ Weekly: ☐

Other frequency (please comment)

As required

PHYSICAL EFFORT

	YES	NO		YES	NO
1. Working in uncomfortable conditions	x		9. Standing / sitting with limited scope for movement		x
2. Working in physically cramped conditions	x		10. Kneeling, crouching, twisting, bending, stretching	x	
3. Making repetitive movements		x	11. Walking for long periods		x
4. Lifting weights / equipment without mechanical aid		x	12. Heavy duty cleaning		x
5. Climbing or crawling		x	13. Pushing / pulling trolleys or similar equipment	x	
6. Manipulating objects		x	14. Working at heights		x
7. Manual Digging		x	15. Controlled restraint ie in post requiring training/certification		x
8. Running		x	16. Moving patients	x	

Each YES response requires completion in the 'Further Information' Section

MENTAL EFFORT

	YES	NO		YES	NO
1. Carry out formal student / trainee assessments		x	8. Prepare detailed reports		x
2. Carry out clinical / social care interventions	x		9. Check documents	x	
3. Analyse statistics		x	10. Drive a vehicle	x	
4. Operate equipment / machinery	x		11. Perform calculations		x
5. Give evidence in court / tribunal / formal hearings	x		12. Make clinical diagnoses		x
6. Attending meetings (if yes, describe role in 'Further Info')	x		13. Carry out non-clinical fault finding		x
7. Carry out screening tests / microscope work		x			

Each YES response requires completion in the 'Further Information' Section

EMOTIONAL EFFORT

	YES	NO
1. Processing (e.g. typing / transmitting) news of highly distressing events		x
2. Giving unwelcome news to patients / clients / carers / staff	x	
3. Caring for the terminally ill	x	
4. Dealing with difficult situations / circumstances	x	
5. Designated to provide emotional support to front line staff		x
6. Communicating life-changing events		x
7. Dealing with people with challenging behaviour	x	
8. Attending scenes of accidents		x

Each YES response requires completion in the 'Further Information' Section

WORKING CONDITIONS

	YES	NO		YES	NO
1. Inclement Weather	x		11. Humidity		x
2. Extreme Temperatures		x	12. Contaminated equipment / work area		x
3. Unpleasant Smells	x		13. Driving / Being Driven (normal conditions)	x	
4. Noxious Fumes		x	14. Driving / Being Driven (emergency conditions)		x
5. Excessive noise / vibration		x	15. Fleas / Lice / Infestation	x	
6. Continuous use of VDU equipment		x	16. Dangerous Chemicals - Substances in Containers		x
7. Unpleasant Substances		x	17. Dangerous Chemicals - Substances (uncontained)		x
8. Infectious Material	x		18. Exposure to verbal aggression (little/no support)	x	
9. Body fluids, Faeces / Vomit	x		19. Exposure to physical aggression (little/no support)	x	
10. Dust / Dirt	x				

Each YES answer requires completion in the 'Further Information' Section

FURTHER INFORMATION

Please enter details of YES responses

Element (e.g. Mental Effort)	Ref No	Details of intensity	Frequency
Freedom to Act	1	Works autonomously assessing and treating patients. Has access to senior clinical and managerial support as required	Daily
Physical Effort	1,2,10,13,16	Potential to work in cluttered or cramped environments and to crouch to review and provide treatment to chair/bed bound patients in their own homes. Occasional requirement to move patients in hospital beds short distances to improve access or to transfer patient using hoisting equipment. Potential for manual handling using equipment of immobile and mobile patients.	Daily
Mental Effort	2,4,5,6,9,10	1. Assessment of students supervising as a mentor as required. 2. Provision of nursing interventions as required. 4. Use of diagnostic equipment such as thermometers, BP machines, saturation monitors. Use of a mobile working device (Laptop). 5. As required. 6. Attend meetings weekly including Gold Standard Framework meetings, Integrated Care meetings, Team meetings, subject matter expert/lead nurse meetings. 9.	Daily

		Frequently review medication charts including syringe driver charts. Occasional review of documentation as requests made by records officer. 10. Daily driving to patients visits. 11. Potential for daily calculations of drug dosage administration dependent on patient's needs. 12. dependent on undertaking advanced training for treatment decision based on diagnosis assessments, or through patient group Directive to determine course of treatment.	
Emotional Effort	2,3,4,7	2. Potential discussions daily with patients and carers about unfavourable prognosis of health or social circumstances. 3. Potential for daily contact with patients who have terminal conditions. 4. Daily dealing with emotionally difficult situations e.g. palliative support conversations. 6. Frequent discussions each week with patients about changing needs, requirement for help/assistance, changing of residences to meet those needs and changes/deteriorations in health. 7. Frequent dealing each week with patients and family who may demonstrate challenging behaviour due to underlying medical conditions, emotional challenges or disagreements with courses of treatment	Daily
Working Conditions	1,3,8,9,10,13,15,18,19	1. Daily driving to patients houses and transferring from car to properties. 3. Daily exposure to odours	

		<p>relating to patient incontinence, wounds, patient hygiene and environmental situations. 8. Dealing with infected wounds, dressings etc. 9. Daily contact with ill patients and so potential exposure to urine, faces, vomit, and body fluids. 10. Daily potential contact with patients in properties with poor environmental hygiene. 13. Daily driving to visit patients and attend meetings. 15. Occasional contact with patients in properties with poor environmental hygiene, pets and possible pest infestations. 18. Frequent potential exposure to patients and families with high emotion or underlying medical conditions that could escalate to verbal aggression. 19. Occasional potential exposure to patients and families with high emotion or underlying medical conditions that could escalate to physical aggression</p>	
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Manager responsible for completion of this document

Name:	Community Offering
Member of Staff to whom this document relates:	Community Offering
Date Completed:	16th August 2023
Review Date:	

Post Holder's Signature

Manager's Signature

Date Job Description Agreed

DISTRIBUTION: One copy to member of staff, one copy to personal file.

**Please ensure Job Description is agreed and signed by both manager and
employ**