



## Job Description

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Name:  
Job Title: Senior Emergency Nurse Practitioner / Senior Emergency Care Practitioner  
Reports to: Operational Lead UTC South East Kent  
Band: 7  
Last updated: July 2020

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### Job Purpose

As a senior member of the Urgent Treatment Centre, you will be expected to manage the assessment, diagnosis and the implementation of a range of highly specialised care for patients presenting with undifferentiated and undiagnosed problems visiting the unit.

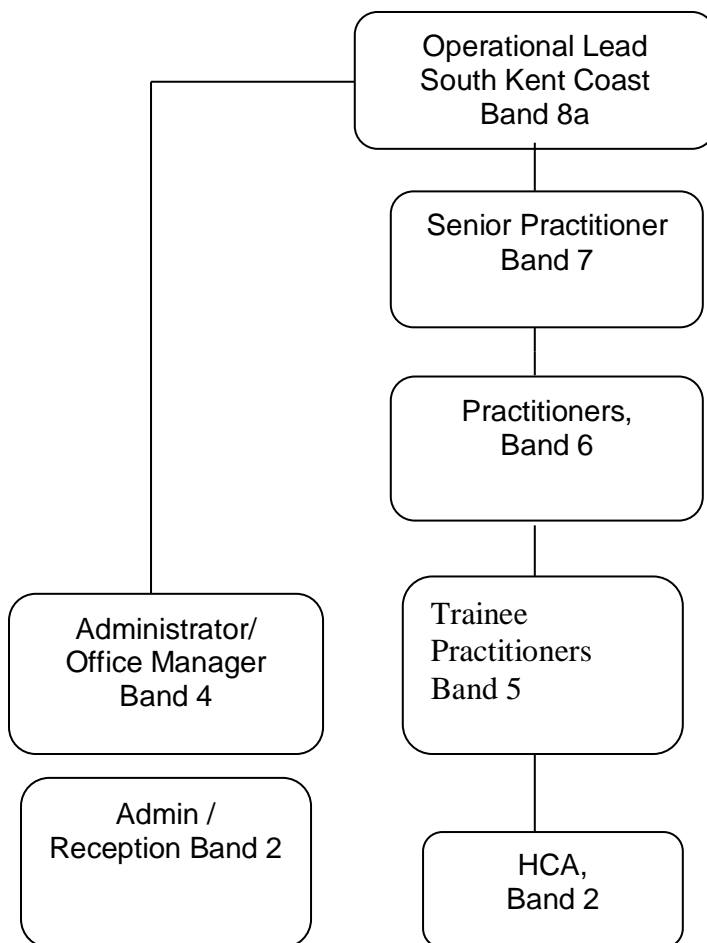
To provide clinical expertise, professional leadership and education, ensuring high standards of evidence-based practice at all times.

Manage the unit on a day-to-day basis in the absence of the Operational Lead

Many aspects of the work will be complex, with the post holder being expected to prioritise their work in the face of competing demands for their time and limited resources

To take lead responsibility for an area of practice, liaising with leads on other sites and attending relevant meetings and disseminating information to team members.

**1. Organisational Chart:**



**2. Communication and Relationship Skills;**

Presents information logically and concisely both verbally and in writing.

To act as an ambassador for the service at all times – speaking at meetings on behalf of the service and representing the service at external forums.

Demonstrate appropriate and effective communication, particularly using empathy in the management of patients and carers who may be distressed, suffering serious injury or those involving child/adult protection issues.

Communicates with staff at all levels and disciplines as well as with patients, carers and the multidisciplinary team

Communicates and manages complex, sensitive and complex issues including barriers to understanding that require empathy and negotiation skills

Demonstrates an awareness of how to respond to verbal aggression to resolve the situations amicably

Able to teach, supervise and facilitate others in all aspects of care within the service

Provide clinical, professional and managerial leadership at all times

Be able to deal with complaints and investigation.

Work with the clinical team to provide a high quality service, rotating to other sites as necessary to develop understanding and communication

Ensures all documentation provided is accurate, clear, legible and specific and when called to do so appear as a witness in a court of law.

Answer the telephone and take messages.

Able to inspire confidence in patients and colleagues.

Attend team meetings regularly.

To provide/offer health education to both patients and carers whilst in the Unit.

### **3. Knowledge, Training and Experience;**

First Level Registered Nurse or Registered Paramedic HPC

Nurse Practitioner Degree or relevant equivalent

Mentorship training or ENB 998

Completed courses in the management of minor illness /minor injuries or other relevant specialist courses and recognise and manage accordingly referring for relevant follow up as appropriate.

Completed the recognition of the sick child training on line

Understanding and implementation of Immediate Life Support and defibrillation.

Child and Adult safeguarding and protection training including Mental Capacity Awareness

Administer / supply medications within Patient Group Directions or prescribe independently as a Nurse Independent Prescriber.

To be able to treat undifferentiated patients attending the service providing high quality care of any age.

Recognise minor illness/minor injuries pathologies and manage accordingly referring for relevant follow up as appropriate.

Accurately order and interpret a range of x-rays on local computerised system with reference to local and national policies and make treatment decisions based on the interpretation

Act within NMC Code of Conduct or relevant professional body

Develop the ethos of the department by practice development

To take personal responsibility for attending Statutory and Mandatory training.

Clinical and Management Leadership Ability

Experience as a Shift co-ordinator or other relevant experience.

To work within the agreed competencies, maintaining an awareness of the limitations of the role i.e. use of appropriate dressings, application of fibreglass and plaster of paris casts.

To take personal responsibility for attending statutory and mandatory training.

Develop skills in management of human resource issues.

Develop the ethos of the department by practice development.

Knowledge of Tissue Viability

Experience of working in a Minor Injuries Unit, Accident & Emergency Department, GP Practice or Urgent Treatment Centres.

To cover reception when the receptionist has a break, or unexpected absence.

Undertake the chaperone role.

#### **4. Analytical and Judgement Skills;**

Evaluate effectiveness of own interventions using accepted outcome criteria, revise the plan accordingly and consult and refer when necessary.

Identify the need for medications in relation to immediate assessment and administer / supply / prescribe medications in line with local and national guidelines and protocols within own competence.

Accurately order and interpret a range of x-rays with reference to local and national guidance and policies in line with Ionising Radiation (Medical Exposure) regulations IR(me)R, and make treatment decisions based on the interpretation.

Committed to working flexibly within a dynamic environment, responding positively to new demands and changes and has an understanding and the flexibility to cope with the changing needs of the service

Responsible and accountable for decisions made in the assessment, diagnosis and management of patients.

Able to remain calm under pressure, motivated, enthusiastic and innovative.

Maintain high standards of care recognising when to refer to more senior members of the team.

Sufficient self-awareness to learn from mistakes..

Support Clinical Team Leader in the planning of training provision, skill mix and shift patterns

## **5. Planning and Organisational Skills;**

Act as the shift co-ordinator when allocated.

Take a lead role if identified at appraisal, liaising both on own site and with other sites to provide a consistent high quality service i.e. infection prevention, audit, Safeguarding Adults and Children.

Prioritise workload in the face of competing demands for time and resources

Undertake risk assessment training and contribute to the upkeep of risk registers

Act as an appraiser to identified team members and contribute to Kent Community NHS Foundation Trust people management policy implementation.

Act as Nominated Officer for Fire.

Assist in the achievement of national and local targets i.e. no 4-hr breaches.

Maintain a clean, neat and tidy clinical area.

Any other adhoc duties.

In liaison with Clinical Team Leader co-ordinate and maintain service standards and future developments.

The service is a developing and changing environment to meet the needs of the community and CCG and therefore, it may be necessary to introduce new duties and skills to support this.

## **6. Physical Skills;**

Undertake a range of skills requiring advanced physical skills in hand/eye co-ordination, dexterity and a degree of speed and precision i.e. suturing, tissue adhesive and application of plaster of paris casts

Identify the need and undertake Immediate Life Support as required

Undertake manual handling as required and within Trust policy.

Moderate level of I.T skills, including use of in-house electronic systems.

Report and act on findings appropriately to senior staff.

Undertake manual handling as required and within Trust policy.

## **7. Responsibility for Patient/Client Care**

Be responsible for the assessment, diagnosis, management and discharge /referral of patients with a wide range of undiagnosed problems within clinical guidelines and without direct supervision

Be able to communicate complex and sensitive issues overcoming barriers to understanding and using empathy and negotiation skills.

Be able to inspire confidence

Undertake immediate assessment of patients identifying any need for urgent referral and initiate investigations within agreed clinical guidelines and own competencies

Ensure patient privacy, dignity and confidentiality is maintained at all times

Without supervision, be able to provide care for patients in all areas that the service offers, which may at times be emotional or distressing

As part of the team, identify the needs for health education and promotions and provide advice and guidance to meet the specific and educational needs

Be pro-active in the identification and investigation of any actual or potential safeguarding concerns according to local trust and the Kent and Medway Policies.

Provide support to colleagues of all levels within the unit.

Responsibilities with regard to Health & Safety at work and infection control.

**8.**

Actively strive to reduce complaints, including responding appropriately to verbal complaints.

Works with the team to maintain and develop high quality services within the service. Ensure patient management is up to date by participating in local development of clinical guidelines and PGD's.

You will be expected to read and update yourself on all Trust policies and procedures which are available on Flo.

Work within Data Protection Act.

Contribute to the implementation of Trust policies and changes resulting from audits.

Participate in the development and delivery of training programmes for staff development.

## **9. Responsibilities for Financial and Physical Resources;**

With colleagues, take responsibility for ensuring adequate supplies and equipment for patient care on a daily/weekly basis.

Ensure resources are used in the most cost effective and appropriate manner.

Authorised signatory for receipt of goods and use of agency/flexibank nursing staff

## **10. Responsibilities for Human Resources; (HR)**

To assist with the training of departmental staff and students

Support the learning needs of the department providing advice and guidance, participating in the development and delivery of teaching programmes within the department.

Act as a mentor to newly qualified and new members of staff.

Act as a credible role model for junior nurses

Undertake day to day management of the service, as allocated, ensuring adequate skill mix and staffing levels as necessary

Participate in human resource management as part of a developing role.

Within the team structure undertake appraisals and participate in recruitment of new staff and absence management

Participate with colleagues in the allocation of shifts and working patterns.

To undertake individual performance review as per Trust policy.

## **11. Responsibilities for Information Resources**

Use computer literacy skills to record documentation on the Trust systems ensuring adequate information is recorded to generate accurate and useful data

Ensure all documentation provided is accurate, clear legible and specific and when called to do so will appear as a witness in a court of law.

In the absence of the receptionist provide cover and book patients in to the unit using the Symphony electronic system.

Will be expected to use Telemedicine transfer of patient's photographs regarding their treatment, complying with the patient confidentiality policy.

## **12. Responsibilities for Research and Development; (R&D)**

Participate in Trust and service, governance and audit projects, leading with support if within own area of expertise.

As part of the senior team develop an evidence-based approach to all nursing practice within the department supporting junior staff in role development.

Participate in peer audit within the department and across all sites.

As part of the senior team develop an evidence based approach to all clinical practice within the department supporting junior staff in role development.

### **13. Freedom to Act**

Work as an autonomous practitioner in the management of patient care without direct supervision recognising the limitation of the nursing role and own accountability for practice.

### **14. Physical Effort;**

Movement of patients between chair and trolley on a daily basis.

Pushing of patients on wheelchairs or trolleys occasionally.

### **15. Mental Effort;**

Work is unpredictable as this is a Minor Injury service and therefore some shifts can be stressful due to high demand.

### **16 Emotional Effort;**

Occasional exposure to distressing situations i.e. care of the collapsed, seriously ill or dying.

Frequent exposure to safeguarding issues.

Regular exposure to verbal aggression.

### **17. Working Conditions;**

Works with body fluids on a daily basis, also deals with uncared for and unkempt patients on a regular basis.

Some VDU work although not constant.

Responsibility to lead the team sometimes under difficult working conditions

### **18. Corporate Accountabilities**



**Equality and Diversity**

The Trust aims to maintain the good will and confidence of its own staff, service and users and the general public. To assist in achieving the objective it is essential that at all times employees carry out their duties in a courteous and sympathetic manner. The post holder will carry out their duties in accordance with the Trusts Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

**Standards of Business Conduct**

The post-holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, relatives and suppliers.

**Child & Adult Safeguarding**

All staff must be familiar with and adhere to Trust Child/Adult Safeguarding procedures and guidelines in conjunction with Safeguarding / Vulnerable Adults board procedures and supporting policies / guidelines. All staff are required to attend Child / Adult Safeguarding basic awareness training and additional training regarding Child / Adult Safeguarding, commensurate to their position / role.

**Infection Control**

The post-holder will ensure compliance with the Trust Infection Prevention and Control policies and procedures and the Health Act 2006, ensuring that the risk of Healthcare associated infection to service staff and users is minimised.

**Risk Management**

The post-holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.

**Governance Standards**

Comply with the relevant governance standards applicable to the Trust as communicated to the post-holder from time to time.

**Confidentiality**

The Trust's employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirement of 1999. (The Caldicott Committee's Report on the review of patient-identifiable information 1997 & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

**Records Management**

To maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration.

### **Freedom of Information**

To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures.

### **Environmental Impact**

The post-holder will ensure compliance with the Trust Environmental Management policies and procedures. These describe the Trust commitment to climate change and carbon management. The recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards.

### **Data Protection**

To comply with Trust Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of patient information.

### **Security**

To comply with Trust policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.

### **Whistle-blowing**

The post holder has responsibility for patient and staff welfare and should raise any concerns relating to a breach of NHS policies and procedures with their Manager or refer to the whistle-blowing policy for alternative options.

### **Performance Review**

This job description will be used as a basis for individual performance review between the post holder and the Manager.

<b>Job Description Agreement</b>
<b>Job Holder's Name:</b>
<b>Job Holder's Signature:</b>
<b>Date:</b>
<b>Line Manager's Name and Title:</b>
<b>Line Manager's Signature:</b>

**Date:**

### Person Specification

**Post: Senior Emergency Nurse Practitioner / Senior Emergency Care Practitioner – Band 7**

#### **Part 1 – Education and Qualifications**

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
1.First Level Registered Nurse / Registered Paramedic HPC 2.Degree or relevant experience. 3.ENB 998/Preparation for mentors 4.Evidence of relevant specialist courses and continuing professional development (minor illness/minor injury at degree level 5.A&E radiology, Imaging Regulation and Initial Imaging (red dot course) 6.Immediate Life Support – adults and children defibrillation 7.Proven record of mandatory training 8.Child and adult protection knowledge 9.Human resource issues i.e. appraisal, recruitment and absence management 10.Completed Recognition of the sick child training	1.Independent Nurse Prescriber 2.Leadership or similar management course 3.Evidence of autonomous practice Masters Degree

#### **Part 2 – Experience of:**

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
1.Experience working in an Urgent Treatment Centre 2.Professional knowledge and competence in the autonomous management of undifferentiated patients, recognising limitations of the role and personal accountability. 3.Administration of medications within Patient Group Directions (PGD's) 4.Management of patients with minor injuries and minor illnesses 5.Personal achievement at work 6.Shift Co-ordinator 7.Organisational responsibilities 8.Experience of dealing with difficult complex and sensitive situations 9.Currently working at Senior band 6 or 7 level, Working within an MIU, WIC, UCC or A&E department 10.Complaints handling and investigation Experience of audit	1.Nominated Officer for fire and Emergency 2.Planning Training 3.Risk assessment 4.Human resource issues i.e. appraisal, recruitment and absence management 5.Experience of budget control 6.RCA/Investigation training 7.Participation in Learning and Development activities

**Part 3 – Skills**

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>1.Able to undertake assessment and treatment of patients including ordering and interpreting relevant investigations i.e. x-rays</li><li>2.Highly developed advanced physical skills in hand eye co-ordination when dexterity and degree of speed and precision is required i.e. suturing and application of plaster of paris</li><li>3.Computer literacy</li><li>Able to present information logically and concisely both written and verbally</li><li>4.Excellent interpersonal skills - able to communicate with staff at all levels and disciplines as well as patients, relatives, carers and the multidisciplinary team</li><li>5.Able to communicate complex and sensitive issues including barriers to understanding requiring empathy and negotiation skills</li><li>6.Able to teach / supervise / facilitate other in all aspects of patient care within the service</li><li>7.Able to inspire confidence in patients and colleagues</li><li>8.Wound management</li><li>9.Able to inspire motivate and manage colleagues</li><li>10.Presentation skills</li></ul>	<ul style="list-style-type: none"><li>Team management</li><li>Health promotion skills</li><li>Clinical supervision</li><li>Chairing/attending meetings as required</li></ul>

**Part 4 – Personal Attributes**

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>1.Understanding of autonomous role</li><li>2.Decision making and problem-solving skills</li><li>3.Calm under pressure</li><li>4.Motivated, enthusiastic and innovative</li><li>5.A good sense of humour</li><li>6.Committed to patient focused care</li><li>7.Team player</li><li>8.Organisational skills</li><li>9.Able to work flexibly, according to the needs of the service, including internal rotation.</li><li>10.To act as an ambassador for the Trust/Service</li></ul>	<ul style="list-style-type: none"><li>Can identify effective means of coping with stress</li></ul>

<b>Person Specification Agreement</b>
<b>Job Holder's Name:</b>
<b>Job Holder's Signature:</b>
<b>Date:</b>
<b>Line Manager's Name and Title:</b>
<b>Line Manager's Signature:</b>
<b>Date:</b>