

Candidate Information Pack

Including Job Description & Person Specification



Croydon Health Services provides integrated NHS services to care for people at home, in schools, and health clinics across the borough as well as at Croydon University Hospital and Purley War Memorial Hospital.

CUH provides more than 100 specialist services and is home to the borough's only Emergency Department and 24/7 maternity services, including a labour ward, midwifery-led birth centre and the Crocus home birthing team.

Purley War Memorial Hospital (PWMH) in the south of the borough offers outpatient care, including diagnostic services, physiotherapy and ophthalmology services run by Moorfields Eye Hospital, alongside an onsite GP surgery.

Our experienced staff take care of people of all ages across the borough of Croydon.

We are a very close-knit and friendly organisation where everyone of our 3600 members of staff is valued. We strongly believe that our employees are our greatest asset.

Join us and be a part of the team that is making Croydon proud.



Our values

We will always be **professional**, **compassionate**, **respectful** and **safe**.

Professional

- Set ourselves very high standards and share best practice
- Keep our uniforms smart, and be professional and consistent in our approach
- Work in partnership to best support our community's needs
- Use resources wisely without compromising quality or safety

Compassionate

- Treat everyone as we would want to be treated ourselves
- Demonstrate kindness, dignity, empathy and compassion
- Make time for the people we are caring for, to understand their needs and wants
- Organise our services to give people the best possible experience of care

Respectful

- Be courteous and welcoming, and introduce ourselves
- Value the diversity and needs of everyone
- Always involve people in decisions about their care, listening to and respecting their wishes
- Appreciate the contribution that staff from all backgrounds bring to our services

Safe

- Be open and honest in everything we do, sharing what we do well and admitting our mistakes, to constantly improve our care
- Protect the confidentiality of those in our care and show sensitivity to people around us
- Feel free to raise concerns so we are always learning
- Make time for training and development and support research so people always receive the highest standards of care.



JOB DESCRIPTION

JOB TITLE	Nursing Associate
DIRECTORATE	Integrated Women, Children & Sexual Health
DEPARTMENT	Croydon Sexual Health Services
BAND	Band 4
RESPONSIBLE TO	Line Manager
ACCOUNTABLE TO	Associate Director of Nursing
RESPONSIBLE FOR	Band 3 healthcare support staff

JOB SUMMARY

To work under the supervision of the registered nursing and clinical leads to:

Participate in the delivery of patient care.

Contribute towards ward/department organisation.

Give support to registered nurses in the provision of a safe and caring environment.

Assist in the induction, supervision and training of HCAs at Band 2 & 3s and student nursing associate.

To lead, participate and complete relevant audits as per Trust guidance and National requirements.

Organise, prioritise and adjust own workload to enhance the delivery of patient care

Prepare the patient for and assist with specific procedures appropriate to the clinical area

Prepare equipment and resources appropriately for the activity to be undertaken

Prepare the patient for the test/procedure, ensuring that they are appropriately informed

Carry out agreed area specific procedures and perform clinical skills as required in accordance with local / Trust guidelines and policies

The Band 4 Nursing Associate will demonstrate a level of skill and understanding which enables them to undertake specific tasks delegated by the nurse in charge and in accordance with relevant



procedures, guidelines and policies. S/he will undertake both routine and specially identified tasks for which they have been trained and assessed as competent.

It is expected that Nursing Associate will be able to carry out all of the core competencies outlined in the Nursing Associate Governance Framework, but their duties and competencies will vary according to speciality agreed extended competencies. Similar or related duties may be undertaken in support of the ward environment, which are not listed.

Demonstrate throughout all interventions and tasks the 6 C's of Nursing (Jane Cummins CNO):
 Courage, Care, Compassion, Communication, Competency & Commitment.

MAIN DUTIES AND RESPONSIBILITIES

Communication

Use communication skills in order to convey complex and sensitive information effectively to patients, carers and other staff, overcoming any barriers to understanding and providing support during distressing or emotional events

Communicate clearly, effectively and appropriately with the multidisciplinary team, patients and their family/visitors/carers

Respond appropriately to queries, take phone messages and pass on written and verbal information to patients

Provide relevant information to patients, family/visitors/carers and colleagues

Complete documentation accurately and contribute to reports of patients' activity and progress, recognising that the qualified nurse has personal accountability for entries to patient records made by others under their supervision

Accept constructive feedback from colleagues

Give constructive feedback on patient care and activities to relevant healthcare professionals

Participate in discussions about patient care and ward/departmental development, including handover, safety briefings and team meetings

Maintain patient confidentiality

Maintain professional boundaries and working relationships with patients and colleagues

Personal and People Development

Understand own level of responsibility and accountability in relation to registered practitioners

Responsible for developing and sustaining own knowledge, clinical skills and professional awareness

Identify own learning needs and produce a personal development plan in conjunction with the ward sister/charge nurse, reflecting service needs and the Confidence in Caring matrices



Reflect on and analyse workplace experiences in order to develop own skills/abilities/ competence and performance

Participate in annual staff appraisal, staff development and in-service training activities

Attend Trust/local orientation programmes, mandatory training sessions and annual updates

Assist with the induction, formal assessment and on-going development of Band 2 & 3 HCAs, acting as a role model

Assist with local teaching and education programmes, mentoring student Assistant Practitioners and where appropriate, student nurses

Health, Safety and Security

Assist in maintaining a clean environment that is conducive to safe practice

Identify potential risks for all staff, patients and visitors and adhere to relevant incident reporting procedures taking appropriate action/advice as needed

Summon immediate help for any emergency and take appropriate action to contain it

Assist in the coordination and safe admission, transfer and discharge of patients in accordance with bed management procedures and Trust policies

Understand, implement and practice the principles of Infection Control

Work within own personal/professional limitations and seek help of others to maintain safe practice

Clean patient equipment as required

Handle and dispose of all body fluids in accordance with universal precautions

Service Improvement

Undertake specifically identified administrative and clerical tasks, including auditing, associated with patient care which facilitate the smooth running of the ward/department

Maintain adequate levels of stock, equipment and materials and facilitate the efficient, effective use of resources; order when availability falls below an acceptable level

Pass on constructive views and ideas for improving services to ward sister/charge nurse

Contribute / lead as appropriate, to research, audits and clinical trials programmes carried out within the ward/department

Quality

Ensure safe custody, return or disposal of patients' property, in accordance with Trust policies



Ensure a welcoming, caring and safe environment is provided for the patient and their family/visitors/carers

To be aware of and maintain required standard of care

Ensure that patient areas are kept clean and tidy

Comply with Trust/local policies and procedures

Equality and Diversity

Carry out duties and responsibilities with regard to the Trust's Equal Opportunity policy

Recognise the importance of people's rights and act in accordance with legislation, policies and procedures

Act in ways that acknowledge and recognise peoples' expressed beliefs, preferences and choices; respecting diversity and valuing people as individuals

Take account of own behaviour and its effect on others

Undertake duties relating to last offices for deceased persons, ensuring that religious, cultural wishes and obligations are adhered to

Enablement to address health and wellbeing needs

Assist with and undertake patient assessment (under supervision and after appropriate delegation from the registered practitioner and escalate any concerns found)

Obtain requested specimens (urine, bloods e.g. swabs.) and ensure safe transportation to appropriate department

Obtain requested routine blood investigations; have an understanding of normal and altered values, reporting adverse results

Provide and promote health education; support and encourage the patient to meet their own health and wellbeing needs

Assess and document patients' pain levels, report to register nurse and request pain relieving medication on patient's behalf

Involve patients in shared decision-making and obtain their consent before undertaking any nursing procedures

Provision of care to meet health and wellbeing needs

Work co-operatively as part of the multi-disciplinary team, assisting nursing and other clinical staff to deliver a high standard of holistic patient-centred care



Implement programmes of care and contribute to care plan modifications, undertaking risk assessments as directed and within the limits of own knowledge and competence

Monitor, document and care for patients attending for sexual health and contraception as directed

Measure, monitor and record observations as designated by a registered nurse or medical staff (following training and having been assessed as competent), e.g. BP, urine tests, blood test and blood glucose monitoring in emergency situation

Report adverse signs to the nurse in charge / doctor / therapist

Assist with/commence basic cardio-pulmonary resuscitation procedures in case of emergency

Be aware of the physical, psychological, social, cultural and spiritual needs of all patient; assess, lead and implement appropriate care management as required in conjunction with a registered nurse

Provide comfort, reassurance and support to patients and/or their loved ones if anxious or distressed

Assist patients to access and use the facilities for self-swabs, ensuring privacy and dignity are maintained at all times

Alert registered staff promptly of any changes in the patient's needs.

Assist with the referral of patients to internal/external Allied Health Professionals and / or other agencies.

Information Processing

To be able to use available electronic patient records and effectively to input and retrieve information as required

Collect/record data accurately in accordance with trust guidelines, policies and Trust standard requirements

To be competent/ willingness to become competent in the following clinical skills within Integrated Sexual Health:

To provide nursing care for the patient sexual health services for symptoms, tests and contraception tests and assessment:

- As a member of the sexual health and family planning team
- As a circulating member of the team.
- Assisting/ supervising other members of the team in the preparation and cleaning of the treatment rooms in line with local policy
- Ensure correct labelling and despatching of specimens
- Providing skilled assistance to the clinician as required
- Providing nursing care within the speciality
- Experience on how to maintain a sterile field/ environment
- Undertake venepuncture



- To be able to read microscopy
- Take sample swabs for STI's and relevant diagnostic tests
- To chaperon and assist medical and nursing team
- Dispensing of medication to patients
- Administer vaccination
- Administer IM treatments for certain STI's

Ensure the effective use of resources and maintain adequate stock levels according to local policy including medicines, medical equipment

Maintain equipment including competence to use equipment, how to clean equipment and how to obtain parts and repair services and keep a log of all equipment issues and needs

Take a leading role and co-ordinate support within the department and other designated areas as required in line with Trust policy and within delegation, working alongside nursing leads for each service area, deploying junior staff according to competencies and workload to meet patient and service needs, to include rota management .

Ensure the effective use of resources and maintain adequate stock levels according to local policy including medicines, medical equipment

Assist in specialist medical and nursing clinics.

This is not an exhaustive list of all clinical skills and the post holder should be prepared to undertake additional training and competency assessment in relation to any other skills required in a specialist clinical area.

GENERAL

1. To work in accordance with the Trust's Values to consistently demonstrate the behaviours required. The postholder is required to carry out his/her role in accordance with the organisation values, standards and behaviours, in a Professional, Compassionate, Respectful and Safe way.
2. To ensure that Croydon Health Services Trust's policies and procedures are adhered to.
3. To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirements of the Health and Safety Regulations and the Trust's Health and Safety policies and procedures.
4. To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
5. To work in accordance with the Trust's policies to eliminate unlawful discrimination and promote equality and diversity in the workplace. To positively promote at all times equality of opportunity in service delivery and employment in accordance with Trust policies, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, belief, sexual orientation or domestic circumstances.



6. To adhere to the Trust Infection Control Policy, procedures and guidelines, and in particular practice strict hand hygiene at all times while carrying out clinical duties, in line with the responsibilities placed on employees by the Health Act 2006: Code of Practice for the prevention and control of healthcare associated infections (HCAIs). The prevention and control of HCAIs must be embedded into everyday clinical practice and applied consistently.
7. All clinical staff hold responsibility for ensuring they have sound knowledge of standard infection control precautions and that no omission on their part or within the sphere of their responsibility is detrimental to the interests or safety of their patients, visitors and colleagues. Clinical staff must keep their infection control knowledge and skills up to date by attending the Trust's mandatory infection control training, a record of which will be kept and information provided to line managers as required.
8. To comply with the Trust's Safe Guarding Children and Vulnerable Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:
 - Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
 - Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
 - Ensure you are familiar and comply with local protocols and systems for information sharing.
 - Know the appropriate contact numbers and required reporting lines.
 - Participate in required training and supervision.
 - Comply with required professional boundaries and codes of conduct

NOTE:

- A child is someone under the age of 18 (this would include unborn children).
- A vulnerable adult is 'someone who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation' (this includes carers).

Copies of the Protocols and Procedures are available on the Trust Intranet under Child Protection. Staff are advised on how to access the appropriate contact numbers and the Protocols and Procedures when attending Safeguarding training. Updates and revisions are notified to all staff via 'What's New'.

09. Budget Holders are responsible for adherence to Standing Financial Instructions
10. Managers are responsible for adherence of maintaining expenditure within budget and addressing deviations from budget
11. To undertake such other duties as may be reasonably required from time to time as are consistent with the responsibilities of the post.



You are the difference –Staff Pledges

All staff are expected to demonstrate a considerate and respectful attitude.

I will always introduce myself to patients and other staff “Hello my name is”

If I see that someone looks like they need help, assistance or they look lost – I will always – Can I help you?

If I can’t help you I will always ensure that I refer you to someone who can

If I see behaviour that is inappropriate I will feel empowered and supported to always challenge it

This job description is not an exhaustive document, but is a reflection of the current position. The job holder may from time to time be asked to undertake other reasonable duties. Any change will be made in discussion with the job holder in light of service needs.

Job Description Agreement

This job description can be updated annually as part of the personal development plan.

This job description has been updated and agreed by:

Current post holder :

Date:

Line Manager:

Date



PERSON SPECIFICATION

JOB TITLE: Nurse Associate

BAND:4

DEPARTMENT: Integrated Sexual Health

HEADINGS	ESSENTIAL	DESIRABLE	HOW TESTED
EDUCATION AND QUALIFICATIONS	<ul style="list-style-type: none"> Registered Nursing Associate on the NMC register Nursing Associate foundation degree qualification GCSE Grade A-C English and Maths or level 2 in Maths and English 	Other health relation qualification	
KNOWLEDGE AND UNDERSTANDING	<ul style="list-style-type: none"> Understanding of the scope of the role of the Nursing Associate in context of the nursing and interdisciplinary team and the organisation, and how the role may contribute to service development Understands and acts in line with NMC professional standards for practice contained within The Code. Knowledge of when to seek advice and escalate to the appropriate professional for expert help and advice Understand requirements for NMC professional Revalidation <p>Understanding of the importance of following procedures and treatment plans</p>	<p>Knowledge of current nursing issues</p> <p>Clinical audit</p> <p>Knowledge and understanding of national guidance and policy related to the development of an integrated sexual health service</p> <p>Knowledge of clinical governance</p>	



HEADINGS	ESSENTIAL	DESIRABLE	HOW TESTED
EXPERIENCE	<ul style="list-style-type: none"> Experience of working in teams under appropriate supervision as part of a multi-disciplinary team Insight into how to evaluate own strengths and development needs, seeking advice where appropriate <p>Experience of providing and receiving complex, sensitive information</p>	<p>Sexual Health & contraception experience</p> <p>Experience of working in Nurse Led clinics</p>	
SKILLS/ABILITIES	<ul style="list-style-type: none"> Ability to take part in reflective practice and clinical supervision activities Ability to organise and prioritise own delegated workload Ability to deal with non-routine and unpredictable nature of workload and individual patient contact Ability to communicate effectively (written, verbal and non-verbal communication) with patients/relatives and carers and all <ul style="list-style-type: none"> Ability to work in conjunction with senior nurses and facilitate decision making and deal with conflict Good communications and interpersonal skills. Good organisational skills. Ability to demonstrate knowledge of standard setting and quality management. Competent in IT Non-judgemental - able to support client choices (including 	<p>Skills in Contraception and Sexual Health nursing</p> <p>Venepuncture, microscopy and cryotherapy.</p>	



HEADINGS	ESSENTIAL	DESIRABLE	HOW TESTED
	<p>those of young people).</p> <ul style="list-style-type: none"> Administering treatments and vaccinations. 		
Other	<p>Approachable and supportive of staff and senior colleagues</p> <p>Willingness to undertake further training and development.</p> <p>Willing to carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies</p> <p>Commitment to cover fixed early mornings clinics, to work hours flexibly to meet service needs and work across different sites as required.</p>		

A= Application T= Test I=Interview

