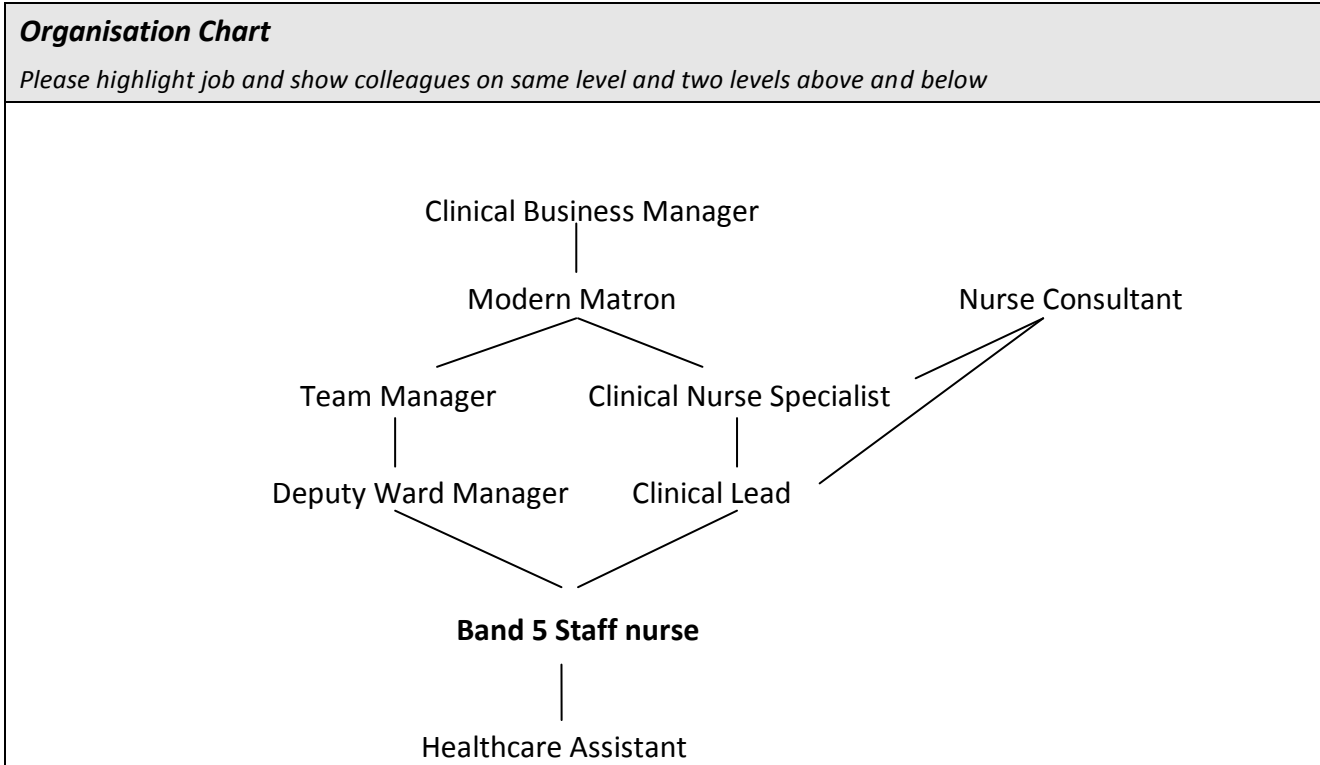


## Job Description

Job Details	
Job Title:	Staff Nurse – Mental Health
Business Unit:	Community Business Unit
Department/Ward:	Older Persons Mental Health Inpatient Services
Location:	Queen Elizabeth Hospital
Pay Band:	Band 5

Main Purpose of the Job
<ul style="list-style-type: none"> <li>• To promote and deliver patient centred care aligned with the Trust vision and Nursing and Midwifery strategy.</li> <li>• To take a lead role in the absence of the Senior Sister/Charge Nurse/Deputy Sister.</li> <li>• To deliver all aspects of care and may be required to demonstrate procedures and supervise qualified and/or unqualified staff.</li> <li>• Responsible for the patient’s clinical journey along agreed patient care pathways, supported by evidence based practice.</li> <li>• To provide the highest standard of safe, effective and compassionate care through the effective use of evidence based practice in line with agreed local and national standards and the NMC Code.</li> <li>• To support a continuously improving service, in line with the clinical governance framework, Trust objectives, and the NHS performance framework.</li> <li>• To provide clinical advice and support to the nursing and multi -professional team to facilitate the effective delivery of care to patients at all times.</li> <li>• To continually develop professionally to ensure the post holder has the appropriate level of skill, knowledge and competence to meet service/specialty requirements.</li> <li>• To participate in Preceptorship/ mentorship and development programmes.</li> </ul>

<b>Dimensions</b>
<ul style="list-style-type: none"> <li>• Participate with senior nursing staff to support in practice service developments, audit and benchmarking against agreed standards.</li> <li>• Have a vision for the area/service and be able to work collaboratively with others and implement the vision in practice</li> <li>• To participate in Clinical Supervision.</li> <li>• To promote and support an environment through a multi-disciplinary approach and facilitate the development of staff.</li> <li>• To participate actively in all aspects of SafeCare.</li> </ul>



## Communications and Relationships

*Please specify information being communicated and the level of complexity entailed and to whom, the skills required to motivate, negotiate, persuade, empathise, breaking bad news sensitively and provide reassurance.*

- Applies effective communication/leadership skills in clinical practice with a caring and compassionate attitude at all times.
- Establishes and maintains effective communication with individuals, the wider nursing team, and other health professional regarding patient's conditions, care planning and treatments.
- Be part of the nursing team to ensure effective communication with patient's relatives and carers, explaining medical conditions, progress and investigations taking into consideration level of understanding, culture and background.
- Develop and maintain effective channels of communication within the team, engaging, staff at all levels.
- Actively manages barriers to communication across all areas of responsibility to ensure positives outcomes.
- Effectively responds to dealing with difficult and/or complex communication situations e.g. breaking bad news, dealing with concerns and complaints and appropriate escalation where further support is required.
- Actively participate in professional groups and forums within, and where appropriate external to the organisation eg recruitment open events/ nurse conference.
- Produces accurate and complete records of communication consistent with legislation policies and procedures.
- Communicates regularly and effectively with the senior nurse team regarding all aspects of clinical care and service delivery, including environmental issues.
- Communicates with a range of stakeholders and key links e.g. nursing and medical colleagues, ward sisters, matrons, community mental health nurses, allied health professionals and voluntary organisations. Across primary and secondary care, professional and technical support staff, PPF, Social Services, Facilities, Administrative and Technical staff.

## Knowledge, Skills, Training and Experience

*Please include theoretical, practical, professional, special knowledge etc, required to fulfil the job satisfactorily at entry level. Please include educational level normally expected or equivalent level of practical experience.*

### Essential

- Registered Mental Health Nurse or Learning Disabilities Nurse with current NMC Registration
- Diploma/ Degree in Nursing.
- Experience of complex mental health problems
- Good working knowledge of the Mental Health Act
- Good working knowledge of the Mental Capacity Act/DoLs
- Excellent communication and organisational skills.
- Understanding of pre-registration curriculum.
- Evidence of ongoing professional development.
- Understanding of change management
- High level of interpersonal and communication skills.
- Team working skills.
- Ability to assess. Plan, deliver and evaluate quality care
- Excellent organisational skills and the ability to prioritise workload.
- Thorough understanding of contemporary nursing issues.
- Work as part of MDT.
- IT skills/knowledge appropriate to the role

### Desirable

- Participate in audit.
- Recent relevant experience.
- Knowledge and experience of Older Peoples Mental Health

## Analytical and Judgemental Skills

*Please include analytical & judgemental skills required for the post e.g. making judgements in situations where information is either difficult to obtain / understand or medical notes/information on history is unavailable.*

- Analyse and make clinical decisions based on clinical information through detailed Nursing assessment and evaluation.
- Ensure that patient care is planned and delivered to meet individual patient need
- Make clinical judgements involving a range of facts and situations which require analysis or comparison of a range of options.
- Respond to situations and plan short and longer term adjustments to own workload and that of the team to ensure safe delivery of care.
- Respond to information gained from audit and research in area of practice to implement change where necessary to ensure best practice.
- Take an active in role risk assessment, ensuring incidents and accidents are reported as per Trust policy and that appropriate risk management structures are in place.

<b>Planning and Organisational Skills</b>
<ul style="list-style-type: none"> <li>• In the absence of the senior nurse team ensure safe staffing and skill mix within the ward/dept is adhered to i:e efficient and safe rostering.</li> <li>• Support the senior nurse team with the planning and implementation of audits to meet the needs of reviews, service development and improvements in specialist area of practice.</li> </ul>

<b>Physical Skills (manual dexterity)</b>
<p><i>Examples Include: hand-eye co-ordination, sensory skills, (sight, hearing, touch, taste, smell etc), dexterity, manipulation, speed and accuracy, keyboard and driving skills.</i></p>
<ul style="list-style-type: none"> <li>• Deliver clinical care which may involve a range of expertise in physical skills e.g. drug administration, manual handling, delivery of personal care, recording and interpreting vital signs,</li> <li>• Competence in the use of all medical devices.</li> <li>• Competent in the use of specialist equipment relevant to the role</li> <li>• Accurate IT skills required for e-mail, report writing, presentation and use of end user software such as SMART, Medway.</li> </ul>

## **Patient/Client care:**

*Please specify the level of involvement in the provision of care to patients/clients and including how responsibility is shared with others.*

- Contribute to the provision of individual patient care by personal participation in order to maintain skills as health care professional and provide an effective role model for the nursing and multi-disciplinary teams.
- Demonstrate knowledge and skills through nursing practice of the highest standard in accordance with the NMC Code of Conduct and registration, and local and national policies and guidance.
- Act as patients advocate in all matters relating to his or her care, treatment and welfare acknowledging and incorporating cultural preferences, health beliefs and behaviours.
- Facilitate an environment where health promotion and informed patient choice is encouraged and developed to its maximum potential within the available resources.
- Be part of a team that evaluates clinical practice within the area by monitoring standards of care and ensuring that nursing practice is evidence based and audited regularly in order to provide a continually improving service in accordance with the clinical governance agenda.
- Promote and maintain a culture where staff actively contribute to the clinical governance agenda.
- Ensure accurate clinical records are kept in line with current NMC guidelines on records and record keeping and Trust Policies
- Respond to enquiries from relatives, carers, deal with concerns, formal complaints, including PALS concerns, and actively problem solve to improve the patients experience, escalating to seniors where further support is required.
- Be pro-active in risk assessment and clinical incident reporting and participate in root cause analysis where required,
- Constantly promote the importance of the patient experience within the team, and actively seek the views of patients and carers in the process of evaluating and developing care delivery on the ward/dept.

<b>Policy and Service Development:</b>
<i>Level of involvement in the implementation of policy and contribution to the decision making process both within own department and other functions.</i>
<ul style="list-style-type: none"> <li>• Demonstrate an understanding of an integrated approach to quality issues so that every member of the team contributes and is aware of their responsibility in this area.</li> <li>• Contribute to the development of the service.</li> <li>• Contribute to the development/implementation of new policies and guidelines within the clinical area with a specific regard to the impact on patient care.</li> <li>• Contribute to and work with the team to ensure that all local and national, standards guidance and targets are achieved.</li> <li>• Ensure that all Trust policies are adhered to by self and others.</li> <li>• Contribute to the development of nursing practice guidelines and care pathways within service area.</li> <li>• Comply with the Trust’s Risk Management Strategy and Directorate/Department clinical and health and safety policies and procedures and report any incidents/accidents and near misses in accordance with the Trust policy</li> <li>• Maintain knowledge of local/national health policy in relation to service delivery</li> <li>• Demonstrate learning from compliments, complaints, concerns and patient feedback</li> <li>• Support the views of patients and carers in the process of evaluating care provision within the ward/dept.</li> <li>• Support the development and maintenance of a team culture which actively encourages empowerment thereby supporting and facilitating change.</li> </ul>

<b>Financial and Physical Resources e.g. budget, stock and equipment:</b>
<ul style="list-style-type: none"> <li>• Knowledge of equipment and medical devices used in the clinical area and report the failure of mechanical problems of any items of equipment in line with the Medical Devices Policy</li> <li>• Participate with relevant staff to have effective processes in place for the ordering of stock and non-stock items</li> <li>• Utilise resources effectively using evidence based and best practice</li> <li>• Ensure the safe handling of patients property, valuables and money</li> </ul>



<b>Human Resources</b>
<i>Responsibilities of the job for the training and development of employees/students/trainees.</i>
<ul style="list-style-type: none"> <li>• Maintain, update and develop own skills knowledge and competence to meet the requirements of the role, in accordance with the NMC Code and Registration requirements.</li> <li>• Implement/work within the Trust's HR policies and procedures.</li> <li>• Support the senior nurse team with the provision of training, education and support to Student Nurses, Registered Nurses, Health Care Assistants and other support staff working within the team.</li> <li>• Comply with local induction programmes as a new registrants or staff new to the clinical area.</li> <li>• Work within a team that supports staff to promote shared leadership, mentorship education, training and clinical supervision programmes.</li> <li>• Participate in Annual Training Needs Analysis to identify own training requirements and reflect own identified learning needs and ensure demonstrated in practice</li> <li>• Ensure annual appraisal and personal development plan is in place in a timely way in line with NMC requirements and the NHS Knowledge and Skills Framework.</li> <li>• Ensure process of revalidation when appropriate is undertaken and evidence of this collated in anticipation of NMC requirements.</li> <li>• Provide education to patients and carers as appropriate to individual need</li> <li>• Embed the Trust vision and core behaviour's in delivering a quality service to both internal and external customers across the nursing HCA and MDT team.</li> </ul>

<b>Information Resources:</b>
<i>Level of responsibility for either paper based or computerized records and systems, responsibility for information systems both hardware and software, plus the generation and creation of information</i>
<ul style="list-style-type: none"> <li>• Use of Medway, SMART, Datix and any other end user software required for both clinical and non-clinical aspects of the role.</li> <li>• Maintain accurate record keeping and documentation within patients' records, integrated care pathways and electronic systems.</li> <li>• Adhere to the Trust Information Governance Procedures</li> <li>• Retrieve patient information from computer systems including patient results acting on them appropriately.</li> <li>• Complete relevant records relating to application of annual leave, study leave and travel expenses.</li> <li>• Ensure that all necessary information on patient activity is correctly recorded.</li> <li>• Manage the effective implementation, utilisation and development of information technology systems within the clinical area in order to ensure the provision of accurate clinical and statistical data.</li> </ul>

<b>Research and Development:</b>
<i>Responsibility for informal or formal clinical or non-clinical R &amp; D including audit.</i>
<ul style="list-style-type: none"> <li>• Participate in research, audit and evidence based practice in area of practice.</li> <li>• Remain up to date with developments in research and evidence based practice in relation to own and associated areas.</li> <li>• Participate in audit and monitor standards of care against best practice in order to provide a continually improving service.</li> <li>• Work within the team to identify priority areas of practice development within clinical area.</li> <li>• Support the development of audit tools to assess patient experience and satisfaction within area.</li> <li>• Support the evaluation/ audit of nursing practices, ensuring all care is recorded in order to provide a continually improving service - supporting the clinical governance framework.</li> <li>• Acquire and utilise evidence to ensure best practice.</li> </ul>

<b>Freedom to Act</b>
<i>Please specify the level of autonomy and accountability, the level of discretion in the role and where guidance is available from e.g. supervisor, departmental procedures / NHS Guidance/legislation.</i>
<ul style="list-style-type: none"> <li>• Accountable for own professional practice and able to work independently and with/ without direct supervision.</li> <li>• Work within the Trust policy and guidelines to meet current standards</li> <li>• Develop management and judgemental skills to analyse complex situations and formulate critical thinking and appropriate solutions.</li> <li>• Organise own workload and participate within the team prioritising to meet the needs of the service.</li> <li>• Recognise situations that may be detrimental to the safety of patients, staff and visitors bringing them to the attention of the senior nurse team, and /or matron and appropriate others.</li> </ul>

<b>Physical Effort</b>
<i>Please describe activities, frequency and the degree of effort required</i>
<ul style="list-style-type: none"> <li>• Continuous delivery of direct patient care in accordance with individual need including assessment and history taking</li> <li>• Continuous moving and handling patients in a range of aspects of clinical care for example on/off beds, examination couch, push wheelchairs and basic needs such as hygiene and toileting requirements</li> <li>• Frequently moving of equipment / specialist equipment</li> </ul>

<b>Mental Effort</b>
<i>Please describe the scope, circumstances and frequency of concentration &amp; interruptions</i>
<ul style="list-style-type: none"> <li>• Constant concentration to manage patients in a safe environment and act appropriately to changing demands.</li> <li>• Frequently needs to concentrate during assessment, management and delivery of direct patient care.</li> <li>• Frequent interruptions to working pattern when answering telephone calls.</li> <li>• Frequently deal with stressful situations and resolving conflict with patients, carers and staff.</li> <li>• Ability to monitor and react to constantly changing environment/situations and problem solve to ensure smooth running of the service, drawing on support and appropriate escalation to senior nurse team and / or Matron as situations occur.</li> </ul>

<b>Emotional Effort</b>
<i>Please describe the exposure, frequency and involvement in distressing or emotional situations</i>
<ul style="list-style-type: none"> <li>• Frequently deal with situations which require empathetic management of patient/carer/staff/colleague distress and anger including the provision of unwelcome news.</li> <li>• Act as a patient advocate at all times.</li> <li>• May be required to be present and /or give sensitive, complex and distressing news to patients and relatives.</li> <li>• Provide support to patients/carers following serious diagnoses which may be distressing and involve complex discussion and treatment plans.</li> <li>• May be required to offer support to staff, patients and relatives in any unexpected untoward event.</li> <li>• May be required to support local resolution of patient/carer complaints which may involve conflict and challenging behaviour.</li> </ul>

<b>Working Conditions</b>
<i>Please describe the type and extent of exposure to unpleasant working conditions/hazards</i>
<ul style="list-style-type: none"> <li>• Flexible hours according to demands of the service.</li> <li>• Frequent exposure to highly unpleasant working conditions for example dealing with foul odour, bodily fluids, faeces and urine.</li> <li>• Frequent exposure to unpredictable and physically challenging patient presentation.</li> <li>• Frequent exposure to VDU Screens.</li> </ul>

## **CONTROL OF INFECTION**

All Trust staff have a duty to provide a safe environment by considering adherence to infection prevention and control as an integral part of their roles and responsibilities. The individual roles and responsibilities for staff are outlined in the Trust's Control of Infection policy (IC 1). There should be specific discussion of control of infection within the Appraisal process and as a minimum all staff must demonstrate good hand hygiene and practice and support the Clean Your Hands Campaign.

## **PRIVACY & DIGNITY & RESPECT AND EQUALITY OF OPPORTUNITY**

The Trust is committed to ensuring that all current and potential staff, patients and visitors are treated with dignity, fairness and respect regardless of gender, race, disability, sexual orientation, age, marital or civil partnership status, religion or belief or employment status. Staff will be supported to challenge discriminatory behaviour.

## **PROFESSIONAL CODE OF CONDUCT (IF APPROPRIATE)**

To abide by the Code of Practice of Professional body as published by the relevant regulatory body (if appropriate).

## **CODE OF CONDUCT FOR SENIOR MANAGERS (IF APPROPRIATE)**

To adhere to the Code of Conduct for NHS Senior Managers.

<b>Signed:</b>	<b>(Job Holder)</b>
<b>Date:</b>	
<b>Signed:</b>	<b>(Manager/Head of Service)</b>
<b>Date:</b>	

**Note to Managers: - Please complete this form clearly, providing as much information as possible to candidates.**

***Risk Assessment Indicators for the post***

	<b>DUTIES AND RISK FACTORS OF THE POST</b>	<b>Yes</b>	<b>No</b>
1.	Exposure Prone Procedures (EPP's)*	<input checked="" type="checkbox"/> x	<input type="checkbox"/>
2.	Manual Handling Operations	<input checked="" type="checkbox"/> x	<input type="checkbox"/>
3.	Dust, Dirt, Smells	<input checked="" type="checkbox"/> x	<input type="checkbox"/>
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
5.	Patient Contact	<input checked="" type="checkbox"/> x	<input type="checkbox"/>
6.	Babies/Children Contact	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
7.	Food handling / Preparation	<input checked="" type="checkbox"/> x	<input type="checkbox"/>
8.	Driving	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
9.	Fork Lift Truck Driving	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
10.	User of Display Screen Equipment	<input checked="" type="checkbox"/> x	<input type="checkbox"/>
11.	Noise	<input checked="" type="checkbox"/> x	<input type="checkbox"/>
12.	Infestation	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
13.	Blood and Body Fluids/Waste/Samples/Foul Linen	<input checked="" type="checkbox"/> x	<input type="checkbox"/>
14.	Excessive Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
15.	Excessive Heat	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
16.	Inclement weather	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
17.	Radiation	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
18.	Laser Use	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
19.	Working at Heights over 2 metres	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
20.	Confined Spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
21.	Vibration i.e. Power Tools	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
22.	Using machinery with moving/exposed parts	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
23.	Shift work	<input checked="" type="checkbox"/> x	<input type="checkbox"/>
24.	Use of latex products	<input checked="" type="checkbox"/> x	<input type="checkbox"/>
25.	Physical violence / aggression	<input checked="" type="checkbox"/> x	<input type="checkbox"/>
26.	Any other hazards please specify	<input type="checkbox"/>	<input type="checkbox"/>

27.	<b>Other</b>	<input type="checkbox"/>	<input type="checkbox"/>
-----	--------------	--------------------------	--------------------------

If any hazard is identified above please give details below.

Hazards Identified:-

\*Definition of Exposure Prone Procedures (EPP's)

*Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.*

## PERSON SPECIFICATION

	<u>Essential</u>	<u>Desirable</u>
<b><u>Education and Qualification</u></b>	Professional Nursing Qualification (RMN, RNMH / RGN / RNLD)  Continued Professional Development  Student Assessor or willing to work towards	Therapy based training qualification ie CBT, DBT, PSI, BFT  Educated to Degree Level  Post registration clinical experience
<b><u>Knowledge &amp; Experience</u></b>	Experience of working with service users with complex mental health needs  Clinical Supervision  Care Co-ordination and personalised care planning  Understanding of safeguarding processes  Experience of supporting Carers  PMVA  Risk management and Health and Safety legislation  Understanding of Mental health legislation and responsibilities relating to the Mental Health Act.  NMC standards and professional accountability	Experience of undertaking physical health interventions e.g blood pressure, blood sugar etc  Experience of working with people with a cognitive impairment  Clinical Audit  Use of EMIS / Omnicell / Nervecentre  Use of a formulation based model

<p><b><u>Skills &amp; Competencies</u></b></p>	<p>Good interpersonal and Communication skills (verbal, written &amp; non-verbal)</p> <p>PMVA</p> <p>Time Management</p> <p>Conflict resolution</p> <p>Good record keeping skills</p> <p>Multi-Disciplinary and interagency working.</p> <p>Basic IT skills</p> <p>Risk Assessment/ Management</p> <p>Ability to meet deadlines</p> <p>Ability to prioritise</p> <p>Delegation</p> <p>Ward coordination</p>	<p>Ability to undertaken debrief</p> <p>Ability to support service development</p>
<p><b><u>Personal Characteristics</u></b></p>	<p>Open and honest</p> <p>Demonstrate commitment to the Trust's vision and ICORE values</p> <p>Trustworthy</p> <p>Embraces diversity</p> <p>Team worker</p> <p>Innovative</p> <p>Professional</p>	



## PERSON SPECIFICATION

	<u>Essential</u>	<u>Desirable</u>
<b><u>Education and Qualification</u></b>	<p>NVQ 3 in care or equivalent or working towards.</p> <p>Experience of working/volunteering in an appropriate care setting.</p>	
<b><u>Knowledge &amp; Experience</u></b>	<p>Person centred care</p> <p>PMVA</p>	<p>Experience of working with service users with complex mental health needs</p> <p>Safeguarding knowledge</p> <p>Experience of supporting Carers</p> <p>Experience of undertaking physical health interventions e.g blood pressure, blood sugar etc</p> <p>Experience of working with people with a cognitive impairment</p>
<b><u>Skills &amp; Competencies</u></b>	<p>Good interpersonal and Communication skills (verbal, written &amp; non-verbal)</p> <p>PMVA</p> <p>Time Management</p> <p>Conflict resolution</p> <p>Good record keeping skills</p> <p>Multi-Disciplinary and interagency working.</p> <p>Basic IT skills</p>	<p>Ability to prioritise</p>
<b><u>Personal Characteristics</u></b>	<p>Open and honest</p> <p>Demonstrate commitment to the Trust's vision and ICORE values</p> <p>Trustworthy</p> <p>Embraces diversity</p> <p>Team worker</p>	