

## Job description for Critical Care Outreach sister / Charge Nurse Band 7

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|----------------------|---|
| <b>Position:</b>     |   |
| Division:            | Surgical                                    |
| Responsible to:      | Nurse Consultant for Critical Care Outreach |
| Responsible for:     |   |
| Reports to:          | Nurse Consultant for Critical Care Outreach |
| Salary:              | AFC   |
| Band:                | 7   |
| Location:            | East Surrey Hospital                        |
| Hours of work:       | 37.5 hrs/week                               |
| Disclosure required: | Yes   |

### Job purpose

To develop and lead in the delivery of professional nursing care to acutely and critically ill patients ensuring the highest possible standards of care are received by patients and their carer's while on general ward areas and in the Critical Care Unit. To attend emergency calls for acutely deteriorating patients or patients in cardiac arrest. To assist the Nurse Consultant for Critical Care Outreach by contributing to developing high standards of care across the Trust. To act as an excellent role model and leader to all staff. To deliver education and training regarding recognition and timely management of deteriorating patients.

### Our values

As an employee of Surrey and Sussex Healthcare NHS Trust, you have an individual responsibility to treat everybody with:

|  |  |
|--|--|
| <b>Dignity and Respect:</b> we value each person as an individual and will challenge disrespectful and inappropriate behaviour.                      | <b>One Team:</b> we work together and have a 'can do' approach to all that we do recognising that we all add value with equal worth. |
| <b>Compassion:</b> we respond with humanity and kindness and search for things we can do, however small; we do not wait to be asked because we care. | <b>Safety and Quality:</b> we take responsibility for our actions, decisions and behaviours in delivering safe, high quality care.   |

## Our objectives

1. **Safe** – Deliver safe, high quality care and improving services which pursue perfection and be in the top 20% of our peers
2. **Effective** – As a teaching hospital deliver effective and improving sustainable clinical services within the local health economy
3. **Caring** – Work with compassion in partnership with patients, staff, families, carers and community partners
4. **Responsive** – To become the secondary care provider of choice for our the people of our community
5. **Well led** – To be a high quality employer of choice and deliver financial and clinical sustainability around a patient centred, clinically led leadership model

## Key working relationships

Patients and their carers

Multidisciplinary team, including doctors, nurses and AHP's across the hospital

Other members of CCOT and Critical Care team

## Main duties and key responsibilities

### 1. Communication / Relationship Skills

- a) Liaises with members of the multi-professional team both within the organisation and with external stakeholders, to ensure care is delivered to the critically ill patient effectively, efficiently and safely and continuity of care is maintained.
- b) Communicates proactively with all staff on the clinical condition and treatment plans of patients and ensures accurate nursing records are maintained by all staff.
- c) Initiates and maintains communications between patients, their relatives and the multi-professional team both within the organisation and with external stakeholders, to avoid problems caused by poor communication.
- d) Is able to provide, receive and assimilate highly sensitive or complex information.
- e) Ensures systems are in place to proactively disseminate information, eg Team Brief, Ward/Department meetings, so that staff feel informed.
- f) Acts as an ambassador/role model for the Organisation and the Nursing Profession.

### 2. Knowledge Training & Skills (KSF)

- a) Possesses excellent clinical understanding of critical care nursing with developed clinical assessment and interpretive skills, to plan, implement and evaluate care and manipulate complex medical equipment.

- b) Provides clinical expertise and leadership to members of the multi-disciplinary team in caring for critically ill patients.
- c) Provides clinical advice as required to all professionals, carers and junior colleagues both within the department and externally which promotes clinical practice that reduces risk to patients and staff.
- d) Supports the Nurse Consultant for Critical care Outreach to ensure that formal and informal teaching is in place for all staff to ensure evidence based nursing care is delivered within the department and in ward areas.
- e) Communicates National and local policies and initiatives which impact on patient and nursing care eg. The Trust's Clinical Governance and Nursing Strategies and implements these in practice.
- f) Ensures all staff have access to and act within Trust and unit policies and procedures.

### **3. Analytical & Judgment Skills**

- a) Manages the co-ordination of the multi-disciplinary team in the care of critically ill patients, and is able to run a medical emergency call or cardiac arrest as required.
- b) Initiates emergency treatment where necessary and co-ordinates other staff in this process, as well as educating and debriefing ward staff as required.
- c) Ensures that all staff including temporary staff and pre-registration students are aware of emergency procedures to follow.
- d) Leads others in the assessment, planning, delivery and evaluation of care of critically ill patients in ward areas and ICU/HDU are in accordance with Trust and departmental protocols.
- e) Communicates with Clinical Site Managers/Outreach staff/medical staff in the movement of patients to ensure safe and appropriate allocation and movement between departments.
- f) In accordance with NMC requirements, act as a mentor to pre-registration students and others, ensuring that there is an adequate number of mentors to support practice based learning.
- g) Represents team and organisation at professional meetings as requested and feeds back information appropriately.

### **4. Planning & Organisational Skills**

- a) Assists the Nurse Consultant for Critical Care Outreach to set standards for Critical Care Outreach and ICU/HDU and ensures high standards of critical care nursing is maintained at all times.
- b) Ensures that all medical and emergency equipment is kept in a safe condition and is ready for use when required, and that faulty equipment is reported and/or replaced as necessary.
- c) Assists the Nurse Consultant for Critical Care Outreach in training and education, and assists in maintaining an accurate training database/training records.
- d) Supports the Nurse Consultant for Critical Care Outreach to deliver evidence based, innovative practice in the care of the critically ill, and supports others in the implementation of changes identified to improve care.

- e) Ensures the application of local standards, policies and philosophies which further the philosophy of patient centered, individual and evidence based care for all patients.
- f) Pro-actively assists the Nurse Consultant for Critical Care Outreach in the management of human and material resources.
- g) Contributes to business, professional and strategic planning within the directorate and the organisation as a whole.
- h) Assists in arranging and facilitating staff meetings, including team meetings and senior staff meeting and debriefs and reads professional/managerial information as required.
- i) Assists in developing and maintaining a culture of clinical supervision/reflective and evidence based practice.

## **5. Physical Skills**

The post requires developed physical skills to fulfill duties where there is a specific requirement for speed or accuracy in providing care for the critically ill patient requiring multiple organ support.

## **6. Patient/Client Care**

- a) Actively investigates complaints or incidents, and drafts responses as required.
- b) Supports the Nurse Consultant for Critical Care Outreach in the investigation and management of staff disciplinary/capability issues and patient safety issues.
- c) Is Customer Aware and deals at all times appropriately ie. Professionally and politely with all 'customers' whether patients, their relatives, carer's, other members of staff or the general public.
- d) Liaises with senior/managerial staff to bring to their attention any problems identified.
- e) Ensures the privacy, dignity and confidentiality of patients, relatives and colleagues is respected at all times.

## **7. Policy & Service Development Implementation**

Implements policies for own work area and proposes policy or service changes which impact beyond own area of activity.

## **8. Financial and Physical Resources**

- a) Responsible for the safe use of expensive and highly complex equipment and reporting maintenance requirements.
- b) Responsible for reporting low levels of stock and equipment to senior nurse to ensure continuity of service.
- c) Contributes to maintaining security within the hospital.
- d) Responsible for handling patients' valuables adhering to Trust policy.

## **9. Human Resources**

- a) Supports the education and development of all staff including pre and post registration students. Takes part in education and training programmes appropriately and feeds back knowledge gained.
- b) Supports the Nurse Consultant for Critical Care Outreach to orientate new staff to the critical care outreach service, assists in the planning of orientation programmes and ensures accurate records of orientation are maintained.
- c) Promotes the principles of Improving Working Lives amongst team ensuring fairness and equity.
- d) Is responsible for the teaching/delivery of core training throughout the Trust eg NEWS, ALERT and BEACH, NICE 50 guidelines, Sepsis, Acute Kidney Injury, Non-Invasive Ventilation etc.

## **10. Information Resources**

From time to time during the normal course of your employment you may generate Intellectual Property (IP) which may have value in the delivery of better patient care. Where such Intellectual Property (IP) is created in the course of your employment or normal duties then under UK law it will generally belong to the Trust, unless agreed otherwise in writing between you and the Trust.

The Trust management procedures for Intellectual Property (IP) have been approved by the Trust Board and can be found on the Trust Intranet Site. Trust Procedures are consistent with the Management Framework for Intellectual Property (IP) of the Department of Health. You are required to comply with these procedures.

## **11. Research & Development**

- a) Participates and may lead in Nursing and Clinical Audit.
- b) Collects and collates and reports information as required.
- c) Assists in preparation for any external audits or inspections, eg. CQC.

The Trust manages all research in accordance with the Research Governance Framework, a copy of which is available in the Medical Director's Office. As an employee of the Trust, you are required to comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance standards

## **12. Freedom to Act**

- a) Acts as a mentor to pre-registration students and departmental staff undertaking post-registration courses.
- b) Assists the Nurse Consultant for Critical Care Outreach in the development of policies, procedures and guidelines as appropriate to support practice.
- c) Ensures own and others practice is in line with NMC Code of Professional Conduct at all times, and assists the Nurse Consultant for Critical Care Outreach to ensure staff have current, live registration.

- d) Ensures own and others professional/educational/training needs are identified and maintains own and others mandatory and professional updating in order to maintain clinical and professional credibility. Keeps professional portfolio and revalidation up to date.
- e) To assist in maintaining a link system for particular areas of practice are in place and that information/developments are fed back to the team to ensure evidence based care and practice across the organisation.
- f) Acts to initiate appropriate care where a patient's condition warrants timely and effective care.

### **13. Physical Effort**

- a) There is a frequent requirement to exert moderate physical effort for periods during a shift including manual handling of highly dependent critically ill patients.
- b) Frequent requirement to prepare the patient for internal and external transfer.

### **14. Mental Effort**

- a) There is frequent requirement for concentration where the work pattern is unpredictable.
- b) It is necessary to be adaptable and supportive to colleagues to ensure continuous service within the department.

### **15. Emotional Effort**

- a) Frequently communications sensitive/difficult information and subsequent support of patients, relatives, carer's and colleagues as appropriate – eg organ donation, death and dying.
- b) There is frequent exposure to distressing and emotional circumstances due to the nature and severity of the critically ill patients.
- c) Able to perform effectively when dealing with frequent and unpredictable interruptions/requests/problems concerning patients, staff and visitors.

### **16. Working Conditions**

- a) Supports the Nurse Consultant for Critical Care Outreach to ensure a suitable learning environment for intra-professional learning and development.
- b) To ensure that the experience of patients, relatives and carers is optimised.
- c) With due regard to Risk Management policies and procedures, ensures that a safe environment for patients, relatives, carer's and staff is maintained.
- d) Actively promotes legislation and responsibilities under the Health & Safety at Work Act, is aware of and follows policies and procedures with regard to patients, themselves, other members of staff, equipment and the general public.

### **Key attitudes and behaviours**

- Excellent communicator
- Collaborative
- Team player

- Caring and compassionate
- Responds positively and acts promptly
- Able to make quick decisions in stressful situations
- Educator
- Flexible in working pattern to service needs

## Professional Responsibilities- NMC

1. Be accountable for own professional practice in accordance with NMC Code of Conduct
2. Ensures own and others practise is in line with the NMC Code of Professional Conduct at all times.

**This is an outline job description designed to give an overview of the responsibilities of the post. The post holder will be expected to be flexible to respond to change and organisational need. The post holder will also be expected to contribute to the wider corporate and organisational needs of the Trust as appropriate.**

## General

### Information Governance

Whilst employed by the Trust you may have access to patient or staff information, this information must be kept confidential and must not be disclosed to anybody other than when acting in an official capacity. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of disclosure of computerised information, could result in prosecution for an offence or action for civil damages under the Data Protection Act 1998.

If this post involves the collection, entry, change or deletion of any data items either electronic or manual (e.g. the Trust Patient Administration System) it is your responsibility to ensure that as far as is reasonably possible, you have ensured that those details are accurate and up-to-date.

If this post manages members of staff, it is your responsibility to ensure that these staff are made aware of Trust policies and procedures relating to their

area of work and to ensure that these are followed at all times. This post must also ensure that staff receive adequate and relevant training required by them to enable them to carry out their duties.

All employees must familiarise themselves with and adhere to all Trust policies and procedures including the following:

- Risk Management Policy and Strategy
- No Smoking at Work



- Equal Opportunities in Employment, including the Disability Discrimination Act
- The Caldicott Principles

### **Safeguarding Vulnerable adults, children and young people**

All Trust employees have a responsibility to safeguard and promote the welfare of vulnerable adults, children and young people. As such, you have a duty to familiarize yourself with the Trust adult and Child Protection Procedures and Guidelines which are accessible on the intranet.

### **No Smoking Policy**

Surrey and Sussex Healthcare NHS Trust is a smoke free Trust covering trust premises, grounds and any trust owned vehicle. Staff should not smoke during their working hours and will be protected from passive smoking both in the Trust and whilst making home visits.

### **Research**

The Trust manages all research in accordance with the Research Governance Framework, a copy of which is available in the Medical Director's Office. As an employee of the Trust, you are required to comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance standards

### **Intellectual Property**

From time to time during the normal course of your employment you may generate Intellectual Property (IP) which may have value in the delivery of better patient care. Where such Intellectual Property (IP) is created in the course of your employment or normal duties then under UK law it will generally belong to the Trust, unless agreed otherwise in writing between you and the Trust.

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### **SASH+**

As part of our commitment to ensure our culture and ways of working reflect and embed the practices and methodologies of SaSH+, you will be expected, where identified, to attend and complete relevant training and development opportunities to support this. This may include Lean for Leaders, Advanced Lean Training, amongst others. Full attendance and completion of identified courses will be considered mandatory for this post.



**Job Specification (CCOT band 7)**

| Essential  | Desirable  | Evidenced by   |
|--|--|--|
| <b>Qualifications</b>  |  |  |
| <p>Completed and obtained Registered Nurse qualification and has current live PIN on NMC register</p> <p>Mentor preparation</p> <p>Post basic ICU certificate (diploma/degree)</p> <p>ILS Provider and working towards ALS</p> <p>Tricky Trips / Transferring the critically ill patient course</p>  | <p>First line manager's course.</p> <p>ALS Instructor</p> <p>Teaching qualification</p> <p>Teaches on ALERT (or equivalent recognising acute patient deterioration course)</p> <p>An interest in progressing towards an ACCP role.</p> <p>Lean for Leaders course.</p> | <p>NMC card</p> <p>IHE Certificate</p> <p>IHE Certificate</p> <p>ALS card</p> <p>Certificate</p> |
| <b>Experience</b>  |  |  |
| <p>Minimum of 4 years post registration experience in ICU, and at least 2 years at Band 6.</p> <p>Evidence of excellent interpersonal skills</p> <p>Effective and compassionate communication with patients and colleagues.</p> <p>Demonstrates skills and experience in management and leadership</p> <p>An expert in recognising and treating acute patient deterioration, as well as being proactive in preventing deterioration.</p> <p>Understanding of treatment escalation planning and resuscitation status.</p> <p>Assistance with rapid sequence induction.</p> <p>Care of central vascular access device.</p> <p>Chest drain management</p> | <p>Experience of delivering critical care on a hospital wide basis</p> <p>Experience of teaching on ALS or ALERT courses</p> <p>Intra-osseous device insertion and management</p> <p>On line ReSPECT course</p>  | <p>CV</p> <p>At interview</p> <p>References</p> <p>Interview</p> <p>Continued:</p>               |

| Knowledge, Skills and Competencies   |  |              |
|--|--|--------------|
| Demonstrates clear evidence of ongoing professional development  | Evidence of being able to work independently   | CV           |
| Skilled in interpreting arterial blood gases and planning treatment based on results.  | Skilled in taking and interpreting arterial blood gases.   | At interview |
| Understanding and insight into current issues in nursing and NHS and able to engage team in achieving goals and objectives via a clear, share nursing vision         | Ability to read chest x-rays   |              |
| Excellent communication skills and demonstrates excellent written and spoken English   | Competent in Cerner (EPR)  | References   |
| Ability to create, fully document and communicate a structured management plan together with the patient, the medical, nursing and allied health professional teams. | An interest in data collection and analysis in order to improve patient safety and patient experience. |              |
| Evidence of self development   |  |              |
| IT literate (particularly Electronic Patient Records)  |  |              |
| Knowledge of clinical supervision  |  |              |
| Recognises limitations of self and role  |  |              |
| Venepuncture skills  |  |              |
| Tracheostomy competencies and management   |  |              |
| Non-Invasive Ventilation, CPAP and Optiflow set up, management of and safe transfer of.  |  |              |
| Blood transfusion competencies   |  |              |
| Sound understanding of capacity assessment and DOLS.   |  |              |
| Physical Assessment using an A to E assessment   |  |              |
| Full understanding of prevention and treatment of sepsis and acute kidney injury.  |  |              |
|  |  | Continued:   |

| Behaviours and Values  |  |                                  |
|--|--|----------------------------------|
| <p>Flexibility in shift/working patterns to meet the needs of the service</p> <p>Is able to fully participate as a team member</p> <p>Is of good health and good character as per NMC requirements</p> <p>Willing to accept additional responsibilities as delegated by senior staff</p> <p>Excellent time management, and ability to prioritise.</p> <p>Able to work as a solo worker</p> <p>Is open minded to new and innovative ways of working and practice.</p> <p>Demonstrates commitment to delivering patient centered care.</p> <p>Displays SASH Values:<br/>Dignity and Respect<br/>One Team<br/>Compassion<br/>Safety and Quality</p> |  | <p>Application and Interview</p> |