

## JOB DESCRIPTION

- JOB TITLE:** Nursing & AHP Team Managers Integrated Urgent Care  
**RESPONSIBLE TO:** Head of Nursing and AHP IUC
- RESPONSIBLE FOR:** Advanced Nurse Practitioners, Emergency Care Practitioners, Telephone Nurse Advisors and Nurse Team Administrator
- LOCATIONS:** The post holders are expected to work flexibly across all Severnside Urgent Care sites in Bristol, North Somerset and South Gloucestershire (BNSSGG) and within Business Services at Osprey Court. There may be occasions when the post holder has to meet external stakeholders at other sites
- ROLE PROFILE:** This post holders will be expected to spend 7.5 hours, or longer if required, line management weekly and a minimum of 15 hours weekly working clinically and providing Clinical Supervision.

### Job Context

BrisDoc currently operates three types of services:

- (1) **Urgent Care services:** We provide Integrated Urgent Care across Bristol, North Somerset and South Gloucestershire serving a patient population of circa 900,000 people. This service operates 1830-0800 on weekdays and 24hrs at weekends and bank holidays
- (2) **Primary Care daytime services:** We run four GP Practices: (a) Broadmead Medical Centre, a registered GP Practice, located in Boots Chemist (Bristol City Centre) which also has a nurse-led walk-in service; (b) Northville Family Practice, situated in Filton, South Gloucestershire; (c) Bishopston Medical Practice, (d) Charlotte Keel Medical Practice. In addition, we run the Homeless Health Service.
- (3) **GP Support Services (Acute GP Team):** We run a GP support service, based in Osprey Court and Southmead Hospital. These services help avoid hospital admissions

This post forms part of the Clinical Team within the Severnside Integrated Urgent Care Service. The post holders will work closely with the Head of Nursing, Deputy Medical Directors for Urgent Care and Medical Director, Clinical Guardian (CG) Lead GP, as well as with the Service Delivery Team in strategically and operationally leading Severnside Integrated Urgent Care

### Job Summary

The Nursing and AHP Team Managers will support the Head of Nursing in the professional leadership, management, review and education for all Nurse Practitioners, Emergency Care Practitioners, Pharmacists and Telephone Nurse Advisers working in the Integrated Urgent Care service.

Key management responsibilities include facilitating and maintaining communication with the Nursing and Allied Healthcare Professional team, team development and education, absence management, performance and development reviews, induction and professional training and development, recruitment and selection of new team members.

They will also undertake audit and project work as required across all BrisDoc sites as designated by the Head of Nursing and AHPs, IUC Service Manager, Head of Governance or members of the BrisDoc Executive Board.

In addition, a minimum of 2 clinical sessions per week, of which one session per month will be in the Clinical Navigator Role at Nicholson House, will be spent working clinical shifts within the IUC at Advanced Nurse Practitioner/prescriber level. Clinical shifts will be weekends and weekday evenings, with flexibility to cover overnight shifts as required.

There will be an expectation to contribute to the Clinical Guardian Team. This will include regular review of clinical colleagues, attendance at weekly CG review meetings and participation in CG Audits as required.

At all times the post holders must act in a manner consistent with the code of conduct and appearance representing BrisDoc and the NHS.

## **Main duties and responsibilities**

### **Professional Leadership and Management**

This includes:

- Effectively communicating with the IUC Nursing and AHP team and leading regular team meetings
- Providing Clinical Supervision
- Leading on the Clinical Development Program
- Leading on incidents pertaining to team members
- Contributing to complaints investigations
- Working closely with the senior leadership team, and others as needed, to build relationships
- Collaborating with the Clinical Workforce Manager (Rota Team) and supporting staff to ensure adequate resourcing levels of the nursing team
- Supporting the recruitment, selection and induction of new team members in line with BrisDoc's Recruitment & Selection and Induction Policies
- Undertaking and recording professional annual Performance & Development Reviews (in line with policy) for team members, ensuring objectives are achieved, and actively supporting the team in ongoing training and development
- Supporting the management of team absence, performance, and conduct in partnership with HR Department and in line with formal policies
- Ensuring all team members are up to date with their statutory and mandatory training in liaison with the HR Department
- Manage and lead on the delivery of specifically identified services or projects as agreed with the management team
- Deputise for the Head of Nursing and AHP in his/her absence

## Clinical Responsibilities - IUC Independent Nurse Prescriber

**2 shifts per week will be dedicated to clinical work in the Severnside Integrated Urgent Care Service. The following responsibilities are expected:**

- Assess, diagnose, plan, implement and evaluate treatment/interventions and care for patients presenting with an undifferentiated diagnosis
- Clinically examine and assess patient needs from a physiological and psychological perspective, and plan clinical care accordingly
- Assess, diagnose, plan, implement and evaluate interventions/treatments for patients with complex needs
- Proactively identify, diagnose and manage treatment plans for patients at risk of developing a long-term condition (as appropriate)
- Diagnose and manage both acute and chronic conditions, integrating both drug- and non-drug-based treatment methods into a management plan
- Prescribe and review medication for therapeutic effectiveness, appropriate to patient needs and in accordance with evidence-based practice and national and practice protocols, and within scope of practice
- Maintain competencies for prescribing portfolio and have a regular audit of their prescribing.
- Work with patients in order to support compliance with and adherence to prescribed treatments
- Provide information and advice on prescribed or over-the-counter medication on medication regimens, side-effects and interactions
- Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care
- Support patients to adopt health promotion strategies that promote healthy lifestyles, and apply principles of self-care
- Assess, identify and refer patients presenting with mental health needs in accordance with the NSF for Mental Health
- To provide face-to-face and telephone clinical assessment/treatment and management plan to BrisDoc patients.
- To provide clinical support to all clinical staff within the Integrated Urgent Care team
- To undertake visits at patients' home as required and within scope of practice
- Continue to develop and expand own personal clinical expertise as autonomous/independent practitioner.
- In partnership with others, challenge and critically evaluate the boundaries of autonomous practice, such that patient access choice and outcomes will improve.
- Help in the development and evaluation of clinical guidelines, and competency tools to support nurses in the expansion of their roles in the delivery of optimal care.
- Develop own areas of specific clinical expertise in order to link acute, primary, community and emergency care sectors in expanding nursing practice within BrisDoc.

## General Duties

- **The Post Holder may be required to work additional hours to cover holidays and sickness.**
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- To attend all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public.
- Attend performance and development reviews with your line manager.

**Flexibility**

This role profile is intended to provide a broad outline of the main responsibilities only. The postholder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager.

**Confidentiality:**

Under the Data Protection Act 2018 (alongside the EU General Data Protection Regulations) the postholder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

- In the course of seeking treatment, patients entrust us with, or allow us to gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with BrisDoc's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with BrisDoc's procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

**Health & Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff, including infection prevention and control.

**Infection Prevention and Control**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Completing mandatory infection prevention training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with BrisDoc's Infection Prevention and Control policy and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**Safeguarding**

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within BrisDoc has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm. BrisDoc ensures that local Child Protection and Safeguarding Adult policies and procedures are adhered to by all members of staff.

### **Smoking**

Smoking will not be tolerated inside any BrisDoc building and vehicle.

### **Environment**

The postholder needs to be aware of BrisDoc's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

### **Rehabilitation of Offenders Act**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

## **PERSON SPECIFICATION**

<b>QUALIFICATIONS, EXPERIENCE and KNOWLEDGE</b>		
<b>Criteria</b>	<b>Requirement</b>	<b>Measurement/ Testing Method</b>
RGN, current NMC registration	Essential	Application & Interview
Evidence of higher study in nursing (Diploma, Degree or evidence of attainment of similar level of studies)	Essential	Application and Interview
Advanced Level (3) Clinical Assessment, Reasoning and Clinical Decision Making	Essential	Application and Interview
Advanced Clinical Practice skills	Essential	Application and Interview
Non-medical prescribing	Essential	Application and Interview
Mental Health Qualification	Desirable	Application and Interview
MSc in Advanced / Specialist Practice or evidence of accumulation of relevant experience / knowledge	Desirable	Application and Interview
Well-developed leadership and management capability, either through a formal management qualification e.g. Diploma in Management Studies or an equivalent portfolio of formal short courses.	Desirable	Application and Interview
Experience of working in a managerial position within a healthcare/NHS environment	Desirable	Application and Interview
Substantial post registration experience in at least <u>one</u> of the following areas of nursing:	Essential	Application and Interview

## QUALIFICATIONS, EXPERIENCE and KNOWLEDGE

<ul style="list-style-type: none"> <li>• General Practice / Minor illness</li> <li>• Walk-in-Centre</li> <li>• A&amp;E / Minor Injury Unit</li> <li>• GP Out of Hours</li> </ul>		
Experience in working in urgent care settings and working autonomously in diagnosing and treating patients of all ages	Essential	Application and Interview
Experience of working autonomously diagnosing and treating patients	Essential	Application and Interview
Experience of working in multi-professional and multi-disciplinary settings and contributing to effective team working	Essential	Interview
Experience in mental health assessment	Desirable	Application and Interview
Experience of working across organisational boundaries within health and social care	Essential	Application and Interview
Competency in telephone consultation	Essential	Interview
Knowledge of equal opportunities and its significance for health care	Essential	Interview
Knowledge in the delivery of Health Care Advice and Health Promotion	Desirable	Interview
Understanding of legal and ethical issues / responsibilities relating to nursing practice and especially with regard to autonomous practice and telephone assessment	Essential	Interview
Awareness and knowledge of own professional accountability and autonomous practice	Essential	Interview
Understanding of National Quality Requirements in Out of Hours provision	Desirable	Interview
Knowledge of primary health care issues affecting a diverse local population	Desirable	Interview
Experience in delivering measureable results and proven track record in managing successful change	Essential	Interview
Understanding of the key legislative frameworks relating to health service delivery including data protection, information governance, consent and capacity.	Desirable	Application and Interview

## SKILLS AND ATTRIBUTES

Criteria	Requirement	Measurement/ Testing Method
Able to use motivational skills to bring about changes in behaviour	Essential	Application and Interview
Evidence of computer literacy and keyboard skills	Essential	Application and Interview
Good clinical judgment and decision making skills	Essential	Application and Interview
Excellent written and verbal communication skills	Essential	Interview
Excellent interpersonal skills	Essential	Interview
Ability to maintain accurate records	Essential	Application and Interview
Able to listen carefully in order to understand the needs of others	Essential	Interview
Able to work flexibly in relation to the Out of Hours operational times	Essential	Application and Interview

## SKILLS AND ATTRIBUTES

Ability to represent the organisation with internal and external stakeholders	Essential	Interview
Able to work within a team and give and take instruction as required. Able to quickly establish rapport and credibility with others in the team	Essential	Interview
Tactful and diplomatic	Essential	Application and Interview
Able to use own initiative and achieve measurable improvement against stated objectives	Essential	Interview
Able to work under pressure and to deal with emergency situations and/or difficult clients and stressful situations professionally	Essential	Interview
Able to maintain confidentiality at all times with regards to staff and patients	Essential	Interview
Familiarity with Aداstra	Desirable	Interview
Able to provide coaching and mentoring on a broad level	Desirable	Application and Interview
Proven change management skills	Desirable	Interview

## PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES

Criteria	Requirement	Measurement/Testing Method
Motivated to provide high quality patient and staff care	Essential	Interview
Organised, systematic and flexible. Good time management being able to prioritise work, multi task and work under pressure	Essential	Interview
Positive attitude towards innovations and change. Adaptable and able to respond to a changing situation	Essential	Interview
Can self-analyse own work and performance - Ability to recognise own limitations and act upon them appropriately	Essential	Interview
Able to achieve objectives through influence and partnership	Essential	Interview
Willingness to learn new skills and to problem solve	Essential	Interview
Able to manage sensitive and emotive situations.	Essential	Interview
Able to remain impartial and non-judgmental during times of sensitivity, stress and potential conflict.	Essential	Interview
Able to maintain professionalism	Essential	Interview
Demonstrable commitment to continuing personal and professional development	Essential	Application and Interview
Good team player who is able to support, value and respect the contribution of all members	Essential	Application and Interview
Has tenacity to achieve objectives of the role	Essential	Interview

**OTHER REQUIREMENTS**

<b>Criteria</b>	<b>Requirement</b>	<b>Measurement/Testing Method</b>
Willingness to travel to all sites within the geographical area and other external sites as appropriate	Essential	Application and Interview

**Last updated:** September 2019