

## JOB DESCRIPTION

<b>Job Title:</b>	Nursing Associate
<b>Pay Band:</b>	4
<b>Terms &amp; Conditions:</b>	Agenda for Change
<b>Department / Division</b>	Inpatient & outpatient wards / units /departments / teams
<b>Reports to:</b>	Senior Sister/ Charge Nurse
<b>Professionally Responsible to:</b>	Matron
<b>Last Updated:</b>	January 2019

### **Job Purpose:**

As a NMC registered practitioner, the Nursing Associate will work in a clinical field, with minimal supervision from and report to a Registered Nurse (Level 1) or regulated health and social care practitioner. They will deliver safe, compassionate and dignified patient centred health care. The Nursing Associate will be expected to plan and prioritise their workload; implement evidence based care; utilise relevant guidance, protocols, and policies (local and national); contribute to care planning and patient review. They will be responsible for completing any work based training and associated competency required by the role.

The post holder will coordinate and deliver direct care for a designated group of patients. Recognising and taking responsibility and accountability for the way the care is delivered (as per registered practitioner guidelines). The Nursing Associate will be responsible for delegation of appropriate duties to staff whilst developing and supervising junior staff/student nurses.

The post holder will work collaboratively within a multidisciplinary team in order to support and assist the patient's healthcare journey. The Nursing Associate will be respectful, professional at all times and foster excellent communication skills. They will adhere to the documentation standards required by the trust/employer and their regulatory body. The nurse associate will advocate for all individuals in their care, upholding the NMC standards in all interactions.

The post holder will contribute to practice development within their area of work in accordance with Trust Policies, Procedures and Guidelines.

### **Key Working Relationships:**

**Internal:** All members of the multi-professional team, including registered and unregistered nursing staff / health and care practitioners; Medical, allied health care professionals, support workers, ward and reception staff, ancillary staff, trainee nursing associates and student nurses.

**External:** Staff in other health care organisations, social care settings that will be involved in the ongoing care of patients or have transferred patients from their care or social setting to secondary care.

### **Overview of Main Duties & Responsibilities:**

1. Work according to the NMC Code of Professional Standards of Practice and Behaviour and relevant professional guidelines and be accountable for their own professional practise.
2. Use up to date knowledge and evidence when delivering care, advising and promoting health and well-being, performing nursing procedures and using devices to meet individuals care needs in a safe and effective manner. The post holder will make person centred, evidence based judgements in partnership with others involved in the care process to ensure high quality care.
3. Accurately undertake risk assessments using approved documents and assessment tools. Use agreed patient protocols, standard operating procedures, clinical guidelines which reference actions in accordance with the outcome of the risk assessment.
4. Plan and organise own workload and that of others, delegating appropriately and monitor the effectiveness of any care delivered. Ensuring that this is delivered collaboratively with people patients/clients, families, carers and the multidisciplinary team.
5. Act autonomously within your own level of competency to undertake specific interventions and treatments.
6. Recognise the limits of own competency and appropriately request supervision of the Registered Practitioner to ensure the delivery of safe, high quality care.
7. Achieve and maintain competence in identified mandatory and statutory training, develop and maintain clinical competencies, skills and knowledge which relate to the area of clinical practice.
8. Deliver and coordinate clinical and therapeutic care to a caseload of patients as delegated by the Registered Nurse/ regulated practitioner. .
9. Ensure that all interventions are patient centred; delivered compassionately and dignity; whilst challenging and escalating poor practice/performance.
10. Respond to patients, relative and carers concerns as they arise and take remedial action as required and escalate appropriately
11. Be aware of and take appropriate action in regard of clinical deterioration of patient, clinical emergencies, cardiac arrest, and fire, internal and major incidents which affect service continuity.

12. Monitor the condition and health needs of people within their care on a continual basis in partnership with people, families and carers.
13. Contribute to ongoing assessment and recognise when it is necessary to refer to others for reassessment or for expert help and advice.

### **Quality and Safety**

1. Carry out clinical practise within designated clinical areas; ensuring high quality and safe care. Utilising current evidence based care, which underpins all actions and interactions with patients.
2. Be responsible for completing/ undertaking relevant nursing/ clinical procedures and practise that is underpinned by theoretical knowledge and practise experience (i.e. blood sampling).
3. The post holder must utilise up to date knowledge, evidence and organisational Policy and procedure to support themselves and other Healthcare professionals, in;
  - a. The provision of health promotion, protection, advice, screening and improvement and the prevention of ill health.
  - b. Recognise and act to avoid situations that may be detrimental to the health and wellbeing of patients
  - c. The provision of nursing care, treatments, therapeutic interventions and monitoring the effectiveness and response to these.
  - d. Ensuring effective communication between all members of the multidisciplinary team, patients their relatives and carers before during and after a range of interventions.
  - e. Understanding and escalating immediate health and well-being concerns using organisational policy, procedure and standard operating procedures and guidelines.
  - f. Ensure patients receive high quality clinical care and a positive patient experience; taking into consideration, the patients culture, religion and ethnicity.
  - g. Co-ordinate and undertake safe admission and discharge and transfer of patients between services / teams and in accordance with organisational Policy / Procedures and standards
  - h. Achieve and maintain skills and clinical competence specific to the post / service including equipment training
4. Carry out those specific activities required to monitor the condition and health needs of people within your care , contributing to the ongoing assessment of patients health and wellbeing needs and identifying when reassessment is required and acting upon this.
5. Carry out nursing interventions according to plans of care and prescribed treatments.
6. Undertake a range of physical observations appropriate to the scope of practice and competence using a range of equipment, record, report and escalate findings/concerns.

7. Monitor patients progress, ensuring accurate records of all relevant observations and clinical assessments are kept and take appropriate action as indicated
8. Chaperone patients during examination by clinical staff and assist as required.
9. Administer medicines where required within the practice parameters of the organisational Medicines Policy, associated procedures, and clinical guidelines. Where required undertake additional training and education to achieve competence which allow the administration of medicines / treatment via additional routes as defined in organisational policy.
10. Report and raise concerns about Safeguarding, accessing advice and support at the point of need. Be conversant with Trust policies, procedures and systems for safeguarding including the assessment of Mental Capacity, the process for requests for Deprivation of Liberty Safeguards (DOLS) and demonstration of the principles of Prevent (counter terrorism awareness).
11. Recognise where a patient is becoming agitated, confused or is non-compliant with their care or treatment, support colleagues when dealing with such patients, report this to a lead/nurse in charge of shift.
12. Ensure accurate, legible and timely documentation relating to all aspects of patients care and treatment both paper based and electronically
13. Promote a clean and safe environment for staff, patients and visitors by ensuring compliance with legislation/ policies and procedures, health care associated infection prevention, governance including risk management and incident reporting and act without delay in reporting and escalating of any areas of concern.

### **Communication and Team Work**

1. Build partnerships and therapeutic relationships through safe, effective and non-discriminatory communication taking account of differences, capability and needs of individuals.
2. Maintain a high standard of professional behaviour and ensure effective and timely communication with all members of the multidisciplinary team, patients, carers and relatives.
3. Communicate with patients and their relatives/carers, making reports and liaising as required with medical staff and other members of the multidisciplinary team both verbally and in writing. Ensure instructions/information is understood and if required acted upon. Be mindful of own and others body language and barriers which may affect communication.
4. Promote team working and collaborative working practices to maintain a harmonious working environment. Ensure effective communication and liaison with all members of the multi-disciplinary team including active participation in ward rounds, clinical reviews and case discussions and multidisciplinary team meetings. Liaise with inter-hospital departments/personnel.

5. Ensure effective handover of patients between shifts / health care professionals using a range of communications aids such as verbal handover/written documentation/referral letters and requests.
6. Use professional judgement to intercede and act as patient advocate to clarify plans of care and treatment. Observe changes in patient's attitude, behaviour and emotional state, physiological observations and report/escalate findings to other relevant health care professionals ensuring concerns are actioned.
7. Obtain verbal consent from the patient before any clinical intervention is undertaken
8. Apply the principles of information governance and patient confidentiality to all aspects of your role.
9. In instances when a patient/ visitor feel the need to raise concerns/complaints, attempt to resolve this locally initially and inform the lead/nurse coordinator.
10. Support families and carers following a patient bereavement or when bad news has been shared.
11. Escalate concerns regarding colleagues through the appropriate route. When required, give constructive feedback to junior staff/ students / trainees and Health Care Assistants / Support Worker's under your supervision.
12. Maintain professional boundaries and working relationships with patients and colleagues.
13. Delegate and supervise appropriately the work of junior staff and Health Care Support Workers/ Assistants trainees and students / work experience students on duty as required.
14. Ensure patients and their relatives or carers are kept informed of delays with their treatment, investigations and clinic times.

### **Professional, People and Service Development**

1. The post holder is wholly accountable for their practice and maintaining their professional registration in line with the NMC Code of Professional Standards of Practice and Behaviour (current version).
2. Take personal responsibility for attendance at mandatory training and updates, as per Trust statutory and mandatory requirements. If there is any deviance from attending the mandated training; the individual will take ownership in informing their manager.
3. May be required to assist in the development, implementation and monitoring of nursing practice standards, guidelines, policies and care pathways.
4. As required, assist with clinical trials and research. Promote a progressive/positive attitude

to the continual improvement of patient care through research and evidence based practice.

5. Contribute to the setting and monitoring of clinical standards within the area of work.
6. Participate in annual appraisal and maintain a professional portfolio.
7. Maintain a high standard of personal and professional behaviour and ensure effective communication with all members of the multidisciplinary team, patients' carers and relatives.
8. Induct, orientate, supervise, train and assess unregistered nursing staff/student nurses; helping them to achieve their learning outcomes. Act as a mentor / assessor to newly registered staff and those new to the department. Ensure all appropriate training documentation, is maintained and up to date.
9. Ensure all nursing documentation is completed prior to the span of duty ending. Entries must be legible, updated and in accordance with Trust/ NMC standards (including electronic records)
10. The post holder may be deployed/ expected to work in any part of the organisation should the need arise to ensure patient safety is maintained.

### GENERAL INFORMATION:

#### TRUST VISION AND VALUES

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; **building healthier lives**. Our values apply to every member of staff. They are working in partnership with others to provide safe, appropriate care and improve outcomes (**Collaborative**); being transparent in all that we do, communicating openly, inclusively and with integrity (**Honest**); working together to get things done (**Supportive**); taking personal and collective responsibility for the way in which we deliver care (**Accountable**); being responsive, creative and flexible, always looking for ways to do things better (**Innovative**); treating everyone with compassion, dignity and professionalism (**Respectful**).

#### TRUST POLICIES AND PROCEDURES

The post-holder will be required to comply with all policies and procedures issued by and on behalf of University Hospitals Birmingham. In addition if the post-holder is required to work at other organisations premises they must adhere to the specific policies relating to the premises in which they work.

#### CLINICAL GOVERNANCE & RISK ASSESSMENT

The post-holder must be aware of and ensure compliance with the Trust's Clinical Governance systems and Risk Management systems.

#### CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil



damages under the Data Protection Act.

## **DATA PROTECTION**

If required to do so, the post-holder will obtain, process and/or use information held on a computer in a fair and lawful way; and hold data only for the specified registered purposes and to use or disclose the data only to authorised persons or organisations.

## **EQUAL OPPORTUNITIES AND DIVERSITY**

University Hospitals Birmingham is striving towards being an equal opportunities employer. No job applicant or member of staff will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

University Hospitals Birmingham the post-holder will have personal responsibility to ensure they do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

## **HEALTH AND SAFETY**

The post-holder must make him/herself aware of the responsibilities placed on them by the Health and Safety at Work Act [1974] to ensure that the agreed safety procedures are carried out to maintain a safe environment for other members of staff and visitors.

The post-holder will have at all times a duty to conduct themselves and to undertake their work, in a safe manner, so not to endanger themselves and others around them. Clearly, the degree of such responsibilities carried out by a particular individual will depend on the nature and extent of his/her work. Should any individual feel concerned over the safety aspects of his/her work, it should be brought to the attention of his/her manager/supervisor and/or Trade Union Safety Representative.

The post-holder must adhere to the health and safety rules and procedures of the Trust. He/she has a legal duty to use safety devices and equipment provided.

All staff will receive a general introduction to health and safety at work as part of their induction. They will also be given advice on fire, security and lifting procedures.

## **FLU PANDEMIC OR MAJOR INCIDENT**

In the event of a flu pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospital. Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

## **NO SMOKING POLICY**

The Trust has a no smoking policy. Staff are only permitted to smoke in designated smoking shelters. Members of staff must not smoke inside any of the Trust's premises nor in any vehicle

used on Trust Business. Members of staff must adhere to the Trust's Uniform Policy and therefore any uniforms must be covered whilst smoking.

### **PUBLIC SERVICE USER AND CARER INVOLVEMENT**

Under Section 11 of the Health and Social Care Act we have a duty to involve patients and the public at all levels within the organisation. The post-holder will be required to recognise and value the benefits of listening and responding to patients and recognise that the patients experience is the catalyst for doing things differently to improve the way we deliver services.

### **UNTOWARD INCIDENTS**

The post-holder must take responsibility for incident and near miss reporting and must ensure they adhere to all departmental policies and procedures.

### **SAFEGUARDING**

The Trust is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.

### **REVIEW OF THE ROLE**

This job description will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the service and the organisation.

This role profile is designed to identify principal responsibilities. The post holder is required to be flexible in developing the role in accordance with changes within the Trust's management agenda and priorities. Although this is a list of the key responsibilities of the post it is expected that the post holder and manager will develop and define the detail of the work to be undertaken.

The Trust is committed to equal opportunities, providing opportunities for flexible working and is a no smoking organisation.

Name of Post Holder: .....

Signature of Post Holder: ..... Date: .....

Name of Manager: .....

Post Title of Manager: .....

Signature of Manager..... Date: .....



### PERSON SPECIFICATION

<b>Post: Nursing Associate – Band 4 (to be confirmed)</b>	<b>Division: TBC</b>
<b>Location/Department: TBC</b>	<b>Date: Final Draft Jan 2019</b>

All candidates will be considered on their ability to meet the requirements of this person specification.

	<b>Criteria</b> <b>Please state if essential (E) or desirable (D).</b> (Only essential criteria will be considered when undertaking the job evaluation process)	<b>How Identified</b> e.g. Application Form/Interview/Presentation/Te st
<b>General Education and Qualifications</b> e.g. G.C.S.E., N.V.Q., G.N.V.Q., A/O Levels	<ul style="list-style-type: none"> <li>GCSE or equivalent to Level 2 Functional Skills Maths &amp; English ( <b>E</b> )</li> </ul>	Application form  Portfolio review
<b>Professional Qualifications</b> e.g. CIPD, AAT,RGN, Degree, Masters, PHD	<ul style="list-style-type: none"> <li>NMC registered Nursing Associate ( <b>E</b> )</li> <li>Level 5 Foundation Degree In Health &amp; Care associated with Nursing Associate training ( <b>E</b> )</li> </ul>	Application form  Pre-Employment Checks  Portfolio review
<b>Experience</b> e.g. writing business plans, budget management experience, significant clinical experience	<ul style="list-style-type: none"> <li>Evidence of working in a multi-disciplinary and cross agency work environment under appropriate supervision as part of a multi-disciplinary team ( <b>E</b> )</li> <li>Experience of providing and receiving complex sensitive information ( <b>E</b> )</li> <li>Experience of Clinical Audit ( <b>D</b> )</li> <li>Experience of managing / prioritising own case load / workload, using initiative ( <b>E</b> )</li> <li>Competent in a range of clinical skills and practices relevant to the scope of practice</li> </ul>	Application form  Portfolio review  Interview

	<p>required (E)</p> <ul style="list-style-type: none"> <li>• Experience in delegating duties to others ( E )</li> <li>• Insight into how to evaluate own strengths and development needs, seeking advice where appropriate ( E )</li> </ul>	
<p><b>Skills/Abilities</b> e.g. Report Writing, Minute Taking, Shorthand</p>	<ul style="list-style-type: none"> <li>• Demonstrate achievement of numeracy (including drug administration calculations) and literacy skills. Ability to read / write and speak , receive and understand instructions in English ( E )</li> <li>• Ability to organise and prioritise own delegated workload ( E )</li> <li>• Good IT skills ability to record information electronically ( E )</li> <li>• Ability to explain the requirement to balance clinical caseload ( E )</li> <li>• Ability to communicate effectively (written, verbal and nonverbal communication) with patients/relatives and carers and all members of the multi-disciplinary team. ( E )</li> <li>• Ability to communicate with a wide range of health care professionals, on a variety of complex and sensitive issues which require persuasive and empathetic skills. (E )</li> <li>• Competent in a range of clinical skills and expanded practices relevant to the scope of practice required. (D).</li> <li>• Ability to work under pressure across competing priorities , Ability to deal with non-routine and unpredictable nature of workload and individual patient contact ( E )</li> <li>• Ability to participate in reflective practice and clinical supervision activities ( E )</li> <li>• Ability to develop effective and appropriate relationships with people, their families, carers and colleagues ( E )</li> <li>• Ability to support, supervise, assess and act as a role model to nursing associate students, other learners and health care support workers as</li> </ul>	<p>Interview</p> <p>Test</p> <p>Reference</p>

	required within the clinical setting. ( E )	
<b>Knowledge</b> Depth and extent of knowledge E.g. Technical, Financial	<ul style="list-style-type: none"> <li>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 ( E )</li> <li>Understanding and acts within NMC professional standards of practice contained within the NMC code of conduct ( E )</li> <li>Understanding of the principles of safeguarding and Mental Capacity (E)</li> <li>Awareness of health and safety issues (E)</li> <li>Can demonstrate an understanding of the elements associated with NMC Revalidation (D)</li> <li>Has knowledge in relation to the parameters and scope of practice in which the post holder should work and when to seek advice and support/ escalate of others for expert help and advice( E)</li> <li>Willingness to take on new skills and develop scope of practice ( E )</li> <li>Can articulate and understanding of the importance of following Policy / Procedure , guidelines and care and treatment plans ( E )</li> </ul>	Interview
<b>Personal Attributes</b> e.g. Reliable, Punctual	<ul style="list-style-type: none"> <li>Professional appearance (E)</li> <li>Ability to adapt behaviour to changing circumstances ( E )</li> <li>Positive and enthusiastic attitude ( E)</li> <li>Caring and approachable (E)</li> <li>Ability to communicate articulately and motivate others (E)</li> <li>Flexible, Reliable and Punctual (E)</li> </ul>	Interview  Reference
<b>Other Factors</b> e.g. ability to work shifts,	<ul style="list-style-type: none"> <li>Willingness to work a range of shift patterns to cover service requirements</li> </ul>	Interview  Reference

ability to drive, etc.	<p>( E )</p> <ul style="list-style-type: none"> <li>Major Incident – called to duty (E)</li> </ul>	
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