

JOB DESCRIPTION

JOB TITLE:	Heart Failure. Clinical Nurse Specialist
PAY BAND:	7
DEPARTMENT/DIVISION:	Cardiology / Division 2
BASED AT:	Queen Elizabeth Hospital
REPORTS TO:	Clinical Nurse Specialist Team Manager
PROFESSIONALLY RESPONSIBLE TO:	Clinical Nurse Specialist Manager
LAST UPDATED:	August 2018
JOB PURPOSE:	<p>In partnership with members of the multidisciplinary team the post holder will develop, implement and evaluate seamless specialist service, ensuring patients receive the highest standard of clinical care. As a nursing expert the post holder will demonstrate a high level of expertise within the specialist's service, providing advice, education and support to staff, patients their families and carers. The post holder will lead on clinical audit activity within their specialist area. The post holder is responsible for contributing / leading the ongoing development of clinical practice, standards of care within the service including the development of policies, procedures, protocols and guidelines. He / she will undertake service developments in collaboration with multidisciplinary colleagues. The post holder is accountable for their safe, effective clinical practice and working as part of a defined team and supporting team performance, ensuring efficient and effective use of physical and human resources. He/she will provide a range of educational and training packages for health care staff and patients.</p>

KEY WORKING RELATIONSHIPS:

Internal: Executive Chief Nurse, Director of Nursing, Deputy Chief Nurse, Divisional Heads of Nursing/ Midwifery and Their Deputies, Matrons, Lead Nurses, Clinical Nurse Specialist's all members of the Multi-professional team, including registered and clinical and nursing staff, medical, allied Health care professionals, support workers, ward and reception staff, Directors of Operations, Group Managers and Group Support Managers, Clinical Site Team

External: Staff in other health care organisations and 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.

MAIN DUTIES & RESPONSIBILITIES:

1. The post holder will be professionally accountable for the maintenance of standards and professional practice as set by Trust Policies/Procedures, the NMC Code of Professional Standards of Practice and Behaviour and relevant professional guidelines,
2. Provide expert nursing advice to a cohort of patients referred for specialist intervention, care and support within the services, being a point of contact for assessment, information and advice for the patient, family and carers and all staff involved in the care of the patients.
3. Where working as part of a Clinical Nurse Specialist Team the post holder will assume a lead role in a sub-speciality area of practice , developing guidance , analysing data and outcome s and identifying areas of change
4. Support the development of staff caring for patients through support, formal education, practice development and role modelling.
5. To teach and act as a facilitator and supervisor and mentor to other staff.
6. As an expert nurse the post holder will practice autonomously, working independently within their scope of clinical practice and in conjunction with other relevant clinical staff. The post holder will assist with clinical development in maintaining and improving all aspects of clinical governance, evidence based practice and quality assurance and monitoring within the service and speciality.
7. Use a range of techniques to ensure, set and monitor standards of clinical practice, audit, research and teaching to continually improve standards of care and patient experience.
8. Ensure safe and effective clinical practice.
9. Enhance patient experience.
10. Ensure effective delivery of organisational objectives.
11. Ensure efficient and effective use of resources , managing a devolved budget (where applicable)

CLINICAL PRACTICE

1. To act as an expert practitioner working autonomously, managing a caseload of patients within a speciality whilst working as part of a multidisciplinary team (defined or virtual), delivering individualised and personalised direct patient care.

2. Provide a specialist nursing service and advice in a variety of clinical settings and disciplines for staff, patients, their families and carers, effectively liaising with multidisciplinary colleagues. Receive referrals via a variety of media including (where defined) direct patient referral. Triage case load according to agreed protocols and working practices.
3. Participate in nurse led and multidisciplinary clinics, ward rounds, patient reviews and multidisciplinary team meetings, where the post holder will co-ordinate treatment independently or in conjunction with a wider multidisciplinary team. Undertake and provide treatment / advice as per speciality and scope of practice. These may be face to face, virtual or telephone, and incorporate the use of agreed protocols clinical and professional guidelines. This service may be provided within an acute secondary health care facility or in primary care or home care settings in accordance with local service level agreements.
4. Responsible for carrying out expert clinical practice within a designated group of patients as part of a multidisciplinary team. Ensure that high quality, current evidence based nursing care underpins all actions and interactions with patients and is aligned to the professional values of care, compassion and respect. Responsible for the application of knowledge across a range of work procedures and practices, underpinned by theoretical knowledge and practical experience.
5. Have accountability for the correct administration and custody of medicines according to the Trust Policy to include the safe administration of medicines , controlled drugs intravenous drugs, transfusion of blood and blood products where this is a requirement of the clinical area. Where there is a requirement utilise scope of practice undertake Non-Medical Prescribing role and or provide advice on medicines management issues associated with the patient group.
6. Provide a seamless, high quality service from referral through to assessment, diagnosis, treatment and review, referring to other specialists as required. Provide guidance to staff, patients, their families and carers on pathway navigation.
7. Lead on/ contribute to the development and updating referral guidelines for the service, demonstrate competence in assessing and prioritising referrals and planning clinical and educational workload.
8. Demonstrate safe, compassionate, consistent and appropriate practice and expert nursing advice using up to date knowledge and evidence to assess, plan, deliver and evaluate care, communicate findings, influence changes and promote health and best practice. Make person centred, evidence based judgements in partnership with others involved in the care process to ensure high quality care
9. 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. Where there is a requirement undertake training to support and enhance effective communication ability. Where required undertake additional advanced communication skills training.

10. Continuously assess the communication, educational and information needs for patients and their families and devise plans to ensure needs are met; ensure instructions/information are understood. Observe changes in patient's attitude, behaviour and emotional state, physiological observations and report findings as required. Be mindful of own and others body language and barriers which may affect communication.
11. Lead on / participate in the active engagement of service users through facilitation of patient family and carer feedback via user groups, open days, support groups and ensure feedback informs service development
12. Use professional judgment to intercede and act as an advocate for patients to ensure a patient focused approach to the delivery of care and service strategy .Support and enable patients and carers to make informed decisions relating to their treatment and management, escalate concerns within nursing/professional structures as required.
13. Demonstrate critical analysis and decision making skills, ensuring patients receive high quality clinical care and a good patient experience, having regard to their customs, beliefs and doctrines. Escalate concerns within multidisciplinary teams / management colleagues as required; be mindful that ethical dilemmas may require discussion through an agreed / defined process.
14. Recognise and act to avoid situations that may be detrimental to the health and wellbeing of patients. Advise on the promotion of health and prevention of illness escalating concern as required to appropriate members of the multi-disciplinary team. ,
15. Using expert practice take a clear and concise history from patients by assessing their health and well-being, complete documentation (paper based and electronic systems) ensuring all entries are accurate, legible and timely and in accordance with Trust standards
16. Carry out those activities required to conduct and record a comprehensive assessment of a person's nursing requirements. Be mindful and record relevant details of cognitive understanding, spiritual and religious beliefs and patient's wishes. Demonstrate competence to a level associated with underpinning training and education to ensure a comprehensive physical and mental patient assessment is undertaken
17. Undertake a variety of physical observations appropriate to the scope of practice using a range of equipment, record and report and escalate exceptions as required to relevant multi-disciplinary team members.
18. Recognise significant observations made, and use them to develop and initiate and devise plans of care. Within own scope of practice request/undertake diagnostic procedures/clinical investigations in accordance with Trust expanded practice protocols and clinical competence.

19. As an autonomous practitioner or as part of a team monitor patients progress, ensuring accurate records of all relevant observation and clinical assessments are, take appropriate action as indicated
20. Work towards safe and timely discharge and or transfer of care of patients from or between hospital and services and health care professionals and ensure barriers to discharge/ transfer of care are identified and acted on appropriately.
21. 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 consideration requests for Deprivation of Liberty Safeguards (DOLS) and the application of the principles of Prevent (counter terrorism awareness).
22. Supervise, carry out and assist with clinical procedures / practice as required, ensuring optimal recovery to health of the patient in accordance with Trust Policy, procedures, guidelines and expanded practice protocols. Delegate these tasks as appropriate and assess others in achievement of competence.
23. Ensure effective handover of patients between health care professionals using a range of communication aids such as verbal handover, email, IT systems, written documents, reports and letters.
24. Facilitate high quality cost effective specialist service through monitoring and audit and other quality initiatives, this includes the use of consumables associated with the service. Actively contribute to the evaluation and feedback of equipment and consumables ensuring economic use.
25. Local area variation to core job description
To achieve and maintain skills and clinical competencies specific to the post/ department /role, including equipment training, expanded clinical practice, non-medical prescribing in accordance with Trust expanded practice protocols , guidelines , policies and associated procedures

COMPLIANCE AND GOVERNANCE

1. Take an active role in risk assessment, supporting the implementation of strategies to minimise risks. Ensuring incidents and near misses are reported and managed as per Trust Policy / Procedure.
2. Where required be accountable for the management of incidents and have responsibility for the processing of reports as per Trust Policy and Procedures.
3. Lead clinical incident reviews including the investigation of incidents. Draw up and support others to draw up action plans to minimise and manage risks
4. Participate in learning from incidents, including provision of feedback, reflection and action in practice.

5. Where required formulate the development of action plans which lead to systematic change through specialist advice or provision, seek additional support and advice as required Have responsibility for the implementation of agreed actions to support and enable changes to practice or service delivery resulting from incidents , complaints and feedback, policy and procedural changes and or national guidance. .
6. Ensure risk registers are maintained and provide assurance that any investigations have led to systematic changes and these are actively monitored and sustained.
7. Lead reflective discussion and dissemination learning from incidents and concerns associated with specialist practice.
8. Work according to hospital policies, procedures, clinical guidelines and participate in the updating of these within the specialist field of practice.

LEADERSHIP, ORGANISATION, TEAM WORKING AND DECISION MAKING

1. Provide highly visible clinical presence and demonstrate expert knowledge and high standards of clinical practice and provide support or advice when necessary to patients, staff, families and carers. Ensure you are accessible and patients, staff, families and their carers and that they are aware of how to contact you when they require advice and support.
2. Develop the role according to patients changing needs, service requirements and research findings, national and local policy and guidelines.
3. Work autonomously, organise own workload and manage own caseload and practice, identifying and maintaining supportive networks for self and others. Identify and articulate workload pressures to line manager and or capacity within case load accepting reallocated work when required to do so.
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. Actively participate in participation in, patient reviews, ward rounds, case discussions and multidisciplinary team meetings .Liaise with inter-hospital departments/personnel across organisational and professional boundaries.
5. Actively participate in and when required lead service/departmental projects, audits, quality initiatives and statutory accreditation processes. This will include the setting, monitoring of clinical standards and care on a regular basis and contributing or undertaking the lead role in updating of protocols, guidelines, policy and procedures. Undertake as required literature searches and reviews to support service development and when updating / developing Policy, Procedures and Guideline
6. Develop links and collaborative working relationships which enhance the interface between staff, patients, community and visitors across organisational and professional boundaries.

7. Contribute to and where required lead on initiatives that are aimed at improving patient quality of care and patient experience. Where appropriate suggest changes which are aimed to improve standards
8. Contribute to or where required lead on the development and or updating of information systems , and utilise information systems to aid clinical audit and decision making, and provide information and annual activity analysis, statistical returns and service reports.
9. Maintain a safe, clean environment. Ensure that hazards in the practice setting are reported as per Trust procedures and any equipment in use is in good working order and report appropriately when defective. Where required lead on the procurement or assessing of equipment during trials and replacement programmes. Where the post holder is responsible ensure any departmental / service equipment is safe and in working order by ensuring proactive and reactive maintaining contracts are in place with named 3rd parties.
10. Where required lead on or participate in procurement or assessment of equipment during trails and replacement programmed.
11. Lead on or participate in patient experience initiatives, seeking innovative ways to seek patient experience and feedback in relation to service. Address any immediate concerns or complaints as they arise and escalate as required. Where required respond to concerns, complaints or feedback within agreed timescales.
12. Attend and where required chair multi-disciplinary meetings and forums as a representative of the service. Ensure minutes and actions are recorded and cascaded to relevant stakeholders as required and agreed actions are undertaken according to timescales set. .

EDUCATION

1. Act as an expert educational resource for clinical staff, patients' carers and relevant external agencies by providing formal and informal education
2. Ensure the learning environment and specialist training is appropriate for both pre and post registration learners.
3. Lead on and support the development, updating and coordination and delivery of multidisciplinary training programmes and seminars based upon agreed protocols, clinical guidelines and standards. Utilise a range of media including teaching packages for students, staff, patients and carers. Ensure appropriate recording of activity to support reporting of service activity. Participate in a range of education and training programmes internally and externally to the Trust as required.
4. Act as a mentor/assessor and supervisor to staff as required, provide education advice and support to staff. Ensure the departments can access appropriate teaching, support and guidance, in accordance with the clinical area/departmental needs to agreed levels

of skill and competence. Support and contribute to the development of standards for education and training associated with the field of specialist practice.

5. Contribute to fostering a learning culture that is stimulating, supportive and rewarding to staff.
6. Participate in education and practice development on a Trust wide basis and as required in a national and international level by attending, presenting at, and/or assisting with the co-ordination of study days, seminars, forums and conferences. Undertake further training to support strategic witness requirements for expert practice , including legal , ethical and expert practitioner reviews /testimonials where this is a requirement of the role.
7. Where required ensure staff are fully trained on the range of equipment, consumable products associated with the care and treatment of patients. Ensure that they are educated to understand the correct method of clinical assessment before using such items with patients and document this as required. Maintain own skill and competence with the range of consumables and equipment required to undertake the role and train and assess others to agreed levels of competence in practice.

RESEARCH AND TRIALS

1. Utilise research findings in the delivery of specialist patient care, developing new ways of working to disseminate relevant information to staff.
2. Where required assist with clinical trials and research. To promote a progressive attitude to the continual improvement of patient care through research and evidence based practice.
3. Be aware of research/ trials being undertaken within the specialist field of practice and identify areas to be considered.

PERSONAL, PEOPLE AND SERVICE DEVELOPMENT AND IMPROVEMENT

1. Take responsibility for the care provided, communicate clearly, work cooperatively with others, share skills knowledge and experience with others in a manner which meets the requirements of organisational policies, procedures and guidelines.
2. Participate in the appraisal process, where required undertake appraisal of others and actions to support revalidation.
3. Establish and maintain robust communications process within and external to your team.
4. Attend team meetings at an appropriate frequency, reading or where required preparing minutes of these, participate in the exchange of ideas and contribute to the agenda.
5. Work cooperatively in partnership with others in planning, reviewing and developing the service / ward, promoting the involvement of patients /public. Work according to agreed work patterns and or rosters.

6. Contribute to job planning and service planning and the production of reports associated with service and role. Produce reports and information as required in an agreed format for internal and external communications to support reporting and regulatory requirements of quality service provision.
7. Take, participate in and contribute to innovation, service redesign or review where required, ensure these are linked to organisational priorities and support improved patient clinical and experience outcomes.
8. Support the development of, and be responsible for the implementation of new ways of working, updating nursing practice and standards.
9. Seek opportunities for personal and team development.

POLITICAL AND STRATEGIC AWARENESS

1. Develop and maintain a working knowledge of local, national and professional strategy and policy. Ensure organisational goals are reflected in personal objectives and reflected in service development plans.
2. Contribute to and where required lead on policy and strategy development at departmental and organisational level.

PROFESSIONAL RESPONSIBILITIES

1. Be fully conversant and wholly accountable for his / her practice, act and uphold the professional standards detailed within the Nursing and Midwifery Council Code of Professional Standards of Practice and Behaviour for nurses and midwives and associated national guidelines and abide by their guidance.
2. Take responsibility and maintain professional records for personal and professional updating (portfolio of practice), taking an active involvement in their own professional development discussions and personal development plan. Ensure that their own professional competency document/portfolio containing attainment of skills and practices is regularly updated to support revalidation.
3. Recognise the limits of individual competence and knowledge, undertake further training and academic qualifications as relevant to the role and service requirements.
4. Take personal responsibility for attendance at mandatory/ statutory training and updating as per Trust statutory and mandatory training requirements and inform your manager if there is any deviance from training attendance at mandated intervals.
5. Maintain a high standard of personal behaviour and ensure effective communication with all members of the multidisciplinary team, patients carers and relatives.
6. Provide and accept constructive feedback and use this to reflect on your own practice.

7. Recognise signs of stress in self and the emotional impact of care in self and others and take appropriate action. Be proactive in the recognition and management where this may manifest on personal performance and take steps to address this where required.
8. Adhere to all Trust policies ensuring a high standard of personal and professional behaviour is maintained at all times whilst acting as an ambassador for the trust and a role model to others. Where required wear a uniform according to the Trust Dress Code.
9. Utilise opportunities to support ongoing professional development by undertaking delegated tasks for your line manager in his / her absence or representing them at meetings and forums
10. The post holder will act as a positive professional role model at all times in promoting the personal growth of self, peers and junior colleagues. Act with personal and professional integrity within professional, ethical and legal frameworks and process to maintain and improve standards of care and practice
11. 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. The post holders will be expected to undertake direct clinical care on in-patient wards where this is a requirement of the organisation

The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.

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**); 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: