

Carnival UK Job Description

Fleet Nurse

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| Reporting to: Fleet Medical Operations, Manager | Department: Health Services |
| Leadership Responsibility: Act as mentor and support to fleet medics | Location: Fleet based across CUK vessels |
| Titles of Direct Reports: None | Budget Responsibility: £0 |
| Size of Department: 7-10 | Revenue Responsibility: Ensure accurate billing in order to enable correct revenue collection |

Standard Role Summary:

This role will support new to sea and newly promoted medical staff within the Carnival UK fleet, by providing training, mentorship and direct guidance. This will be a supernumerary role; the Fleet Nurse will not be included in the duty roster

Primary Responsibility of the Role:

- Sail with CUK vessels with high numbers of new or inexperienced medical staff and provide learning and development support
- Support and oversee induction of new to sea medical staff and ensure adequate supervision is in place where required
- Act as mentor to those newly promoted into the Senior Nurse role
- Provide leadership and effective role modelling to support the delivery of high-quality patient services
- Ensure medical staff are completing regular and required CPD in accordance with G-HESS medical procedures.
- Support the development and implementation of personal improvement plans when required
- Facilitate the education and development of medical staff taking into consideration individual capacity and preferred learning styles
- Ensure all medics access and complete CUK mandated training via GLADIS
- Identify and promote strategies to support the induction, development and retention of medical staff
- Run a monthly update meeting with the Fleet Operations team.
- Promote ongoing professional development and encourage use of 10-day training allowance
- Maintain own clinical practice and professional development
- Ensure medical staff are aware of the arrangements in place to support revalidation and clinical appraisal; provide assistance and support where required
- Assist recruitment and retention activities as required
- Act as Senior Nurse or Nursing Officer within an onboard medical team if directed by the Medical Director or designate

Key Responsibilities & Duties:

Core Knowledge & Skills

| Experience / Qualifications | Summary of Requirements |
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| Medical | <ul style="list-style-type: none"> • Appropriate nursing registration +/- licensure equivalent to Level 1 RN on NMC Register • Experience in Emergency Medicine, Triage and acute care • A minimum of 3 years post-registration work history if new to CUK • A minimum of 2 years Maritime experience • Previous experience as an onboard Senior nurse desirable • Experienced in providing new to role training • Pediatric Advanced Life Support provider qualification or equivalent • Advanced Life Support provider qualification or equivalent • Experience within Infection Prevention and Control or able to clearly demonstrate application of Infection Prevention and Control knowledge in clinical areas. • Strong interpersonal skills • Good command of written and spoken English • Effective communication |

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| Certificates | Enhanced DBS Check Valid ENG1 medical certificate or equivalent for the duration of each voyage |
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HESS (Health, Environment, Safety and Security)

| Knowledge/Skill | Summary of Responsibilities |
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| Health and Safety | <ul style="list-style-type: none"> • Lead by example by taking care of the health and safety of self and others • Report all accidents, 'near miss' incidents and work-related ill health conditions to the Senior Doctor, Senior Nurse and to the Safety Officer • Follow safety rules and procedures • Use work equipment, personal protective equipment, substances, and safety devices correctly and in accordance with manufacturer and Company recommendation • Take part in safety training & risk assessments and suggest ways of reducing risks • Carry out duties in a safe manner in accordance with corporate policies and procedure • Actively promote safe working within team and encourage safe behaviors |
| Public Health | <ul style="list-style-type: none"> • Demonstrate knowledge of the significance of public health issues onboard and in ports of call • Demonstrate knowledge of applying Infection Control and Prevention principle to clinical practice • Follow all appropriate Company public health policies and procedures completing all necessary documentation accurately • Institute appropriate public health precautions as relevant to role • Identify infection hazards and report these to the Senior Nurse and Senior Doctor |
| Environment | <ul style="list-style-type: none"> • Apply Company procedures regarding Environmental Management consistently across the department • Monitor compliance to environmental legislation and highlight any areas of concern • Carefully manage the environmental impacts of all tasks under own responsibility |
| Emergency Duties | <ul style="list-style-type: none"> • Understand the emergency duties of self and those within own area • Direct and instruct others in the use of life saving & firefighting appliances in an emergency situation • Direct a team in carrying out their emergency duties • Co-ordinate emergency response with others across the ship, responding to orders and feeding back reports • Lead & coordinate actions to be taken in a range of shipboard incidences as defined in the Company emergency procedures • Co-ordinate the movement and management of a large group of crew / passengers over a specified area, such as a muster station, through the correct deployment and briefing of staff • Make decisions and adapt plans as situations develop, providing feedback to the senior responsible officer • Manage and react to the behaviors and needs of crew / passengers to maintain safety • As a member of the Medical Centre Party, receive and treat any injured casualties presented during an emergency, or patients already admitted to the Medical Centre • Undertake other emergency duties / routines within the ERP as directed • Undertake any other emergency duties required that are specific to vessel • Follow all emergency procedures as directed • Work with the Senior Doctor and Public Health Officer to support outbreak response operations onboard and take responsibility for implementing response measures within the medical service. |
| Safeguarding | <ul style="list-style-type: none"> • In-depth knowledge of CUK safeguarding children and vulnerable adults' policies and procedures • Ensure they are appropriately trained and follow CUK safeguarding policies and procedures • Take action if there is a concern about a child or vulnerable adult and follow the correct procedure • Challenge and deal with any inappropriate behaviour by staff or other adults towards children or vulnerable adults • Report safeguarding concerns to the Senior Doctor and Designated Safeguarding Person (DSP) |
| Security | <ul style="list-style-type: none"> • Understand the security levels as defined by ISPS and own responsibilities • Follow the correct security procedures when embarking and disembarking from the ship • Report suspicious activities, packages and /or security incidents following the correct procedure |

Technical

| Knowledge/Skill | Summary of Responsibilities |
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| Medical - Diagnosis | <p>Able to demonstrate and teach, as well as execute all the below:</p> <ul style="list-style-type: none"> • Use systems accepted within the medical field to accurately diagnose emergent and non-emergent cases • Respond appropriately to the clinical presentation of the patient • Initiate care in accordance with the clinical presentation of the patient • Identify all care needs based on the clinical presentation of the patient • Document all patient encounters fully and accurately |
| Medical - Treatment | <p>Able to demonstrate and teach, as well as execute all the below:</p> <ul style="list-style-type: none"> • Deliver care within own scope of practice • Formulate and document appropriate treatment plans for all patients • Fully apply Company policy, procedure or guidance where applicable • Use evidence-based practice to ensure treatment is as effective as possible • Highlight to Senior Nurse or Senior Doctor when plans cannot be followed and document appropriately |
| Medical – Prescribing and Dispensing Medication | <p>Able to demonstrate and teach, as well as execute all the below</p> <ul style="list-style-type: none"> • Practice evidence-based medicine when prescribing, dispensing and administering medication • Prescribe within own scope of practice and recognise the limits of own knowledge and skill. • Report any prescribing or dispensing incidents to the Senior Nurse and Senior Doctor • Identify or Investigate cause of any incident and report findings and implement corrective / preventative actions |
| Medical - Testing | <p>Able to demonstrate and teach, as well as execute all the below</p> <ul style="list-style-type: none"> • Perform quality control tests and maintain all testing equipment in accordance with manufacturer’s instructions and Company policies and procedures • Provide rationale for test selection |
| Infection Prevention and Control | <p>Able to demonstrate and teach, as well as execute all the below</p> <ul style="list-style-type: none"> • Provide expert professional advice and education on prevention and control of infection to other health professionals and patients to improve compliance with best practice and Company policies and procedures. <ul style="list-style-type: none"> ○ Implement training strategies as required • Comply with best practice and Company policies and procedures on Infection Prevention and Control. • Assist the Senior Nurse in the implementation of infection surveillance programmes. • Oversee the completion of the public health logs • Manage patients with communicable disease in accordance with best practice and HESS policies • Work as part of the Medical Team on the management of infectious diseases outbreaks onboard • Demonstrate knowledge of the personal protective equipment (PPE) available, when each item should be used, and the procedure for donning and doffing these items • Supervise the management of patients with communicable disease and ensure compliance with best practice and G- HESS policies • Monitor the medical response into the management of infectious diseases outbreaks onboard • Supervise and monitor Medical Team donning and doffing of PPE practice • Monitor patient flow and red and green zone management within the Medical Centre; ensure compliance with guiding principles |

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| Incident and complaint management | <ul style="list-style-type: none"> • Contribute to investigations into specific incidents or complaints as requested by the Director of Health Services or Senior Manager, Health Services and Governance. • Complete clear, factual reports of any incidents and make recommendations for future preventative action. • Maintain accurate records of outbreaks and incidents |
| Occupational Health and Wellbeing | <p>Able to demonstrate and teach, as well as execute all the below :</p> <ul style="list-style-type: none"> • Work as part of the Medical Team to deliver health education and training at a local level • Provide appropriate support or signposting for crew with identified health needs • Work as part of the Medical Team to deliver Occupational Health Services (OHS) in accordance with Company procedures |
| Customer Service | <p>Able to demonstrate and teach, as well as execute all the below permit</p> <ul style="list-style-type: none"> • Adapt quickly and remain calm when customer requirements or demands change, or escalate the requirement to ensure a quick resolution is achieved • Identify opportunities to do extra for customers, independently, or in collaboration with colleagues • Make and suggest adjustments to the service in response to patient feedback and understanding of the passenger profile for the cruise • Provide training on service recovery principles |

Business

| Knowledge/Skill | Summary of Responsibilities |
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| IT Skills | <ul style="list-style-type: none"> • IT literate with ability to use electronic systems, spreadsheets/databases and produce reports. • Proficient in the use of the Medical Centre's IT systems |
| Commercial Decision-Making | <ul style="list-style-type: none"> • Use data from revenue and cost reports to make reasoned commercial decisions, taking the financial impact of such decisions into account • Ensure accurate billing in order to enable correct revenue collection; provide training on billing practices • Consider the financial impact of the decisions in the medical function and other outlets/areas • To signpost medics to education and training opportunities, taking into account effective use of training funding and course available from CUK. |
| Audit & Compliance | <ul style="list-style-type: none"> • Ensure the team/department you are teaching are complying with Company policies and procedures • Assist with internal, external, and corporate HESS audits as required. • Carry out monitoring of compliance with all policy and procedures and advise on how to address deficiencies where necessary. • Undertake risk assessments for potential/actual infection prevention and control hazards within the Medical Centre and provide expert advice, formulating guidelines and action plans as required. |
| Stock Control | <ul style="list-style-type: none"> • Participate in the completion of accurate and complete stock takes as required • Ensure that all areas of the Medical Centre are appropriately stocked at all times • Report to the Senior Nurse any discrepancies found with the Medical Inventory Management System (MIMS) • Assist the Senior Nurse with the receipt of orders • Ensure that adequate and safe stock levels are maintained at all times |

People / Management

| Knowledge/Skill | Summary of Responsibilities |
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| Advising & Influencing | <ul style="list-style-type: none"> • Provide training and mentorship in accordance with role summary • To share good practice across the professions in relation to the development of the clinical learning environment, assessment of learners and the development of flexible learning solutions such as e-learning • To promote maritime medicine as a career of choice • Establish and maintain good working relations with all departments onboard • Act as a role model within the maritime community demonstrating high standards of practice and a professional attitude at all times. |

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| Dealing with Challenging People | <ul style="list-style-type: none"> • Rapidly assess situations and make appropriate decisions on when and how to resolve it • Confidently and professionally diffuse emotionally charged situations • Support colleagues to effectively manage any conflict issues within the team utilizing expert support from HRM as required. |
| Facilitation Skills | <ul style="list-style-type: none"> • Run meetings and training sessions effectively, including agendas, timing and ensuring views are heard • Facilitate meetings with necessary issues discussing pertinent issues, reaching agreed actions |
| Quality Assurance | <ul style="list-style-type: none"> • Propose changes to own function making recommendations for other service delivery. • To promote standards of care, compassion, openness, transparency and candor in all aspects of service delivery. • Work flexibly and have some level of presence and availability across the working contract. |
| Providing Performance Feedback | <ul style="list-style-type: none"> • To support managers and supervisors in using mechanisms that are in place to identify underperforming members of staff and ensuring that appropriate actions are taken • Undertake training needs assessments to inform performance decisions • Observe, review and assess all aspects of the quality of service being provided against the agreed quality standard. • Provide prompt feedback in the most effective manner to ensure that the advice is accepted and understood • Ensure feedback is both positive and constructive • Manage performance concerns in accordance with Company policies and procedures |
| Planning & Prioritisation | <ul style="list-style-type: none"> • Display ability to work in a busy, pressurised environment, prioritizing and working to deadlines • Plan work schedule so that the learning needs of Nurses, Health Care Assistants and Medical Administrators are prioritised. • Ensure that there are appropriate plans and processes in place to induct all new medics within the required timeframe • Training to ensure that new to sea staff meet the standards and objectives of competencies 1 and 2 is to be prioritised |
| Resource Management & Delegation | <ul style="list-style-type: none"> • Understand the skills of the wider team and use this knowledge to deploy them effectively • Ensure nurses are aware of the arrangements in place to support revalidation • Assist in recruitment for nursing roles where required • Ensure adequate supervision is in place where required |
| Coaching & Mentoring | <ul style="list-style-type: none"> • Hold effective developmental discussions with team members taking into account their preferences and the issue they are facing • Be approachable and accessible to colleagues and all departments onboard • Support managers to deliver effective new to sea learning and personal development plans. • Provide support and mentorship to new to sea medics • Support and oversee induction of new to sea medical staff |
| Training | <ul style="list-style-type: none"> • Identify training needs within individual teams and deliver a tailored support programme accordingly • Utilise a range of learning tools and modalities to ensure effective delivery and encourage uptake of education opportunities • Ensure training content accurately reflects current policy and best practice and that delivery and content is suitable to the audience • Provide training and education to increase awareness of infection prevention and control issues amongst the Medical Team • Effectively share own knowledge and experience • Promote and support training for other stakeholder groups i.e stretcher party, reception. |

CUK Behaviours (Refer to the skills profile for detailed CUK Behaviours)

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| Speak Up | <ul style="list-style-type: none"> • Identifies and addresses barriers to team speaking up • Speaks out about concerns and encourages team to do the same • Is comfortable in challenging and raising concerns to all levels • Speaks honestly and contributes ideas and views openly • Knows and uses the correct channels to report concerns |
| Respect & Protect | <ul style="list-style-type: none"> • Treats everyone with respect and ensures team does the same; builds trusting relationships • Ensures that all team members are included • Safeguards the health, wellbeing and safety of colleagues and guests • Looks for more efficient and sustainable solutions that protect the environment • Is compliant when it comes to safety and environmental policy |
| Improve | <ul style="list-style-type: none"> • Promotes team work and collaboration with other areas • Learns from experience & others, takes action to continuously develop • Keeps up to date with the rules & protocols • Consistently monitors to ensure team's compliance with legal and policy requirements |
| Communication | <ul style="list-style-type: none"> • Adjusts style to suit audience • Sets the tone by role modelling sound work ethics • Talks about and demonstrates the Culture Essentials • Regularly shares information, plans & priorities and invites open discussion • Is widely trusted, transparent and free from hidden agendas |
| Listen & Learn | <ul style="list-style-type: none"> • Seeks and is open to feedback: learns for others observations • Reviews data from audits, surveys and reports to ensure continuous improvement • Consults with others to improve knowledge & judgment • Takes ownership of challenges & obstacles even if outside |
| Empower | <ul style="list-style-type: none"> • Understand the needs of others • Coaches' others & creates an environment where people do their best work • Invites input from team, encourages diversity of thought, shares ownership and visibility • Communicates with energy and engages the team in getting results • Invests time and energy in supporting and upskilling team |

Personal Specification:

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| | Is highly motivated and resourceful |
| | Previous learning and education experience or demonstrates clear potential for delivering effective learning and education |
| | Has the ability to work in a flexible way and respond to change |
| | Has the ability to work in a fast paced and challenging environment |
| | Is reliable and consistent in approach, demonstrating empathy and an open communication style |
| | Shows respect for, and trust in, colleagues, sharing their experience and learning regardless of status and background |
| | Remains calm and courteous and makes sound judgements under pressure |
| | Organised in approach to managing their workload and completing administration tasks |
| | Models' high standards of ethics and appropriate behavior |
| | Decisive and responsive to emerging situations |
| | High levels of stamina and resilience due to working hours and demands for responding to medical emergencies and issues |
| | Assertive and confident with a wide variety of people, initiating contact with key stakeholders where appropriate |
| | Can produce high quality reports for a variety of purposes and audiences |
| | Comfortable working and responding alone with a strong capacity for self-management and responsibility taking |

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| | Maintains high standards of work in particular attention to detail and accurate record updating |
| | Learns quickly from experience and by identifying when to ask for support and advice |
| | Demonstrates cultural and interpersonal sensitivity in their dealings with others |
| | Demonstrates honesty and integrity at all times |
| | Conscientious about keeping commitments and being on time |
| | Confident in formal social situation and comfortable making conversation with guests and crew |
| | Considers and manages risk (safety, medical, reputational) in all situation |
| | Loyal to the Carnival UK brand and compliant with Company policies and procedures |

| Version no for Job Description | Issued By | Date of Issue |
|--------------------------------|----------------|------------------|
| 1 | Sian Batchelor | 16 November 2021 |