

Isle of Man
Public Service
Careers



Practice Development Nurse

Patient Experience, Care and Quality

Job Information

Working together for the Isle of Man

Job Description

Job Title:	Practice Development Practitioner
Band:	6
Division:	Patient Care Quality & Safety Division
Job Evaluation Reference No:	1000v2/JE/17
Responsible to:	Senior Practice development Practitioner
Responsible for:	n/a

Overview

The Band 6 Practice Development Practitioner is an experienced individual who must be able to interact at all levels of the nursing and midwifery profession, as well other multi-disciplinary colleagues. The individual is expected to represent the Patient Care Quality & Safety team, supporting frontline clinical staff to understand the strategic direction of the organisation with particular emphasis on care standards, patient safety and patient outcomes.

CARE

In the DHSC we pride ourselves on being committed, appreciative, respectful and excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

The post holder will positively support, influence and improve the quality of the clinical learning environment by the provision of research, audit, and educational activities to facilitate improvements in patient care and organisational development.

The post holder will be responsible for coordinating and supporting the facilitation of specific practice development initiatives and programmes across the hospitals directorate as agreed with the line manager and other members of the senior team, e.g. implementation of organisation Group supervision.

Duties and Responsibilities

The Practice Development Practitioner will be based within the Hospitals directorate to support the development of Staff predominately within the Hospitals directorate and periodically as required across the DHSC.

The post holder will be expected to work flexibly across all locations to support the wider Care Quality & Safety team deliver key objectives.

The main duties will be achieved by:-

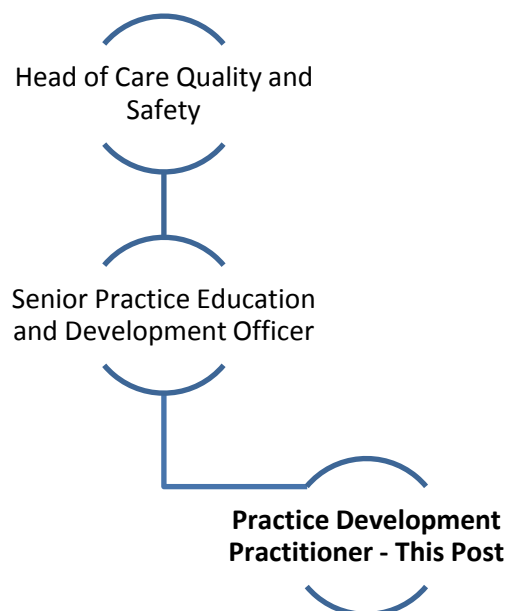
- Working as part of a team with the ability to work autonomously as a practice development practitioner and accessible professional role model for practice based staff providing professional and practice development advice. Maintaining professional standards of

conduct to sustain staff and public confidence in accordance with the NMC Code 2015, and or other professional Codes of Conduct applicable to the individual.

- Promoting the development of a creative learning culture, encouraging all staff to participate in lifelong learning initiatives, valuing daily practice as a reflective learning opportunity where learning can be applied directly to practice.
- Developing, delivering and evaluating formal/informal teaching sessions and work-based learning programmes in order to support the professional and practice development of clinical staff.
- Delivering safe manual handling training within structured training sessions and also supporting frontline caring staff and managers, in conjunction with other manual handling trainers, with moving and handling needs such as specific staff support & training needs and enhanced risk assessments of exceptional moving scenarios.
- Contributing towards initiatives that result in changes to existing practice and systems of professional working. Supporting staff of all grades in using reflective and quality improvement principles to adapt to changes in practice.
- Promoting critical analysis of the current evidence base encouraging staff to apply the findings to clinical practice, advocating a research-based approach towards all professional practice activity.
- Contributing to relevant University Health Board committees/groups in order to influence and progress development of professional practice.
- Regular review and evaluation of the work undertaken in conjunction with the line manager and wider Care Quality & Safety team to measure the effectiveness of clinical practice and care on patient outcomes.

Organisational Structure

A copy of the organisational structure and its relevance to this role is shown below.



Communication and Relationship Skills

The communication and relationship skill requirements of this role are:

- Communicate complex information at times where there may be barriers to understanding and also hostility to change practice.
- Effective delivery of learning materials when teaching and training using communication techniques most appropriate to setting, topic and class makeup.
- Disseminate information (verbally, in writing and in presentations) regarding best practice initiatives and new aspects of practice widely across the organisation in order both to challenge the status quo and to motivate staff to embrace the same.
- Facilitate collaborative multi-professional working both internal to the hospitals directorate, and with the appropriate external agencies, promoting a partnership approach to patient care and service development.
- Communicate and maintain links with a wide variety of personnel, establishing and maintaining productive relationships, gaining the co-operation of others, using a high level of interpersonal and communication skills at all levels within the hospitals directorate and other DHSC departments.
- Influences and negotiates with staff to contribute to the development of their own practice and in order to improve service delivery.

Knowledge, training and experience required to do the job

The essential knowledge, training and experience requirements of this role are:

- Registered health care professional possessing a current NMC or HCPC registration.
- Minimum of 3 years professional experience at Band 5 or above.
- Relevant training and/or experience in training/teaching and assessing or willing to work towards a recognised qualification within 18 months of commencing the role.
- Degree or equivalent knowledge and experience gained through clinical practice over 3 years.
- Recognised moving and handling instructors training or willingness to undertake within 18 months of commencing the role.
- Knowledge of research techniques and practice based on evidence
- Proficient in the use of IT and Microsoft office
- Demonstrate ability to undertake and lead project work
- Ability to confidently lead and motivate others in planning and executing actions for specific projects.
- Extensive knowledge and experience/understanding of collaborative practice
- Understanding/experience of mentorship/clinical supervision/reflective practice/coaching
- Knowledge of the audit and research processes to assist in identifying areas of improvement and to support staff develop their own strategies for improvement.

The desirable knowledge, training and experience requirements of this role are:

- Recognised leadership and/or management qualification.
- In-depth knowledge and demonstrable experience of Patient Safety, Quality Improvement techniques, Leadership and Management and Change Management theory.
- Facilitation/Coaching principles.
- Qualification in applied manual handling and ergonomics.
- Evidence of providing training and education within existing workplace setting

- Experience within a variety of clinical specialities
- Evidence of delivering teaching sessions

Analytical and Judgement Skills

The analytical and judgement skill requirements of this role are:

- Make professional decisions following the analysis of complex, and sometimes contradictory, facts or situations for example when dealing with capability issues arising out of action learning or clinical interactions.
- Self-determine areas where service / practice development or intervention may be required.
- Support the design and implementation of moving handling education based on local, legal and professional requirements.
- Review and change project work to meet organisation objectives and national objectives to ensure best practice is achieved.

Planning & Organisational Skills

The planning and organisation skill requirements of this role are:

- Manage own diary, meetings and schedules for the projects undertaken and agreed with the Line manager. Arrange venues, materials and hospitality as required.
- Provide leadership, planning and organisational skills in the formulation of plans and make the necessary adjustments to plans and strategies when circumstances change in a broad range of Projects across the hospital/DHSC referring to senior manager as necessary.
- Record and process data, generating information, creating, updating and maintaining information databases as required.
- Analyse, interpret and compare a range of options, making judgments based on facts or situations and facilitate other staff to do the same (e.g. during Project management situations).
- Monitor service standards and take appropriate action where deficits are identified.
- Review and evaluate the continuing requirements, and contents, of the post holders teaching materials, workshops, lectures and programmes delivered by the post holder.
- To assist and support the development, delivery and review of major nursing and patient safety initiatives i.e. Health Care Assistant induction, Preceptorship programme.
- Work in conjunction with the line manager in planning and organising workload, ensuring that organisational goals and objectives are achieved.
- Able to effectively plan and manage own workload as directed by the line manager.
- Plan the set-up, ongoing delivery and closure of research or educational studies within speciality and scope of the role.
- Plan activities utilising and developing a variety of design and delivery methods involving external partners.

Physical Skills

The physical skill requirements of this role are:

- Provide support to Staff working in a variety of clinical areas across the Hospitals Directorate, facilitating the development of a wide range of clinical skills and practices through training, education and support, (e.g. venepuncture & cannulation, IV medications administration, HCA & Support worker induction & safe manual handling training)
- The post holder will need to be able to undertake all aspects of clinical work which will include patient handling, standing and walking for long periods, dexterity of movement to facilitate intricate clinical activities.
- The post holder will be expected to deliver training and presentations at a variety of venues and settings across the island and will be expected to demonstrate physical and practical skills in a way that promotes the acquisition of said skills and techniques to staff.

Patient/Client Care

The patient/client care requirements of this role are:

- Assist in the maintenance and monitoring of an acceptable environment for patients, reporting and taking appropriate action on hazards and faulty equipment
- Comply with and participate in the departmental framework of Clinical Governance within your own ward/department, seeking advice or guidance where necessary
- Be aware of and comply with policies, procedures and guidelines. This will include the identification of risk (clinical, health and safety and security)
- Record and report all incidents/complaints involving staff, patients or visitors and assist in any investigation as required in accordance with the DHSC Complaints Procedure
- Undertake and action as necessary risk assessment in accordance with Statutory guidance and hospital policy and procedures such as COSHH, moving and handling, Malnutrition Universal Screening Tool (MUST)
- Support operational teams with monitoring care indicators and observations of care, in order to help each team evaluate the impact of practice developments and quality improvements that need to contribute towards forward planning and development
- Maintain own core clinical skills and competencies in order to undertake safe and effective direct clinical care of patients when required, either to enable implementation of aspects of this role or to support service priorities when exceptional need arises.

Policy and Service Development

The policy and service development requirements of this role are:

- Working as a key member of the Care Quality & Safety team, contribute towards the coordination, planning and implementation of specific clinical practice development work streams that support the delivery of professional and service development requirements.
- Contribute towards the development and review of policies, procedures, care pathways, care bundles, protocols etc., ensuring that they meet national, local and professional criteria.
- Work collaboratively and proactively with individuals and teams to identify opportunities that support the development of nursing practice.
- Contribute to ongoing work aimed at implementing national and organisational nursing

priorities /strategy e.g. improving patient experience, assurance regarding the safety and quality of patient care, enhanced professional accountability and high professional standards.

- Lead by example, always demonstrating high standards of professional evidenced based practice.
- Ensure a visible, accessible and approachable presence for staff, patients and public using open, effective and sustainable channels of communication.
- Contribute/assist with appropriate selection and recruitment within the nursing workforce, participating in appropriate interview panels and supporting the development of recruitment methods in line with a reflective culture.
- A focus for work undertaken will contribute towards the development and implementation of processes to ensure Registered Professionals are supported in meeting the requirements of revalidation and maintaining registration.
- As directed and agreed with the line manager, work with Senior health care professionals, Ward Sisters / team leaders to support work to address the clinical skills requirements required to deliver a safe and high quality service, utilising work-based and formal learning style that are appropriate to the staff needs and learning styles.
- Contribute to the strategic approach to support a cultural shift toward embedding a reflective approach to practice across the DHSC through the use of a range of skills including supervision, coaching, mentoring, action learning facilitation, standard setting etc.
- Contribute to the development and implementation of work-based learning programmes/ processes to support professional and practice development.
- Support the development and facilitation of evidence-informed professional and practice development/ Quality improvement projects across all areas of practice.
- Promote the profile and awareness of the development work streams being developed and supported by the quality Improvement team.
- Establish collaborative and proactive working relationships with all levels of clinical and non-clinical staff.

Financial and Physical Resources

The financial and physical resource requirements of this role are:

- To promote the best use of available resources in the pursuit of quality service provision; duty of care for equipment.
- Ensure that budgetary awareness is explicitly addressed during all development work with staff at all levels.
- Contribute to the principles of good financial management by efficient and economical use of all available resources.
- Wherever possible take opportunities to work with colleagues at all levels to utilise lean thinking methodology to facilitate improvements to efficiencies.
- To support the organisational requirement to provide and ensure the maintenance of manual handling equipment (LOLER Regulations 1998).

Human Resources

The Human resource requirements of this role are:

- Lead by example by acting as a role model for staff using the highest level of interpersonal and facilitation skills.
- Promote the development of a learning culture, encouraging all staff to understand and apply their own accountability for participating in lifelong learning initiatives that provides evidence of continuous professional development.
- Work in partnership with the Senior Healthcare Professionals and Ward/Department Sisters to identify learning and developmental needs within teams and individual members of staff.
- Develop, deliver and evaluate formal/informal teaching sessions and work-based learning programmes in order to support the professional and practice development of clinical staff, ensuring that staff receiving training are aware of the need to work & practice within the standards and principles delivered.

Information Resources

The information resource requirements of this role are:

- Work with clinical colleagues to gather, interpret and analyse often complex clinical data, and support them to prepare reports and presentations regarding clinical care.
- Demonstrate competence when using electronic methods of communication.
- Demonstrate competence in the use of Word, PowerPoint, Excel, Outlook.

Research and Development

The research and development requirements of this role are:

- Undertake educational audits or research and development relevant to practice based education and the clinical learning environment.
- To take responsibility for keeping abreast of developments and research relevant to clinical work and the profession.
- Contribute to enhancing the quality of the learning environment by undertaking audit of the practice environment.
- Based on audit/research findings, alongside other members of the Care Quality & Safety team, provide and support programmes of learning to improve quality of care and ensure they are delivered based on the appropriate methodologies and standards.
- Contribute to local professional and policy networks to foster collaboration, share information and ideas to enhance practice
- Support senior staff and teams in assessing capacity in delivering research or educational activities, identifying the requirement for additional resources as appropriate and providing evidence to support development of bids to a variety of funding sources.

Freedom to Act

The freedom to act requirements of this role are:

- Ensure that personal performance meets job requirements, Professional Codes and standards, DHSC and Hospitals Directorate policies & standards at all times.
- Act autonomously to support individual staff and teams to develop methods of working and standards of care delivered in congruence with the CARE values and the philosophy of the Care Quality & Safety Team, recognising own abilities and limitations, referring to senior colleagues as & when deemed necessary.

Confidentiality

In the course of your duties you may have access to confidential material about patients, members of staff or other business of the Department. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.

Health & Safety

It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

In the absence of Manager/ Deputy Manager, the Registered Nurse is responsible for all patients, staff, allied health professionals, the building and all safety protocols.

Safeguarding

The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment. Staff must work in accordance with all health and social care policies relating to safeguarding.

Job Description Appendix 1

Physical, mental and emotional demands of the job and working conditions

This section should describe the nature, level, frequency and duration with which you will be expected to deal with physical, mental and emotional effort and the nature, level, frequency and duration of demands arising from inevitably adverse environmental conditions.

Physical Effort

- This post is partly office based and includes the frequent use of computers, sitting for long periods, walking, or driving, between hospital areas, and across Island.
- The post holder will be expected to deliver Presentations at a variety of other settings across the island and will be expected to transport substantial amounts of paper, books and some equipment (e.g. flipcharts, laptop) set up classrooms and ensure all teaching materials are available.
- The role requires the need to demonstrate and practice safe moving and handling techniques to a variety of staff in a range of locations on a regular basis.
- Will be expected to provide direct patient care within the scope of the individual's areas of competence, to include bathing, feeding and other patient care activities, as part of the teams aim to engage with clinical practice and teams.
- A range of start and finish times including the potential for night duty, evening and weekend work to provide relevant supervision and support for nurses and care staff.

Mental Effort

- Expected to undertake several tasks at one time where there could be frequent interruptions requiring the need to change from 1 task to another.
- Process and analyse Information from ward based activities requiring intense periods of concentration.
- Produce and deliver reports on work undertaken and on outcomes to direct report and to Head of Care Quality & Safety
- Occasionally respond to critical incidents or incidents that occur during ward based activities where there may be contact with anxious and distressed staff, patients or visitors.

Emotional Effort

- Regularly support to staff through projects and changes to nursing practice which may result in confrontation, resistance to change and/or distress.
- Whilst feeding back information from Activity follows information relayed could be contentious resulting in staff disciplinary or capability issues.
- Regularly encourage and motivate staff to maintain and sustain projects.
- Occasional support for staff through platforms such as Action Learning with potential for dealing with stressful or distressing situations.
- Occasional support to distressed patients and family.

Working Conditions

- Regular periods of time spent in front of a VDU and regular periods sitting at a work station in an office environment.
- Regular and frequent episodes of delivering training/teaching in a wide range of environments.

Agreement of above description

I have read and agree with the above description

Job Holder's Name (please print) _____ **Date:** _____

Job Holder's Signature _____ **Date:** _____

Line Manager's Name (please print) _____ **Date:** _____

Line Manager's Signature _____



Person Specification

Job Title:	Practice Development Practitioner
Department:	Health and Social Care
Division:	Patient Care Quality & Safety Division
Band:	6

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Qualifications <ul style="list-style-type: none"> • Registered Nurse, Midwife or Registered Health Professional on the NMC or HCPC register as appropriate • Relevant qualification or training in Teaching and Assessing • Educated to degree level or demonstrate equivalent level of experience section with the QUALIFICATIONS the ideal role holder ought to be able to demonstrate (either holds or is working towards). • PGCE (or equivalent experience to postgraduate diploma level) • Attendance at International Practice Development School or equivalent • Recognised moving and handling instructors training or willingness to undertake. 	E	Application
	E or willing to work towards within 18 months	Interview
	E	
	D	
	D	
	D	
Experience <ul style="list-style-type: none"> • Minimum of 3 years professional experience at Band 5. • Leadership experience • Knowledge of nursing/clinical education and development • Understanding/experience of mentorship / clinical supervision / reflective practice / 	E	Application
	D	
	E	Interview
	E	

<p>Attributes</p> <ul style="list-style-type: none"> ♥ Confident and assertive professional manner ♥ Ability to influence, persuade and negotiate at all levels and maintain good working relationships ♥ Flexible approach ♥ Awareness of limitations ♥ Ability to support and educate colleagues ♥ Ability to inspire and motivate colleagues ♥ Enthusiastic and highly motivated with a positive outlook 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application & Interview</p>
<p>CARE</p> <ul style="list-style-type: none"> ♥ COMMITMENT to high standards of patient care through development & Support of staff. ♥ APPRECIATION of the value and contributions of colleagues in patient care quality & safety, and their capacity to bring about improvement. ♥ RESPECT transparency, recognition and positive regard in relation to self and others ♥ EXCELLENCE in regard to not only the care delivered to patients and families but also in regard to the methods used to engender that quality 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p>
<p>Circumstances and Interests</p> <ul style="list-style-type: none"> ♥ Satisfactory Police Check ♥ Current, valid Driving Licence and access to own vehicle ♥ Isle of Man Worker ♥ An interest in the use of IT/ Social Media to enhance the functioning and role of practice development methods and outcomes 	<p>E</p> <p>D</p> <p>D</p> <p>D</p>	<p>Application</p> <p>Interview</p> <p>Pre-employment Checks</p>