

Isle of Man  
Public Service  
**Careers**



# Senior Registered Nurse

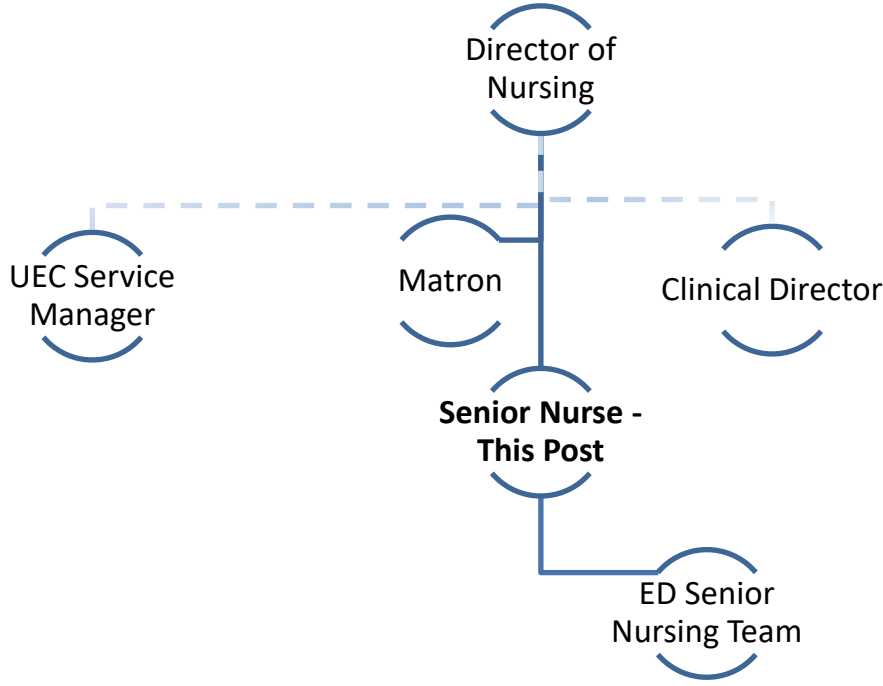
Emergency Department

**Job Information**

Working together for the Isle of Man

**ISLE OF MAN DEPARTMENT OF HEALTH AND SOCIAL CARE**

**JOB DESCRIPTION**

<b>Job Title:</b>	Senior Nurse, Emergency Department
<b>Location:</b>	Noble's Hospital
<b>Accountable to:</b>	Director of Nursing
<b>Reports to:</b>	Matron
<b>Pay Band:</b>	8A
<b>Job Evaluation Reference No:</b>	0364v7/JE/16
<b>Organisation Chart: (attached)</b>	<p>A copy of the organisational structure and its relevance to this role is shown below.</p>  <pre> graph TD     DN[Director of Nursing] --- Matron[Matron]     DN --- UEC[UEC Service Manager]     DN --- CD[Clinical Director]     Matron --- SN[Senior Nurse - This Post]     SN --- ED[ED Senior Nursing Team]     </pre>

**JOB PURPOSE**

Demonstrate reflexive, effective leadership, through volatile change process. Setting, monitoring and maintaining professional standards, working collaboratively, managing complaints and lead the nursing contribution for patient safety and clinical governance at a department level.

Ensure a culture of nursing leadership, development and living the Manx Care values is embedded and promoted and act as a professional role model for all nurses at all times.

To champion and support the Service Nursing team to implement Manx Care wide initiatives, such as the Nursing



and Midwifery Strategy, Quality and Patient Safety initiatives, changes to patient pathways.

Promote a culture where staff proactively encourage feedback from patients, carers and their families and listen to the views of staff and other stakeholders using patient experiences, patient stories, quality data, to ensure that care and compassion is constantly reviewed and improved.

Be a member of the senior nursing team which promotes high quality patient care across all clinical areas within Urgent and Emergency Care.

Participate in Site Management of the Hospital as required.

#### **KNOWLEDGE & EXPERIENCE REQUIRED TO DO THE JOB**

- First level registration with the Nursing & Midwifery Council (NMC).
- A post basic qualification in a relevant specialty or be able to demonstrate a comparable level of competency.
- MSc in Advanced Clinical Practice
- Level 5 management / leadership qualification (or Equivalent)
- Evidence of successfully managing the implementation of change.
- Line management experience.
- Experience in complaints management.
- Evidence of personal development in management and leadership.
- Proven experience in continuous improvement strategies including competency in setting and auditing of standards.
- Knowledge of research based practice relevant to clinical area.
- Ability to implement and utilise effectively team building strategies.
- Competence in information technology; including familiarity with PAS, PACS, Pharmacy and Intranet.
- Promote ethos of Clinical Governance principles throughout Service
- Knowledge of the Manx Mental Health Act.
- Knowledge of the Manx Children Act.
- Knowledge and experience in communicating with outside agencies, i.e. blue light services, social services, volunteer agencies.
- Human resource training, i.e. interview and selection, attendance at work, negotiation skills, discipline and capability.
- Financial regulations training, i.e. devolved budgeting.
- Major incident training / experience.

#### **MAIN DUTIES & RESPONSIBILITIES**

- Develop nurse leaders.
- Champion the day to day assurance that quality driven compassionate care is upheld across the Service.
- Be an integral member of the Care Group Management Team, providing nursing advice, managing specialty nursing teams, have a delegated budgeting responsibility and contribute to innovative solutions to workforce and capacity management.
- Work closely with Patient Safety and Quality Team using the information from patient experience surveys to plan and implement actions to improve the patient experience.
- Resolve problems for patients and their relatives by acting quickly to deal with problems when they occur.
- create and implement a performance infrastructure and reporting framework to regularly monitor progress.

- Develop systems and processes to ensure that day to day operational input into management of patient flow is available and provide advice, guidance and professional support to staff.
- Being highly visible and accessible to patients and staff, maintaining clinical and professional competence, authority and credibility through active and regular engagement in clinical practice and contact with patients and patient representatives.
- Carry continuous responsibility for the operational management of the Emergency Department.
- Responsible for the effective management of resources and development of strategies for improvements in service provision within current budget.
- Monitor staff compliance to all policies/ procedures/ protocols, initiating action as required.
- Contribute to the business planning process.
- Responsible for maintaining own clinical and professional competence and credibility through study, reflection and participation in personal performance review.
- Responsible for ensuring care delivery within Urgent & Emergency Care is in accordance with hospital and local policy and based on best available evidence.

#### **CLINICAL**

- Work with the Senior Leaders within Urgent & Emergency Care to ensure the effective, efficient and economical utilisation of human resources.
- Identify advances in Practice which would benefit and enhance patient's services in Urgent & Emergency Care and work with the Practice Education Team / Keyll Darree to develop.
- Assist in the major incident plan for Urgent & Emergency Care, ensuring the plan is current, in line with the hospital plan, revised annually and is regularly tested in the clinical areas.
- Work with the Practice development and Patient Safety & Quality teams in developing programmes to improve the quality of patient care in Urgent & Emergency Care.
- Promote forward planning in all aspects of healthcare delivery within Urgent & Emergency Care.
- Responsible for ensuring safeguarding procedures are robustly adhered to within Urgent & Emergency Care., (i.e. design and review child attendance monitoring procedure, annual clinical audit, written guidelines, staff training and supervision).
- Work closely with Infection Prevention and Control Teams to ensure robust audit, action planning and change management to minimise risk of hospital acquired infections and to strengthen measures to prevent/control spread of infection.

#### **PROFESSIONAL**

- Act at all times in a manner which promotes public confidence.
- Be conversant with and comply with hospital policies and procedures.
- Act as expert role model in clinical practice and the delivery of nursing care.

- Maintain NMC registration by following NMC rules and guidelines and work within the Professional Code of Conduct and Competence.
- Encourage & support team members to attain their full potential through education and training.
- Be responsible for the 24 hour management of Emergency Department., ensuring efficient use of work force, economic use of resources and appropriate delegation of responsibilities when present or absent.
- Responsible for following appropriate disciplinary and capability procedures with staff where necessary, in order to guide improvements in practice, conduct and behavior.

**TRAINING, EDUCATION & RESEARCH**

The post holder will have:-

- A current professional portfolio.

Skills and training in:-

- Recruitment, selection and retention of staff.
- Management of attendance at work.
- Perform discipline and capability procedures.
- Possess negotiation skills.
- Adhering to financial regulations.
- Planning and organisational skills.

The post holder will:-

- Promote the clinical environment as a learning environment to ensure that pre-registered students have a positive learning experience.
- Work with the Matron in ensuring robust mentorship arrangements are in place and in line with local and NMC requirements.
- Work with the Practice Education Team in developing and implementing clinical skills competencies.
- Work with the Matron and Practice Education Team to identify appropriate learning and development responses to support service change, improvement in practice and workplace development.
- Promote a learning environment that encourages staff to reach their full potential by enabling them to develop professional, clinical, managerial and communication skills, which will be identified by the use of Individual Performance Review (IPR).
- Complete annual training needs analysis to assist the Matron in ensuring the education budget is appropriately utilised and all staff are appropriately skilled and trained to carry out their role.
- Allocate mandatory training leave, ensuring all staff are provided with the opportunity to attend appropriate mandatory training in line with hospital policy.

### **PLANNING & ORGANISATIONAL SKILLS**

- Perform good time management skills.
- Ensure that staffing levels and skill are appropriate to patient need by working with team leaders, ward managers to assess patient dependency.
- Support teams in reviewing how they organise care and provide advice and leadership in introducing new ways of working.
- Provide effective clinical leadership and management which fosters teamwork across professional and organisational boundaries.
- Ensure all nurses comply with the NMC Regulations and work with their scope of practice.
- Support Service Manager to manage the Practitioner Rota for the Service.
- Ensure the timely reporting, follow up, investigations and closure of Near Miss and Adverse Event incidents for wards and departments within sphere of responsibility.
- Contribute to the design and development of contingency plans (e.g. Business Continuity, Pandemic Flu, Majax) for Urgent & Emergency Care.

### **COMMUNICATION**

- Provide and receive sensitive and confidential information by telephone, written, electronically and verbally for all healthcare professionals, members of public and outside agencies.
- Utilise effective verbal and non-verbal communication and interpersonal skills with patients / carers / relatives / visitors / staff who potentially may be distressed/angry/confrontational.
- Responsible for listening to complaints at service level and taking appropriate remedial action to prevent reoccurrence.
- Responsible for attending meetings to communicate with other areas of Urgent and Emergency Care and the wider community.
- Promote accurate contemporaneous recordkeeping in accordance with hospital policies and Nursing and Midwifery Counsel Guidelines. Monitor the record keeping of Urgent & Emergency Care staff through regular audit.
- Provision of regular information sharing, team and staff meetings along with written minutes.
- Ensure effective communication, written; verbal and the use of IT, maintaining up to date records and information that comply with the Data Protection Act within Urgent & Emergency Care.

### **MANAGERIAL / LEADERSHIP**

- Be a positive role model for the practitioner team by representing the values and beliefs of the profession and the Care values of the organisation.
- Utilise mentorship, preceptorship and objective setting to enable educational needs of staff to be met.

- Ensure the efficient use of bank and agency staff, monitoring quality and spend to ensure these meet the needs of the service.
- Lead by example to inspire, motivate and encourage through a coaching style, or mentoring and leadership. Encouraging others to accept accountability and responsibility to deliver and to take every opportunity to develop. Provide staff with development opportunities, in line with organisational objectives.
- Support implementation of PDR plans, using the CARE framework; ensure they are in place to develop all nursing staff.
- Promote initiatives for developing clinical practice, skills and role redesign, taking a lead role in advancing clinical practice.
- Systematically lead on the monitoring of standards of care to demonstrate continuous improvement and assurance in clinical care and standards. To ensure the delivery of high quality patient centred care and services that meets the needs of all patients.
- The post holder will have a detailed knowledge of local issues and trends in the development and provision of emergency services.
- Efficiently, effectively and economically manage resources within Urgent & Emergency Care.
- In conjunction with the Service Manager be responsible for the day to day operational management of the Urgent & Emergency Care team including adherence to policies/ protocols, NMC guidelines and financial regulations.

#### **HUMAN RESOURCES**

- Act within the departmental employment policies and procedures.
- Initiate discipline / grievance procedures as appropriate.
- Maintain accurate records related to attendance/ absence, staff changes, NMC registration, personnel records and incidents and outcomes.
- Utilise leadership skills to facilitate change within Urgent & Emergency Care.
- Support the Matron in workforce planning by justifying appropriate succession planning that supports workforce requirements for the future. In identifying talented practitioners, enabling professional development through the PDP System.
- Contribute to an effective recruitment process.
- Promote a culture that values staff, recognising and acknowledging achievement whilst positively addressing poor performance.
- Support the development of practitioners ensuring that patient care and services are led by competent, capable, high performing teams.
- Working with the Matron, ensure that staff health and wellbeing is at the heart of all people management practices, and there are mechanisms in place to develop resilience, reduce pressure points and provide support for staff to manage their working lives.
- Shows respect for the views and contributions of other team members; shows empathy; listening;

supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict.

### **CLINICAL GOVERNANCE**

- Ensure that the procedure for the reporting untoward incidences are in place, responses are timely and remedial action is taken.
- Investigate complaints taking remedial action and write reports as required.
- Responsible for ensuring that environmental and clinical risk assessment are undertaken and reviewed, taking appropriate action dependent on outcome.
- Support the development and implementation of continuous improvement initiatives in Urgent & Emergency Care.
- Ensure that regular audits of Urgent & Emergency Care are undertaken along with standards of care.
- Responsible for the development and review of clinical competencies within Urgent & Emergency Care based on current best practice.
- Ensure all current relevant policies and protocols are available to all staff and promote compliance through regular audit and feedback.
- Ensure that patient safety and other health and safety requirements are at the top of the agenda in the operational delivery of day to day services within nursing and across the Care Group, promptly dealing with issues which arise and promptly escalating those which cannot be resolved.
- Implementing and monitoring of appropriate governance and risk systems, ensuring the adherence to the Risk Management Policy and Procedures, reporting and proactively finding solutions to address risk.
- Support the embedding of a learning organisation culture to review risk, learning from incidents and near misses, by leading a solution focused approach to review, ensuring that lessons are learned and shared.

### **SYSTEMS & EQUIPMENT**

- Ensure that all equipment used in the area is maintained and safe working practices are adhered to in line with Health and Safety legislation.
- Monitor Medical Device alert notices and action those which apply to the Urgent & Emergency Care
- Ensure staff have with equipment training sessions and updates to facilitate safe usage.
- Ensure that those who input information into the clinical information system / patients nursing records have been trained, are offered the opportunity to update their knowledge / skills.
- Ensure that both you and your staff are aware of the Data Protection Act 2018 and local policies regarding confidentiality and access to medical records.
- Maintain an asset register, with the Business Manager, support the maintenance of an up to date asset register, equipment maintenance and replacement register.



### **DECISIONS & JUDGEMENTS**

- Make autonomous decisions - based on comprehensive knowledge, skills and experience of the clinical service and setting taking account of the guidance of the NMC, BOA and the employer's policies and procedures.
- Be able to work autonomously as a non-medical prescriber.
- Recognise your own limitations in the provision of clinical care and identify the need to refer to, or consult with, other health care professionals.
- Feedback on performance directly and sensitively in a timely manner whether the issue is positive or otherwise.
- Have the ability to challenge the decisions made by others if they are against policy or not in the best interest of the patient.
- Through experiential learning and theoretical knowledge, will have the ability to respond to challenging / complex situations both clinically and administratively.

### **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/Security**

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.

**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.

**CARE**

In Manx Care 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 DESCRIPTION AGREEMENT**

I have read and agree with the content of this job description, and accept that the role will be reviewed annually as part of the development review process.

**Job Holder's name (please print)** .....

**Date:** .....

**Job Holder's signature:** .....

**Line Manager's name (please print)** .....

**Date:** .....

**Line Manager's signature:** .....



## JOB DESCRIPTION APPENDIX 1

### PHYSICAL, MENTAL & EMOTIONAL DEMANDS OF THE JOB AND WORKING CONDITIONS

#### Physical Effort

- A combination of frequent standing, walking bending and stretching is required throughout the shift.
- Physical skills and dexterity for clinical procedures.
- Frequent episodes of sitting while using keyboards, VDUs & telephones.
- Moving and handling of patients and objects (e.g. beds & equipment) in line with Department guidelines.
- Responding rapidly to emergency situations.
- Repetitive movement such as bending, typing / keyboard skills.
- Routinely involved in specialised moving of patients, on back boards, scoop stretchers and log roll procedure.
- Routinely push trolleys and chairs around the Department.
- Able to work at speed when dealing with emergency situations or periods of high demand on the service.
- Required to wear heavy lead aprons whilst obtaining x-rays.

#### Mental Effort

Concentration required when undertaking:

- Drug calculations.
- Clinical procedures such as administering infusions, checking blood transfusions.
- Conducting staff appraisal, interviews, meetings, etc.
- Admission and discharge of patients such as:
  - Triage
  - Recording observations
  - Performing tests
  - Compiling nursing records
  - Organising transport
- Performing several tasks at one time, switching tasks throughout the shift unpredictably, subject to regular interruptions or requests from patients, relatives, carers, staff and managers.
- Prioritising provision of staff when several multiply injured are in need of resuscitation at one time.
- Concentration required when monitoring staff, patient and Department activity.
- Planning staff training and rostering staff duties.
- Concentration required to check and authorise timesheets.
- Dealing with conflict.
- Allocating staff holidays in a fair manner.
- Strategic planning for the Department.
- Planning and implementing change.
- Business planning.
- Negotiating with medical staff.

#### Emotional Effort

- Nursing critically ill patients.
- Providing support to parents, relatives and significant others through the sudden unexpected death of a child.
- Supporting family, relatives or significant others through the sudden unexpected death of an adult.
- Support patients, parents, relatives and significant others following diagnosis/ prognosis.
- Exposure to severely injured bodies.
- Supporting staff through emotional professional events.

- Supporting staff through major accidents or incidents.
- Supporting staff through personal crisis.
- Supporting staff through the sudden unexpected death of a child or adult.
- Cares for those who are mentally ill and physically demanding. Deals with distraught families and significant others who experience anger due to loss.
- Gives unwelcome news to staff, patients or visitors.
- Cares for patients with devastating injuries, e.g. spinal trauma, loss of limb, loss of sight.
- Regularly exposed to volatile situations dealing with diverse family dynamics at times of high stress.
- Daily exposure to the pain and stress of others, providing support for colleagues, staff member and others as required.

**Working Conditions**

- Handle blood and bodily fluids regularly.
- Disposal of clinical waste.
- Exposure to VDU screens frequently throughout the day.
- Exposure to verbal aggression.
- Exposure to physical aggression.
- Exposure to being spat on.
- Risk of needle stick injury.
- Exposure to patients with infectious conditions.
- Exposure to contaminated patients.
- Exposure to foul smells.
- Exposure to infested persons.
- Exposure to harmful substances.

**AGREEMENT OF ABOVE DESCRIPTION**

I have read and agree with the above description.

**Job Holder's Name (please print)** .....

**Date:** .....

**Job Holder's Signature:** .....

**Line Manager's Name (please print)** .....

**Date:** .....

**Line Manager's Signature:** .....



**ISLE OF MAN DEPARTMENT OF HEALTH AND SOCIAL  
CARE**

**Senior Nurse, Urgent & Emergency Care**

**PERSON SPECIFICATION**

<b>CRITERIA FOR SELECTION</b>	<b>ESSENTIAL REQUIREMENTS</b>	<b>DESIRABLE REQUIREMENTS</b>	<b>METHOD OF ASSESSMENT</b>	<b>LINK TO KNOWLEDGE &amp; SKILLS FRAMEWORK</b>
<b>QUALIFICATIONS</b>	Registered Nurse with current NMC registration.  Relevant teaching and assessing qualifications / mentor qualification.  Degree in health related subject.  MSc in Advanced Clinical Practice or prepared to commence within one year.  Level 5 leadership / Management qualification or equivalent	Post basic qualification for the specialty or comparable level of experience.  Non-Medical Prescriber	Pre-employment checks CV Interview	
<b>KNOWLEDGE &amp; EXPERIENCE</b>	HR management skills.  Evidence of clinical skills development.  Evidence of teaching ability /	Advanced skills in the speciality.	CV Interview Portfolio	

	<p>practice development.</p> <p>Evidence of leadership and effective management.</p> <p>Line Management experience.</p> <p>Evidence of high standards of care.</p> <p>Skills and knowledge about clinical governance – principles and practices.</p> <p>Evidence of relevant professional development.</p> <p>Broad knowledge of current nursing and professional issues.</p> <p>Knowledge regarding the effective and efficient use of resources.</p> <p>Knowledge of Risk and Quality management.</p> <p>Evidence of audit.</p>			
<p><b>SKILLS &amp; ABILITIES</b></p>	<p>HR management skills.</p> <p>Leadership skills.</p> <p>Excellent communication skills.</p> <p>Ability to initiate, manage and</p>	<p>Strong analytical skills and ability to consider the wider picture.</p>	<p>CV Interview Portfolio</p>	



	<p>evaluate changes which lead to improved practice.</p> <p>Staff development.</p> <p>Report writing.</p> <p>Motivated and motivator.</p>			
<b>PERSONAL ATTRIBUTES</b>	<p>Confident and assertive professional manner.</p> <p>Demonstrate an ability to manage people.</p> <p>Flexible approach.</p> <p>Awareness of limitations.</p> <p>Ability to support and educate colleagues.</p> <p>Awareness of accountability and responsibility within the role.</p> <p>Team player.</p> <p>Able to work under pressure.</p> <p>Can prioritise.</p>		Interview	
<b>OTHER RELEVANT REQUIREMENTS</b>	Satisfactory Police Check.	Isle of Man Worker.	Pre-employment Checks Application	

