

Isle of Man Public  
Service **Careers**



# Clinical Team Leader

Emergency Department

**Job Information**

## EMERGENCY DEPARTMENT CLINICAL TEAM LEADER– JOB DESCRIPTION

<b>Job Title:</b>	Emergency Department Clinical Team Leader
<b>Location:</b>	Noble’s Hospital, Medicine, Urgent and Emergency Care & Ambulance Services Care Group
<b>Accountable to:</b>	Director of Nursing
<b>Reports to:</b>	Senior Nurse for Emergency Department
<b>Pay Band:</b>	7
<b>Job Evaluation Reference No:</b>	1259/JE/23
<b>Organisation Chart:</b>	<p>A copy of the organisational structure and its relevance to this role is shown below:</p> <pre> graph TD     ADN[Associate Director of Nursing] --- SN[Senior Nurse for Safety &amp; Quality]     ADN --- TL[Team Leader (this post)]     TL --- RN[Registered Nurse]     RN --- HCA[Health Care Assistant]     HCA --- HK[Housekeeper]         </pre>

### **JOB PURPOSE**

As a Team Leader in the Emergency Department (ED), your primary purpose is to oversee the daily operations of the nursing team, ensuring the highest standard of care is delivered to patients in a timely and efficient manner. Working in collaboration with the Senior Nurse, you will support their leadership and provide guidance and mentorship to the nursing team. As a Band 7, you will be responsible for managing and developing the nursing team, as well as ensuring compliance with the relevant quality and safety standards. Your leadership and communication skills will be essential in fostering a collaborative and supportive environment that empowers the nursing team to achieve their full potential. In addition, you will be required to work closely with other members of the multidisciplinary team to optimize patient outcomes and contribute to the ongoing improvement of ED services.

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

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

- Professional registration on Sub Part 1 of the Nursing, Midwifery Council (NMC)
- A first level degree in a relevant field of practice
- Significant post registration experience in urgent and emergency care
- Experienced Practice Supervisor or Practiced Assessor
- Leadership and Management qualification or willingness to undertake
- Significant experience and a thorough understanding of GDPR standards relating to the processing and management of sensitive personal data
- Excellent communication and interpersonal skills with the ability to recognise barriers to effective communication
- Trained and competent in the application of splints and casts, Advanced Life Support (ALS), relevant trauma nursing course, Advanced Paediatric Life Support (APLS)
- IR(MER) trained, completed ‘Red dot’ radiology course, significant experience interpreting x-rays or willingness to undertake appropriate training

- Capable of independently assessing, diagnosing, treating and discharging patients in collaboration with the Senior Medical Team
  - Knowledge and experience of OHR processes and relevant employee terms and conditions
- Competent use of the Manchester Triage System (MTS) assessing and reassessing waiting patients
- Knowledge of relevant Isle of Man legislation in relation to Adult and Children's safeguarding

### **MAIN DUTIES & RESPONSIBILITIES**

The main duties and responsibilities of this role include:

- Through effective clinical leadership be able to inspire, motivate and empower others to deliver high standards of patient care on every shift
- Act as a positive role model with regards to attitude and conduct
- Be responsible for the assessment of care needs and the development, implementation and evaluation of programmes of care for adult and paediatric patients in the Emergency Department
- As a key member of the Emergency Department team, be responsible for the daily operation of the department, including staff work allocation, supervision and liaison with relevant internal and external agencies as delegated
- In conjunction with the Senior Nurse for the Emergency Department, monitor and evaluate standards of care within defined policies, procedures, standards and protocols to ensure adherence to and delivery of a high quality service
- In conjunction with the Senior Nurse for the Emergency Department ensure all nursing staff are aware of and work within local policies to ensure that safe working practices are maintained for both patients, relatives and staff
- Take responsibility for identifying initiatives for continued service improvement to enhance the wider patient experience
- Line management responsibilities for a multidisciplinary team including the identification of opportunities for development, maintaining accurate OHR records and developing staff appraisals
- Progress initiatives aligned to link role as delegated by the Senior Nurse for the Emergency Department
- Ensure equipment is maintained and stock is managed appropriately
- Maintain patient records within agreed standards as stated in the NMC Record Keeping Guidelines
- Responsible for maintaining effective communication across the organisation by utilizing SmartPage to ensure timely and accurate information dissemination
- Respond to emergency situations in accordance with the Shift Co-Ordinator's responsibilities when appropriate
- Initiation of Sudden Unexplained Death of an Infant or Child (SUDI(C)) Policy; following the action cards as appropriate for delegation or role Implementation of Emergency Department Major Incident / Contingency Plan when necessary
- When delegated to do so, deputise for the Senior Nurse of the Emergency Department, ensuring safety and quality assurance
- Assume all responsibilities and accountability of the Shift Co-ordinator role when delegated
- Participate in local audit, ensuring any learning is effectively communicated and embedded in clinical practice

### **CLINICAL**

The clinical duties and responsibilities of this role include:

- Undertake comprehensive health care needs assessment and re-assessment for emergency patients using advanced clinical and analytical skills to develop and implement care that is evidence based
- Actively use Manchester Triage System to independently assess and prioritise patient conditions for those attending the Emergency Department
- Be responsible for clinical assessment by taking an accurate ongoing record of history and examination, diagnosis and treatment of every patient and document in accordance with the NMC guidelines
- Assesses complex issues and facilitates decision-making relating to patient care, safety and treatment
- Adopt clinical lead role in resuscitation teams / emergency situations where appropriate
- Practice in accordance with Infection, Prevention and Control policies and guidelines
- Adopt an active role in the orientation and clinical development of new staff
- Ensure management and administration of medicines is aligned to Manx Care's policies and guidelines in addition to NMC best practice

- Follow Patient Group Directions (PGD) to safely administer medication to patients where appropriate and on completion of Manx Care PGD training and competencies

### **PROFESSIONAL**

The professional duties and responsibilities of this role include:

- Maintain professional registration on NMC Register
- At all times act in accordance with NMC Code of Professional Conduct
- Be familiar with financial regulations, budget constraints and effective resource management
- Proactively manage staff attendance at work in accordance with OHR policies and procedures
- Oversee that all members of the Multidisciplinary Team act in such a manner as to promote and safeguard the interests and well-being of all patients
- Work within Manx Care's policies and procedures
- Thorough understanding of Manx Care policies in relation to safeguarding vulnerable patient groups
- Contribute to the development and maintenance of local nursing standards
- Ensure equality and diversity is maintained across at all times
- Compliant with Adult and Children's safeguarding training requirements

### **TRAINING, EDUCATION & RESEARCH**

The training, education & research responsibilities of this role include:

- Demonstrate active and visible leadership across all nursing duties
- Show evidence of continual professional development through Professional Development Plan (PDP) and revalidation
- Compliant with all Manx Care Mandatory Training
- Act as preceptor, practice supervisor and mentor as required
- Facilitate staff development through PDP, enabling study leave and in-house training
- Participate in health education within the Emergency Department; ensuring any health and wellbeing information provided is current and documented appropriately
- Advocate the introduction and implementation of new evidence based practice in line with continuous improvement; facilitating and promoting research within the clinical environment

### **PLANNING & ORGANISATIONAL SKILLS**

The planning and organisation requirements of this role include:

- When delegated, assume the responsibility of Shift Co-ordinator; coordinating the daily operations of the Emergency Department with a focus on maintaining a high level of patient care. This will involve allocating work areas based on skill mix, managing breaks and cover and ensuring efficient patient flow through the Department.
- Maintain accurate records of regular team meetings; facilitating a forum for open communication and support
- Develop and effective team roster reflecting skill mix and acuity of area, when delegated by Senior Nurse. Effective use of eRostering systems, influencing and assessing utilisation of Bank resources as required

### **COMMUNICATION**

The communication requirements of this role include:

- Communicates effectively and compassionately with patients and service users
- Maintains regular communication with both internal and external agencies
- Maintains accurate and up to date nursing and medical records in line with NMC standards
- Communicates confidential and sensitive information to patients and their families where consent has been agreed
- Responsible for effective communication with members of own team through regular meetings and timely delivery of development and changes
- Participates in multidisciplinary team meetings

### **MANAGERIAL / LEADERSHIP**

The managerial duties and responsibilities of this role include:

- Deputise as required for the Senior Nurse, taking responsibility for the effective and efficient day to day operational management of the Emergency Department

- Effective, efficient and economical use of resources within the area to maintain adequate levels of stock and equipment
- Facilitate the development of timely Personal Development Plans (PDPs) for all direct reports; highlighting gaps in assurance to the Senior Nurse
- Provide assurance of Mandatory Training compliance for direct reports
- Appropriate management of sickness and absence in accordance OHR policies and procedures for direct reports
- Actively support a culture that values, develops and achieves maximum potential and performance of each individual team member; promoting practice development, lifelong learning and effective team working
- Participate in departmental, Care Group and organisational meetings and working groups as delegated by the Senior Nurse
- Practice in accordance with the local Co-ordinator roles and responsibilities when allocated to the co-ordinator role
- Contribute towards changes in practice and local policy in both a clinical and leadership capacity

### **CLINICAL GOVERNANCE**

The responsibilities in relation to clinical governance in this role include:

- Identify via PDP own educational and training needs, ensuring personal meet the needs of the Emergency Department
- Contribute towards the development and subsequent implementation of a local Quality Assurance Strategy
- Support staff development to embed quality assurance into daily clinical activity
- Participate in clinical audit as required
- Undertake the assessment and management of clinical risk in accordance with Manx Care policy and guidance
- Assist with the investigation of complaints and Serious Incidents, ensuring investigations are complete as required and any learning is shared and embedded in clinical practice

### **DECISIONS & JUDGEMENTS**

- Perform as clinical expert in emergency situations; initiating first responses and escalating accordingly
- Exercise clinical judgement in response to the deterioration of a patient's condition ensuring appropriate action is taken
- Use own judgement to ensure all members of the Multidisciplinary Team act at all times in such a manner as to promote and safeguard the best interests and wellbeing of all patients
- Exercise own judgement in risk management, providing a safe environment for patients, staff and visitors to the Emergency Department

### **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)** .....

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

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

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

**Date:** .....

**Date:** .....



**JOB DESCRIPTION  
APPENDIX 1**

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

**Physical Effort**

- Physical effort is an essential component of this role, and you will be required to walk and stand for long periods of time, as well as perform frequent moderate physical exertion, which may involve dealing with blood/body fluids and working around trolleys.
- Additionally, you will need to be able to frequently move patients using specialised equipment, such as hoists, pat slides, and slide sheets, and perform repetitive movements like bending, stretching, typing, and keyboard skills. Tasks such as dressing, catheterization, and patient immobilization may require kneeling, crouching, bending, and stretching.
- You will also need to push trolleys and chairs and occasionally retrieve medical notes from around the hospital, deliver specimens to the Pathology Department, and collect emergency blood from the Blood Bank.
- In this role, you may be required to assist with the containment of aggressive or violent patients, work quickly when dealing with critically or seriously ill patients, and wear heavy lead aprons while obtaining X-rays or undergoing radiological examinations.

**Mental Effort**

- This role requires a significant level of mental effort, as you will experience frequent interruptions during each shift and constantly make decisions regarding patient care, transfers, and transportation.
- You will also be responsible for making decisions regarding staff and patient safety, particularly when dealing with violent patients and involving the police.
- Additionally, you will frequently encounter stressful situations, including dealing with complaints, and be required to respond to changing staff needs. Your role will also involve report writing, risk management, and teaching clinical and manual skills, as well as checking documents.
- Throughout your shift, you will need to maintain a high level of concentration and dexterity while assessing and treating patients and carrying out procedures such as cannulation.
- This role also requires assessing and diagnosing patients' conditions, responding to frequently changing patient conditions, calculating drug dosages, ensuring correct protocols and policies are followed, and ensuring documentation meets the required standards. In this role, you may need to regularly defuse violent and aggressive situations.

**Emotional Effort**

- This role requires a high level of emotional effort as the successful candidate will be responsible for delivering unwelcome news to staff, patients and visitors, making decisions that may not be popular but are necessary for the department, and caring for patients with devastating injuries, including sudden traumatic death.
- They will also be expected to provide care for mentally and physically demanding patients, and provide support to distraught families and significant others who may be experiencing anger due to their loss. In addition, the candidate will be responsible for caring for relatives, friends and significant others who have experienced the sudden unexpected death of an adult or child, and will be required to initiate SUDI(C) policy.
- The successful candidate will regularly be exposed to volatile situations dealing with diverse family dynamics at times of high stress, and will be exposed to the pain and stress of others on a daily basis, providing support to colleagues and others as required.
- They will frequently respond to emergency situations such as cardiac arrest, sudden collapse, etc.
- Additionally, the candidate will be responsible for providing information and guidance for patients and relatives in sensitive and difficult situations such as child abuse, rape, assault, drug and alcohol misuse.
- They will also be frequently exposed to potential aggressive or violent situations.

**Working Conditions**

- The working conditions in this role can be challenging and require a high level of resilience. Healthcare professionals are exposed to numerous unpleasant sights, sounds and smells that can be difficult to manage. They frequently deal with body fluids such as faeces, vomit, urine and blood, which can be distressing. Additionally, healthcare professionals are at risk of needlestick injury and exposure to sharps, which can have serious consequences. The use of computer systems and visual display units is also a



regular part of the job. The healthcare professional must also manage aggressive, drunk or drugged patients, who may exhibit challenging behaviours such as spitting, swearing, and threatening self-harm. They may also receive abusive phone calls from the public. There is also occasional exposure to ionising radiation when assisting with patients in the Radiology Department, Accident and Emergency Major Treatment Room. Shift work is also a requirement, including late/early shifts and night duty, which can have a significant impact on the healthcare professional's personal life.

**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)** .....

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

**Date:** .....



**MANX CARE**

**TEAM LEADER FOR EMERGENCY DEPARTMENT 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>	1 <sup>st</sup> Level Registered Nurse on Part 1 of NMC Register  First level degree in a relevant field of practice.	Experienced Practice Supervisor or Practiced Assessor Leadership/Management qualification Post registration qualification in Emergency Care or relevant speciality	CV Portfolio	
<b>KNOWLEDGE &amp; EXPERIENCE</b>	Significant post registration experience Ability to interpret research / evidence based findings in relation to clinical practice Awareness of legal and ethical issues IT skills Experience in management of all operational responsibilities Ability to facilitate, develop and support all individual staff Understanding of Risk Management	Awareness of resource planning and management Understanding and management of staff sickness and absence	CV Portfolio  Interview	
<b>SKILLS &amp; ABILITIES</b>	Sound organisation / time management skills Ability to work as part of a team and on own initiative Good communication and interpersonal skills Awareness of PDP and appraisal Ability to manage conflict constructively	Understanding of business planning process, financial regulations and Clinical Governance plans	CV  Interview	
<b>PERSONAL ATTRIBUTES</b>	Good communication skills Adaptable to changing circumstances / health needs and the change process Motivated and enthusiastic		CV  Interview	
<b>OTHER RELEVANT REQUIREMENTS</b>	Awareness of current professional nursing issues Flexible, willing to do internal rotation and variable shift patterns Up to date portfolio Satisfactory Police Check	Isle of Man Worker.	Application Portfolio Interview Pre-employment Checks	