

NHS HEADLEY COURT HOSPITAL

JOB DESCRIPTIONS

Band 3 Healthcare Assistant

Band 5 Staff Nurse

Band 6 Nurse

Band 7 Ward Manager

Band 7 Nurse

**Band 8a Band 8a Clinical Matron or Advanced
Nurse Practitioner or Advanced Clinical
Practitioner**

Band 3 Healthcare Assistant

Candidate Brief

April 2020

Job Title	Health Care Assistant
Area and place of Specialty	Community Nursing NHS Headley Court Hospital, Surrey
Grade	Band 3
Hours of Work	37.5 per week
Reports to	Senior Team Sister/Charge Nurse
Accountable to	Clinical Matron or Advanced Nurse Practitioner or Advanced Clinical Practitioner

Overview of the Post

The Health Care Assistant role will function as part of the multidisciplinary team within a community setting to provide a seamless service to patients with proximal supervision from a registered nurse. The post holder will continue to develop and undertake a range of delegated tasks and will report to a registered nurse. The Health Care Assistant will provide general/specific care as specified below for a client group and will be proficient and competent to work across professional disciplines.

It is anticipated that this role will continue to develop through the acquisition of further skills, knowledge and competencies to be determined within the clinical teams with focus on clients' need.

Key Tasks and Responsibilities

- Deliver clinical and therapeutic care to patients as per care plan.
- Perform patient assessment (under supervision and after appropriate delegation from the registered practitioner) plan and delivery high standards of care.
- Recognise the need for referral to alternative professionals and follow this through appropriately.
- Provide concise handovers to other members of the MDT.

- Perform the role of link worker, for example, tissue viability or infection control and feedback to members of the team any updated information.
- Provide and promote health education specific to the clinical area and in line with national and local policies.
- Assist and support patients/clients in the activities of daily living.
- Assist patients in maintaining their personal hygiene, grooming and dressing needs with specific concern for their religious, cultural and personal preference ensuring dignity and privacy at all times.
- To be aware of physical, psychological, social, cultural and spiritual needs of the dying patient.
- Use risk assessment tools appropriately to identify and reduce risks to patients and staff to ensure safe practice i.e. moving and handling.
- Undertake and perform clinical skills and observations against identified competencies to enhance the delivery of patient care e.g. vital signs, urine testing, blood glucose monitoring, venepuncture, oral pharyngeal suctioning, removing clips, sutures and 12 lead ECG recording, PEG and tube feeds, medication and deliver personal care.
- Report adverse signs to Registered Nurse/Therapist.
- Ensure clinical area is prepared and a suitable environment to carry out clinical procedures in the community setting.
- Use IT systems and participate in data collection.
- Provide evidence based care.
- Maintain excellent communication with patients, relatives and members of the MDT regarding all aspects of care demonstrating a variety of communication skills in accordance with the client group.
- Maintain clear, concise and legible documentation adhering to standards in accordance with Nursing and Midwifery Council and Trust policies.
- Act at all times in a professional manner, which illustrates respect for privacy, dignity and confidentiality.

- Maintain responsibility for the identification of own continuing educational needs and development. Take part in annual appraisal and performance development plan.
- Support the Team Leaders and staff in the implementation of change.
- With guidance from the Senior Team Sister/Charge Nurse participate in appropriate action relating to complaints, accidents and serious untoward incidents involving patients, staff and visitors.
- Act as a role model by upholding and implementing good practice in the workplace, always ensuring the highest standards of evidence based care.
- Acts as an advocate both for patients and staff.

Clerical Duties

- To share responsibility with all team members for the day-to-day smooth running of the service making specific contributions as requested.
- To answer the telephone, taking messages email as required and answering queries in a polite and courteous manner.
- To ensure that messages are transmitted within an appropriate timeframe and using methods consistent with their urgency.
- To maintain clear, comprehensive and accurate clinical records and in patient notes and to manage all documentation processes e.g. reporting on clinical incidents/near misses.
- To participate in clinical supervision, in-service training and individual performance development process during routine work time.

Job Dimensions

- To post holder may be required to work at any of the Trust's sites in line with service needs. It is the responsibility of all staff to highlight any health and safety issues.
- To undertake any such other duties as may be required from time to time that are consistent with the responsibilities of the grade.
- To comply with the Trust's and department's policies, guidelines and procedures.

- To attend all mandatory training as required in line with Trust employment and professional need.

Communication and Working Relationships

- To actively participate in team meetings, adding value to the department's business planning, service developments and clinical governance initiatives.
- To participate in performance and development programmes and to be committed to learning.
- To promote equality of individuals of acknowledging and valuing the person's beliefs, ethnicity and identity.

Health Care Assistant

Person Specification

SKILLS	ESSENTIAL	DESIRABLE	ASSESSMENT
Education/ Qualifications	Written, verbal and numeric skills to GCSE or similar level NVQ Level 3 health related study or equivalent experience	Cavendish Care Certificate Experience of clerical work	Application Form, Interview
Experience	Experience of working in a caring role undertaking a full range of clinical competencies to NVQ Level 3. Demonstrable understanding of the roles of members of the multi-disciplinary team	Worked as a therapy or healthcare assistant. Experience of working in more than one specialty within a health care environment.	Application Form, Interview, References
Skills/Abilities/	Understanding the delivery of		Application Form, Interview,

SKILLS	ESSENTIAL	DESIRABLE	ASSESSMENT
Knowledge	<p>individual patient care.</p> <p>Understanding of local current issues in relation to primary care.</p> <p>Ability to perform core clinical competencies.</p> <p>An awareness of health and safety issues</p> <p>Ability to deal with pressurised or unexpected situations</p> <p>Demonstrate initiative following minimal direction by Senior Team Nurse/Charge Nurse</p> <p>Demonstrate organisational and time management skills</p> <p>Demonstrate ability and willingness to learn new skills</p> <p>Good written, spoken and non-verbal communication skills</p> <p>Physically fit to meet full demands of the post subject to occupational health clearance</p>		References
Personal Qualities	<p>Confident to work with other professionals</p> <p>Able to effectively work under supervision as part of a team</p> <p>Able to perform practical tasks effectively</p> <p>Flexible</p> <p>Empathetic to needs of a range of clients</p>		Application Form, Interview, References

SKILLS	ESSENTIAL	DESIRABLE	ASSESSMENT
Other Requirements	<p>Willingness to ask for and take advice</p> <p>Ability to make decisions, using available evidence where necessary</p> <p>Commitment to high standard of care</p> <p>Commitment to personal and professional development</p>	Car driver/owner and insured for business use	Application Form, Interview, References

Band 5 Staff Nurse

Candidate Brief

April 2020

Job Title	Community Staff Nurse
Area of Specialty	Adult Nursing Services
Grade	Band 5
Hours of Work	37.5 per week, rota across 7 days including bank holidays and weekends (day and night shifts)
Site	NHS Headley Court Hospital, Surrey
Reports to	Ward Manager
Accountable to	Clinical Matron or Advanced Nurse Practitioner or Advanced Clinical Practitioner

Overview of Post

The post holder will work as part of a multi-professional team managing a GP-aligned caseload of patients in the community hospital, ensuring the needs of the patients are identified and met. Promoting the independence of patients, assisting them to maintain/or improve their own physical, psychological and social wellbeing.

To ensure that the service we deliver is adaptable and resilient, commercially focused and creates innovative solutions to enhance the patient experience.

Job Purpose

- To work as part of a integrated team that is responsive to the needs of patients requiring ongoing rehabilitation or end of life care within a define caseload.
- To minimise hospital lengths of stay and support vulnerable clients at home by undertaking comprehensive holistic assessment and care plans in order to facilitate and coordinate packages of care in partnership with GPs, patients, health and social care colleagues.
- Work closely with aligned GP surgery, Clinical Commissioning Group and all relevant primary and secondary care and social care professionals, voluntary agencies and London Ambulance Service.

KEY RESULT AREAS/PRINCIPAL RESPONSIBILITIES

- Act as an autonomous practitioner, working with the support of Senior Team Members.
- Provide high quality, comprehensive holistic assessment (including physical assessment) and treatments for patients and their families referred to the service utilising a Single Assessment Process to achieve person centred care. Provide assessments of risk and complex situations as required, utilising knowledge and skills to interpret and make accurate analysis of patients' and carers' needs.
- To work closely and communicate effectively with all members of the multidisciplinary team, participating in multidisciplinary working with internal and external agencies and partners.
- Manage the assessment, risk assessment, supply, review and safety of equipment used to support nursing care in the homes of patients.
- Assist in the professional development of junior team members with the support of the Nursing Team Sister.
- Maintain clear, concise and up-to-date records of care. Undertake data collection as required by the Clinical Commissioning Groups.
- Provide patients and carers with details of health care information and how they may access services. Act as a patient advocate, if required.
- Be proactive in offering health promotion and participate in health promotion activities, including health needs assessment for the caseload and local population.
- To participate in clinical supervision, appraisal and in-service training as identified on own personal development plan.
- To respond to complaints as delegated by the locality Sister.
- Supervise pre-registration students allocated to the team, providing mentorship and leadership as and when required.
- To contribute to the development of new nursing knowledge and support the implementation of evidence based practice using audit and other tools including user and stakeholder feedback.
- To keep a personal professional profile of study in line with NMC requirements.
- To identify own training needs to maintain and develop clinical skills and practice in line with NMC Fitness to Practice.

Supplementary Information

Equal Opportunities: The Trust affords its employees equal opportunities in employment, training and development irrespective of sex, sexual orientation, gender reassignment, disability, marital/parental status, race, colour, nationality, ethnic origin, religion, hours of work, political beliefs, TU membership or age. The Trust has an Equal Opportunities Policy and all employees are expected to be aware of, and adhere to the provisions of this policy and to carry out their duties and responsibilities in accordance with this policy.

Confidentiality and Disclosure of Information: In the course of your normal employment you may come into possession of confidential information relating to patients, staff and the Trust's business and commercial information.

All employees have a responsibility to ensure the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of medical, commercial or personal information, systems passwords or other confidential information to any unauthorised person or persons will be considered at gross misconduct and may lead to disciplinary action, which may include dismissal.

Health and Safety: The Trust operates a Health and Safety Policy applicable to all employees. Employees must make themselves familiar with this policy and the responsibility placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain safe environments for employees, patients and visitors.

Infection Control: The Trust is committed to the prevention and control of infection and operates an Infection Control Policy. It is the responsibility of all employees to be aware of the Infection Control Policy and procedures and the importance of protecting themselves, patients and visitors.

Safeguarding Vulnerable Children and Adults: The Trust and, therefore, every member of staff employed by the Trust has a statutory responsibility to safeguard vulnerable people i.e. children, young people and adults, to identify and report concerns or abuse. The roles and responsibilities of individual staff are documented within the Trust's Child Protection and Safeguarding Vulnerable Adult's Policies. Staff must be aware of their responsibilities with regard to attending in-house mandatory child/adult protection training and multi-agency training as appropriate to their role.

Risk Management: Risk is everybody's business! All staff have an individual as well as a corporate responsibility for risk. The outcome of effective risk management is the provision of safe patient care during their episode of illness or treatment and also the provision of a safe Trust environment for patients, staff and the public. The Trust aims to have a 'Just and Fair' culture where there is low blame and wants to encourage staff to report incidents and identify risks. If the latter is carried out then lessons can be learnt and changes in practice will be implemented in order to improve the quality of patient care. You personally need to be adequately trained in risk management processes and the Trust provides a variety of risk related study days and courses. A list of these can be found in the Trust Training Brochure and it will be important that you take note of the mandatory courses which you must attend.

Working Time Regulations: The Working Time Regulations 1998 state that employees should not work more than an average of 48 hours per week based on a 26 week period. Employees who wish to exceed this number of hours must obtain management authorisation and will be required to sign an opt-out agreement which will be placed on file.

Improving Working Lives: In line with the NHS Plan, Epsom and St. Helier University Hospitals NHS Trust is making changes to improve the working lives of all staff. By helping staff to achieve good work life balance, we can develop higher standards of health care and patient choice. In order to support staff, the Trust offers a range of benefits including onsite day nurseries, school holiday clubs, complementary therapies, a cyber café for internet access, a wide range of staff discounts, various recognition schemes and annual events. There is a National Audit Instrument for Improving Working Lives, which involves the Trust being assessed against a set of national standards to ensure that it is making real and tangible improvements to the working lives of our staff.

Smoking: The Trust operates a strict no-smoking policy and employees are therefore not permitted to smoke onsite, except in designated areas.

Alcohol and Drugs: The consumption of alcohol and drugs is strictly prohibited whilst on duty. The Trust operates a Substance Abuse Policy which employees should make themselves familiar with.

Security: All employees are required to wear name badges whilst on Trust premises and are responsible for ensuring they understand their security responsibilities whilst on Trust property. Any security incidents should immediately be reported to the security office.

Code of Conduct for Relevant Professional Body: All staff must comply with the Code of Conduct for their relevant professional body (e.g. NMC, HPC, and GMC). Failure to comply with these codes may bring your fitness to practice into question and endanger your registration.

Dress Code: All staff are expected to abide by the Trust's staff dress code.

Further information and copies of the Trust's Policies and Procedures can be found on the Trust's intranet, via departmental managers or within the Human Resources Department.

Community Staff Nurse – Band 5

Person Specification

	Essential	Desirable	Method of Assessment
Education/Qualifications	Qualified RGN with current registration with NMC	Mentorship course or willing to work towards	Application Form, Interview

Experience	<p>Multidisciplinary team work</p> <p>Experience in managing the needs of complex patients</p> <p>Experience of conflict management</p> <p>Care Planning</p>	<p>Experience in working in a community setting</p> <p>Experience of mentoring students</p>	Application Form, Interview
Skills/Abilities/Knowledge	<p>Holistic Assessment skills</p> <p>Effective clinical skills</p> <p>Clinical reasoning skills</p> <p>Ability to promote self care of patients</p> <p>Excellent communication skills</p> <p>Ability to work unsupervised or with minimal supervision</p> <p>Willingness to develop existing skills and learn new skills</p> <p>Ability to demonstrate and use initiative</p> <p>Ability to work under pressure, balance multiple priorities and meet deadlines</p> <p>Appropriate care planning skills</p> <p>IT skills including keyboard and internet skills</p> <p>Able to use email, carryout research and access e-patient records, access policies and procedures</p>	Extended Nursing Skills or working towards	Application Form, Interview, References.

	<p>Able to demonstrate evidence based clinical practice</p> <p>Insight into current issues relating to delivery of community/primary care</p> <p>Understanding of the Care Quality Commission and policies</p> <p>Understand current trends in nursing and health</p> <p>Demonstrate an understanding of quality and risk</p>		
Personal qualities	<p>Commitment to working as part of a team</p> <p>Flexible and Enthusiastic</p> <p>Recognise individual rights in line with legislation, policy and procedures</p>		Application Form, Interview, References
Other requirements	<p>Willingness to ask for and take advice</p> <p>Ability to make decisions, using available evidence where necessary</p> <p>Commitment to team work</p> <p>Commitment to high standard of care</p> <p>Commitment to personal and professional development</p>	Car owner/driver insured for business use	Application Form, Interview, References

Band 6 Nurse

Candidate Brief

April 2020

Job Title:	Staff Nurse
Grade:	Band 6
Hours:	37.5 hours on a rota basis, across 7 days including weekends and bank holidays, day and night shifts
Department:	NHS Headley Court Hospital, Surrey
Reports To:	Sister/Charge Nurse
Professionally Accountable to:	Clinical Matron or Advanced Nurse Practitioner or Advanced Clinical Practitioner

Job Summary

To have responsibility for the following aspects of care and management:

- Develop and update protocols and related practice in line with current research
- Care delivered to patients and monitoring of standards of care
- Selection, deployment, training and development of staff and students
- Assesses and develops and implements specialised nursing packages of care and works collaboration with the multi-disciplinary team to maintain standard
- To create and support an environment of lifelong learning and continuous professional development
- Refers and orders specialised tests in line with agreed protocols and clinical governance guidelines.
- To assist in the development of evidence based practice in the community rehabilitation service
- Educational strategies that ensures patient care needs are met.
- Provides highly specialised nursing advice to ensure appropriate treatment and care delivered to the patient at all times in line with Epsom and St Helier and NHS Headley Co Hospital Standards.
- Is accountable for the provision, organisation and direction of the nursing care for the patient his/her care.

Duties of the post

- Clinical Practice
- Professional leadership and management
- Education, research, training and development
- Evaluation of care and research
- Human Resources

Main Responsibilities and Duties

Clinical Responsibilities

1. Create an environment that builds Respect in everything done and everything asked of the team.
2. Is responsible for the setting of standards for nursing practice and for care involving the multi-disciplinary team. Monitors the quality of care delivered using clinical standards and takes necessary action to ensure excellence in nursing practice. Bases standards upon relevant research where possible.
3. Ensures that care is patient-focused and that patient dignity and privacy are maintained at all times
4. Practices in accordance with the NMC Code of Professional Conduct and other appropriate NMC guidelines.
5. Ensures due regard is given to the customs, values and spiritual beliefs of patients and colleagues and that equal opportunities are practised.
6. To provide psychological and emotional support to patients undergoing functional rehabilitation or palliative care.
7. Takes an active role in maintaining effective communication with all disciplines, patients and relatives.
8. Represents patients at multi-disciplinary meetings ensuring that their needs are assertively presented.
9. Participates in the safe storage and administration of medicines in accordance with Trust Policy.
10. Ensures that all clinical and legal nursing documents are completed accurately and legibly and that their relevance is understood and confidentiality maintained in accordance with Trust policy and NMC guidelines.

11. Takes responsibility for the ward/department for rostered shifts including the redeployment and supervision of staff..
12. Responsible for the management and coordination of nursing within the community rehabilitation hospital in the absence of Band 7.
13. Assists with the maintenance of necessary equipment and supplies in order to carry out nursing care with efficiency and safety.
14. Has knowledge of the structure of referral mechanisms for multi-disciplinary teams such as social workers, palliative care teams, occupational therapists, physiotherapists and dieticians.
15. Is an effective and consistent leader and ensures that communication is effective between patients, relatives and members of the multi-disciplinary team. Communicates with staff in other areas of the renal unit to ensure that, when necessary, patient care is transferred safely from one part of the unit to another. Cascades information to relevant groups of staff.
16. Ensures that Trust and Unit policies and procedures are understood and practiced by staff. Acts according to the Health and Safety Act, other relevant legislation and safe lifting and handling practice, ensuring that all training of staff is documented.
17. Adopts a philosophy of care for the department and organises the nursing team to provide continuity of care, which includes the Named Nurse concept. Aims to meet the needs of patients by providing training and follow-up in the community where possible. Represents patients at multi-disciplinary meetings ensuring that their needs are addressed e.g. ward rounds
18. Understands the role of Clinical Governance in the management of patients and the training and education of staff. Assesses the risks involved in the care of patients and develops integrated pathways and protocols to minimise those risks. Reports incidents and near misses promptly and appropriately and takes effective action to minimise the risk in the future.
19. Provides a source of current highly specialist nursing information and teaches nurses and other disciplines. Promotes nurse practitioner role and facilitates its development. Participates in a patient orientated quality programme including playing an active role in the annual audit and resulting action plans to improve quality of care.
20. Ensures that the results of evaluation are used to sustain or improve quality of care programmes.

21. Assists with the coordination and manages complex case meetings with primary care representatives, social services and members of the inter disciplinary team.
22. Participates in specialist studies and reviews that are undertaken Trust-wide and reflects a corporate approach in the implementation of practice.
23. Works in collaboration with other ward/department managers. Provides support to Managers and acts as deputy when required.
24. Has the ability to manage clinical area effectively to minimise and identify unnecessary risks.

Clerical Duties

1. Assists in the accurate collection of data relating to patient activity that may be requested for audit purposes.
2. Protects patient's confidentiality and acts according to the Data Protection Act.

Human Resources

1. Selects and recruits staffing in accordance with Values-based recruitment. Is responsible for the orientation, preceptorship and training of new staff, including junior clinicians and administrative and clerical workers. Is responsible for the continuing training of existing staff in both clinical skills and statutory training e.g. fire and resuscitation.
2. Assists retention of staff by promoting professional and personal growth of staff using Individual Performance Review and Clinical Supervision. Organises rotation of staff for professional development and other relevant training.
3. To support, advise and empower the renal workforce in pursuing professional development. To provide feedback and educational counselling to staff in relation to their progress

4.

Education Training and Personal Development

1. To be a source of highly specialist clinical and educational knowledge, teaching sessions in-house, at Diploma level.
2. Participates in research, which will improve nursing care, contribute to nursing knowledge in the unit and to the profession as a whole. Works in collaboration with

industry and other specialist nurses. Co-operates with relevant studies run by other professional groups.

3. Develops learning resources.
4. Develops the learning environment for Higher Award practitioners and NVQ and other students. Works with tutors to see that ward staff are trained as mentors and assessors and sees that objective setting and assessment of students and trainees is prompt and constructive.
5. Provides education and training for patients, their carers and other personnel, where necessary, to enable them to understand their condition and to care for themselves safely at home. Provides written information to support this. Ensures that discharge planning is efficient and effective and that all relevant parties have the opportunity to participate in the process and are kept informed.
6. Is responsible for own professional development. Agrees own personal, professional and service objectives according to Individual Performance Review with the Matron and the Head of Nursing. Ensuring up to date evidence based skills, knowledge and competence for the role requirement.
7. Undertaking of appropriate leadership and progression training.
8. Works to ensure staff are capable and have the necessary skills to work with a complex acute and chronic patient group who have health care needs that are unpredictable in nature. Has the ability to manage clinical area effectively to minimise and identify unnecessary risks.
9. Continually monitor standards of clinical care and lead and facilitate improvements of care, benchmarking, audit and research

Financial Responsibility/Service Delivery

10. Awareness of business planning procedure within the division. Is able to work with Lead Nurse in the negotiation and planning of additional staff resources where necessary.
11. Is aware of the operational policies for maintaining and ordering supplies necessary to the function of the ward.

Person Specification

Grade: Band 6

Department: NHS Headley Court Hospital, Surrey

	Essential	Desirable	Method of Assessment
Qualifications and Training	Registered General Nurse, Degree Level or relevant experience ENB 136 and 998 or equivalent Mentorship qualification Evidence of continuing education & clinical & professional development Understanding of current NHS strategies including Clinical Governance	Mentorship course or equivalent Competence in additional technical skills (e.g. venepuncture, cannulation, haemodialysis) Diploma or degree education Understand ICM/IPM/CV5	Application/ Interview
Experience	Previous nursing experience Proven experience with change management Evidence-based practice	Previous experience in Community Nursing	Application/ Interview
Knowledge and Skills	Excellent interpersonal Excellent written & verbal communication skills Knowledge of Audit and standard setting Knowledge of recruitment, selection and disciplinary procedures. Leadership / management Skills	Counselling skills Computer skills Presentation and teaching skills	Application/ Interview
Personal Attributes	Self aware Assertive, approachable, conscientious, Professional, kind and loyal , reliable Supportive to colleagues		Application/ Interview

Band 7 Nurse

Candidate Brief

April 2020

Job Title:	Enhanced Nurse Practitioner
Grade:	Band 7
Hours of Work:	37.5 per week
Working Pattern:	Seven days a week (shift pattern including days and nights, weekends and bank holidays)
Reports to:	Ward Manager
Accountable to:	Clinical Matron or Advanced Nurse Practitioner or Advanced Clinical Practitioner

Qualifications

Registered General Nurse

Relevant Community Experience and Advanced Assessment Skills

ENB 998 or equivalent

Job Summary

The post holder is an experienced nurse who, acting within their professional boundaries, will provide care for the presenting patient from initial history taking, clinical assessment, diagnosis, treatment and evaluation of care. They will have the ability to work autonomously and will demonstrate safe, clinical decision-making and expert care including assessment and diagnostic and treatment skills, which may include prescribing, for patients within NHS Headley Court Hospital, Surrey. The post holder will demonstrate critical thinking in the clinical decision-making process. They will work collaboratively with the managers and the whole team to meet the needs of patients, supporting the delivery of policy and procedures, providing nursing leadership. In order to work at this level, NMC requirements for advanced practice must be met.

The post holder will participate in flexible working patterns covering days and nights across the 7 day service.

Main Duties & Responsibilities

Clinical Practice

- To deliver expert, specialist service for older people with complex health and social needs who may benefit from, or who are under the care of, NHS Headley Court Hospital, Surrey.
- To co-ordinate a seamless service through the development of enhanced interdisciplinary team processes and communication To empower patients and

carers to make informed decisions regarding their goals and outcomes and the care they will receive to support them to meet these.

- To support the development and evaluation of clinical protocols and systems of inter-agency documentation to enhance both continuity and the standards of care.
- To understand and apply the Mental Capacity Act in regard of mental capacity in decision making and appropriate application of Deprivation of Liberty requirements and working with other agencies within the Safeguarding framework.
- To attend meetings as required including deputising for the Lead Nurse and Clinical Manager as requested.
- To develop close links with the wider community to enhance care for individual patients.
- The post holder will be supported to undertake new skills traditionally performed by other professionals e.g. physiotherapy, occupational therapy; according to clinical need and within agreed competence framework. These additional skills may include for example: mobility assessment and provision of walking aids, cognitive and frailty screening and assessments.

Advanced Clinical Skills

- To manage a complex caseload requiring specialist skills and interventions. To ensure the co-ordination of appropriate input from relevant individuals and services taking account of the degree of acuity, illness and disability experienced, the expressed wishes of the patient and carer and the existence of clinical, social and psychological factors.

- To promote and implement research / evidence based practice and audit clinical outcomes to inform and lead clinical practice and set clinical standards.
- To ensure that accurate and complete records of care are kept and that own practice and practice of other team members is compliant with agreed policies, procedures, guidance and legislation in order to deliver effective patient care.
- To assess, diagnose, plan, implement and evaluate treatment / interventions and care for patients presenting with an undifferentiated diagnosis.
- To clinically examine and assess patient needs from a physiological and psychological perspective and plan clinical care accordingly.
- To prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including the initiation of effective emergency care
- To support patients to adopt health promotion strategies that apply principles of self-care.
- To ensure that accurate and complete records of care are kept and that own practice and practice of other team members is compliant with agreed policies, procedures, guidance and legislation in order to deliver effective patient care.

Professional Leadership and Management

- To play an integral role in the operational and strategic development of NHS Headley Court Hospital and Epsom and St Helier University Hospital.
- To contribute to and facilitate achievement of the agreed outcomes for NHS Headley Court Hospital including reducing the need for acute hospital admission and reducing the length of time people need to spend in an in-patient setting.
- To establish and maintain excellent, collaborative working relationships within the team, enhancing the development of shared competencies and appropriate 'trusted assessor' ways of working.
- To establish and maintain excellent, collaborative working relationships across Surrey building trust and supporting genuine partnership.
- To be a role model for the values and behaviours that underpin NHS Headley Court Hospital and to promote person-centred, coordinated care.
- To provide line management support to identified team members, including all aspects of HR policy.
- To maintain contemporaneous records, submitting information, reports and activity data as required and in line with the NMC Code of Professional Conduct.

Management and Leadership

- To ensure that the NHS Headley Court Hospital team works flexibly across setting and that staffing resources are used flexibly to meet priority needs within the team.
- To establish and implement effective communication systems.
- To ensure that appropriate clinical and organisational governance structures are in place and adhered to, including professional and organisational policies.
- To ensure that appropriate risk assessments are undertaken, guide staff in assessing risk and ensure timely reporting and addressing of clinical and non-clinical risks and incidents.
- To ensure effective and productive working relationships are established within NHS Headley Court Hospital and with key stakeholders.
- To demonstrate and encourage an assets based approach and encouraging co-design and co-production
 - Clinical incidents
 - Manage all aspects of staff employment including appraisals, disciplinary issues
 - Hold responsibility for devolved pay and non-pay budgets
 - Prioritise resource allocation
 - Ensure robust record keeping systems are in place both for the delivery of care and for evaluation and reporting

Education, Training and Development

- To act as a clinical expert and advise on educational opportunities that will facilitate the development of co-ordinated care and support and enhance specialist knowledge and skills.
- To enhance the development of clinical practice.
- To take responsibility for maintaining and enhancing own skills, competencies and knowledge.

Evaluation of Care and Research

- To support the aspiration of NHS Headley Court Hospital to be based upon continuous learning.
- To work with the multidisciplinary team and key stakeholders to evaluate the effectiveness of new ways of working and to make changes and enhance services as identified.
- To communicate outcomes and audit findings and take appropriate action in response to findings.

Human Resources

- To provide appropriate line management support.
- To develop IT skills across the whole system including primary care and acute IT systems.
- To ensure compliance with the Trust's Equality and Diversity Policy.
- To have an awareness of and work within data protection policies.

The post holder will undertake any other duties which may be reasonably regarded as within the nature of the duties, responsibilities and grade of the post as defined, subject to the provision that appropriate training is given and that wherever possible significant changes of a permanent nature shall be mutually agreed and incorporated into the job.

This job description does not purport to cover all aspects of the job holder's duties but is intended to be indicative of the main areas of responsibility.

This job description will be regularly reviewed with the post holder and may be varied in the light of service developments and any changes will be discussed and agreed with the employee before the implementation date.

Further information and copies of the Trust's Policies and Procedures can be found on the Trust's intranet, via departmental managers or within the Human Resources Department.

Person Specification

As the attached job description outlines the main duties and responsibilities of this post, so the person specification lists the requirements necessary to perform the job.

SKILLS	ESSENTIAL	DESIRABLE	ASSESSMENT
Qualifications	RN (adult) with NMC Registration Degree in Nursing. Advanced Clinical Practice Skills. ENB 998 or equivalent. Post graduate qualification or equivalent.	Other relevant Post Graduate Study. Willingness to develop own practice.	Application Form/CV.
Experience	Recent adult nursing experience including the ability to undertake extended practice and advanced physical assessment. Record of successful change management and evidence of achieving goals through the actions of others. Demonstrate expert clinical and nursing knowledge Evidence of a sound understanding in		Application Form/CV and Interview.

	operational management, quality assurance, service improvement methodologies, change and project management		
Knowledge	<p>Knowledge of current clinical and professional issues.</p> <p>Understanding of Clinical Audit & Clinical Governance.</p> <p>Knowledge of the roles of other professionals and partner organisations in health, social care and voluntary sector.</p> <p>Commitment to improving services through an ability to sustain a clear performance focus on achieving demanding goal.</p> <p>Strong sense of personal and team accountability together with a clear understanding of the boundaries around delegated authority.</p> <p>Working within the safeguarding framework and with the mental capacity assessment.</p> <p>Performance review</p>	Knowledge and experience of Clinical Audit and Clinical Governance.	<p>Application form/CV</p> <p>Professional Portfolio and Interview.</p>

	<p>and people management.</p> <p>Communicating difficult or complex information to other care professionals, patients and carers.</p> <p>Able to demonstrate a sound understanding of multidisciplinary service delivery for adults and older people, including health, social care and the voluntary sector.</p> <p>Proven ability to be intellectually flexible and to be able to look beyond existing processes and ways of working to produce more effective service delivery.</p> <p>Good understanding of the changing health and care environment.</p> <p>A sound understanding of the NHS current legislation and national strategy.</p> <p>A strong knowledge of budgetary planning and cost improvement planning process</p>		
	Good verbal, written and interpersonal & communication	Experience of using databases.	Application form

Skills	<p>skills.</p> <p>Experience of managing situations as they arise. Ability to react to pressure and problem solve.</p>		Interview.
Management	<p>Experience of the principles of managing a team.</p>	Experience of managing a budget.	Application form/CV & Interview.
Personal	<p>Maturity/self-awareness.</p> <p>Committed to team working.</p> <p>Motivated and enthusiastic.</p> <p>Flexible.</p> <p>Driver and car owner essential and ability to travel between sites and community settings..</p> <p>Must be able to safely carry essential equipment and provide transport to others involved in the community nursing business e.g. students/colleagues.</p>		Application form Interview.

Band 7 Ward Manager

Candidate Brief

April 2020

Job Title: Ward Manager

Salary: Band 7

Reports to: Clinical Matron or Advanced Nurse Practitioner or Advanced Clinical Practitioner

Accountable to: Director of Nursing

Location: NHS Headley Court Hospital, Surrey

Job Summary

The expectations within this job description will be met through professional leadership, clinical management, hands on clinical practice, education and training, and research.

The post holder will ensure that high quality nursing care is delivered within their designated clinical area.

The post holder will assist in setting the standards of clinical practice, in conjunction with the multidisciplinary team, and will monitor patient outcomes.

The post holder will have ongoing responsibility for the operational effectiveness of their designated clinical area, being present in their clinical area, in conjunction with the Clinical Matron.

Duties of the Post

The post of a qualified nurse is characterised by six principle role functions:

- Clinical Practice
- Advanced Clinical skills
- Professional leadership and management
- Education research training and development
- Evaluation of care and research
- Human Resources

The balance between practice and management will vary according to day to day priorities, but will be negotiated overall with the Matron and Director of Nursing.

1.0 Clinical Practice

The post-holder will ensure that all areas of practice adhere to all current NMC guidance.

- 1.1 Establish standards of nursing assessment and care and ensure these are delivered at all times by regularly monitoring and evaluating patient outcomes.
- 1.2 Ensures that clinical competencies within assessment are developed and evidence of ongoing clinical competency is adhered to.
- 1.3 Ensure that nursing care is patient focused and that patient dignity and privacy are maintained at all times.
- 1.4 Ensure due regard is given to the customs, values and spiritual beliefs of patients and colleagues and that equal opportunities are practiced.
- 1.5 Support the Unit team in maintaining effective communication both written and verbal with all disciplines, patients and relatives.
- 1.6 Be responsible for the holistic assessment of individual patient care.
- 1.7 Initiate planned evidence based assessment and care, including health promotion and education.
- 1.8 Ensures that all clinical and legal nursing documents are completed accurately and legibly, and that their relevance is understood by junior staff.
- 1.9 Represents and supports patients, relatives or carers within a multidisciplinary forum, ensuring that their needs are represented and that appropriate care packages are developed.
- 1.10 Liaises and works in collaboration with nursing and other healthcare professions to support the patient pathway and flow through the assessment process.
- 1.11 Will use reflective practice as a method of ensuring that appropriate effective nursing care is delivered to each patient.
- 1.12 Ensure that prescribed medications are safely administered and to monitor, report and investigate all medication errors.
- 1.13 Ensure competency in use and safe maintenance of all medical devices within the sphere of responsibility.
- 1.14 Reports all incidents and near misses promptly and appropriately, investigates and implements remedial action to reduce the risk in the future
- 1.15 Ensures that all complaints are listened to and that issues identified are addressed, with the aim of resolving all complaints locally. The focus on prevention and local resolution of complaints must be part of the ward team philosophy.
- 1.16 Adheres to the infection control policy and promotes the policy with the assessment setting with all professional who are interacting in patient care.

- 1.17 Promote a professional image at all times and be accountable for own clinical practice.
- 1.18 Responsible for Quality Improvement strategy, planning and implementation within their clinical area in conjunction with the Clinical Matron.

2.0 Clinical Skills

- 2.1 To hold relevant post registration course.
- 2.2 Venepuncture, intravenous cannulation, administers of intravenous additives, recording and interpreting 12 lead ECG, male and female catheterization. Insertion and maintenance of naso-gastric tubes, CVP monitoring, Peg Feeding.
- 2.3 To instigate and order haematological and biochemical blood investigations, and recognise abnormal results.
- 2.4 To be able to discharge patients under nurse led protocols.
- 2.5 To be able to administer medications as a non-medical prescriber or under Patient Group directives.
- 2.6 Patient assessment, evaluation and education in pain management issues including access and liaison with the acute, chronic & palliative pain teams.
- 2.7 To act as a clinical expert in the care of their patient cohort

3.0 Professional Leadership and Management

- 3.1 Responsible for the management, supervision and support of all members of the nursing team, always acting as a professional role model.
- 3.2 Report all serious untoward clinical incidents in the appropriate manner to the Matron/Head of Nursing or General Manager (or other appropriate Trust manager). Facilitate or lead any investigation and implement remedial action in the clinical area
- 3.3 Ability to manage and support the department in a critical incident.
- 3.4 Ensure staff has clear understanding of the assessment pathway during meetings.
- 3.5 Responsible for the most effective management of the ward resources, this includes all pay and non-pay expenditure, ensuring that accountability can be demonstrated for all financial actions.
- 3.6 Demonstrates the ability to support the needs of the department by allocating resources effectively.

- 3.7 Ensure that when clinical practice or patient pathways are changed that the financial implications are monitored and reported.
- 3.8 To participate in and encourage team involvement in Clinical Governance and Risk Management initiatives.
- 3.9 Ensure all staff to have an appraisal
- 3.10 Ensure confidentiality of all patient and staff information at all times.
- 3.11 Act in a professional manner and ensure self and other staff adheres to the work wear policy at all times.
- 3.12 Deputise as appropriate for the Matron
- 3.13 To ensure the effective and efficient organisation of rotas using the E-roster system where available. Ensuring the appropriate deployment and use of all grades of staff within the postholder's span of control and be accountable for the level of temporary staffing usage and the associated expenditure.
- 3.14 To manage the adherence to the Trust policy for booking and taking annual leave/time owing/training to enable adequate levels of cover within the team at all times.
- 3.15 Be responsible for the deployment of HR policies within your sphere of responsibility including the proactive management of sickness and unauthorised absence.
- 3.16 To undertake the recruitment and selection of staff to the team, assessing the skill

4.0 Education, Research Training and Development

- 4.1 Maintain own statutory and mandatory training requirements, and monitor those of their team.
- 4.2 Provide a positive learning environment for all staff.
- 4.3 Act as a mentor and assessor for pre-registration, post registration and unqualified staff
- 4.4 Maintain own professional and personal development as agreed in appraisal.
- 4.5 Ensure that performance feedback is provided for all staff, and that professional and personal development plans are agreed for the mentor team.
- 4.6 Participate in Student Nurse Education and assessment in accordance with the university requirements.
- 4.7 Liaise with the Director of Nursing on the preparation of identified Education plans (NMET bids)
- 4.8 Use all opportunities to advocate Health Promotion.

- 4.9 Advise Participation in Clinical Supervision.
- 4.10 To ensure student learners on clinical placement are appropriately supervised and assessed and have an effective learning experience
- 4.11 Maintain personal records of continuing professional development in order to meet revalidation requirements.
- 4.12 Continually monitor standards of clinical care and lead and facilitate improvements of care, through benchmarking, audit and research.
- 4.13 Responsible for identifying ongoing training and updating needs, and for maintaining own and others up to date evidence based skills, knowledge and competence for the role requirements.

5.0 Human Resources

Be aware of and adhere to all of the relevant Trust Policies and Guidelines e.g. sickness reporting, absence management and the uniform policy.

- 5.1 Be responsible for the deployment of HR policies within your sphere of responsibility including the proactive management of sickness and unauthorised absence.
- 5.2 To undertake the recruitment and selection of staff to the team, assessing
The skill

PERSON SPECIFICATION

	Essential	Desirable
Education, Formal Training and Qualifications		
– Registered General Nurse	✓	
– Mentorship or equivalent qualification	✓	
– Nursing related Degree or Diploma	✓	
Previous Experience		
– Relevant recent experience	✓	
Knowledge		
– In depth knowledge of current practice	✓	
– Holistic patient assessment	✓	

<ul style="list-style-type: none"> – Professional issues in nursing and healthcare – Clinical supervision – Clinical governance – Research / clinical audit – Budgetary awareness – Quality Improvement 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓
Skills and Abilities		
<ul style="list-style-type: none"> – Ability to manage own workload – Able to recognise own boundaries of practice – Able to respond to emergency situations – Able to communicate efficiently and effectively with other departments and healthcare professionals – Multidisciplinary team leadership – Teaching staff and patients – Set and maintain standards/protocols of care – Development of pathways – Computer skills 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
Any Other Factors		
<ul style="list-style-type: none"> – Good attendance record – Punctual 	<ul style="list-style-type: none"> ✓ ✓ 	

Band 8a Clinical Matron or Advanced Nurse Practitioner or Advanced Clinical Practitioner

Candidate Brief

April 2020

Job Title: Clinical Matron or Advanced Nurse Practitioner or Advanced Clinical Practitioner

Band: 8a

Department: NHS Headley Court Hospital, Surrey

Reports To: Lead Allied Health Professional/Director of Nursing

Accountable To: Director of Nursing

Job Summary

The Clinical Matron (CM) will have accountability for quality, staff, finance and performance of their clinical area. This will include a particular focus on ensuring that patients receive high quality, evidenced based compassionate care, and that staff are supported and developed to deliver this and to value and respect each other in line with the Trust values.

They will have enhanced clinical skills and provide clinical expertise both within their own clinical environment and across the organisation as needed. This will involve being responsible for the development and implementation of service and quality improvement in their area. They will work in partnership with the clinical lead consultant to provide day to day professional leadership for the multi-disciplinary clinical team.

The post holder will be a senior clinical decision maker to provide safe and dignified care including strong empowered leadership at ward level; resources directed at supporting ward leaders and the development and proactive use of clinical and patient experience metrics.

Duties of the post:

Main Responsibilities and Duties

- Provide professional leadership and line management to a range of staff, holding accountability for the care delivered within the ward/unit.
- Develop exceptional working-together relationships both within and outside the organisation that promote a culture of continuous improvement in quality and safety, and assist in the implementation of the quality governance strategy.
- Create and maintain environments that support the implementation of the vision and values of the Trust and assist with embedding this into objectives, plans and business developments.
- Provide day to day advice in relation to complex patient care, liaising with other agencies as appropriate; supporting clinicians and giving advice in relation to individual patient circumstances.
- To work across organisational & professional to provide clinical care and leadership and to co-ordinate the treatment, care, management and empowerment of individual patients.
- To liaise pro-actively and work collaboratively with all health, social care and voluntary sector providers, primary and secondary care professionals, palliative care services, patients, carers and commissioners
- To act as a source of specialist clinical knowledge and expertise to GPs, nurses and allied health

Professional leadership and management

- Provide effective, visible leadership that fosters a culture of professionalism, compassion, excellence and quality improvement including the development of effective team working and maintaining clinical expertise.
- Establish and maintain processes that optimise people and team performance, supporting the recruitment and retention of high quality staff.
- Ensure that staff development opportunities for self and for the team are developed and available.
- Develop and maintain processes that ensure the effective implementation of quality governance and patient safety.
- Work with Medical Director, Chief Operating Officer, Director of Nursing and AHP leads to ensure that there is effective multi-disciplinary leadership and team working within the clinical area.
- To provide leadership, challenge the status quo and work collaboratively with professional colleagues and the Community Multi Specialty Provider Services, promoting service development through the implementation of continuous quality improvement initiatives.
- Develop a confident and transformational management style promoting a team philosophy

- The post-holder will be expected to both facilitate and report on the ongoing monitoring and audit of the quality of care provided to patients. This includes risk management and clinical audit.
- Ensure communication systems within the defined area of responsibility are effective and that staff feel informed and involved at all times.
- To ensure timely reporting of clinical and non-clinical incidents and to ensure the production of relevant action plans are produced within required timeframes.
- To ensure learning from incidents is cascaded to all team members
- To proactively manage risk to vulnerable adults and to be competent in the knowledge and practical application of Surrey Safeguarding Adults Board Multi Agency Procedures and adheres to Epsom and St Helier Safeguarding Adults Policy.
- Identify staff training needs and liaise with the Learning & Development team to ensure that staff develop and maintain the required skills to deliver a high quality service.
- Conduct staff appraisals and facilitate access for any identified development needs and monitor performance ensuring that there is a supervision structure in place for all locality team members.
- The post-holder will be responsible for the health and safety within a defined locality for both staff and patients working in adherence to Epsom and St Helier Risk management policies.
- To comply with statutory and mandatory responsibilities in line with current Local and National Monitoring requirements.

Clinical leadership

- Maintain a broad, high level clinical skill set within the team to create an environment that ensures the safe reception, treatment, transfer and discharge of patients, their relatives and carers.
- Lead on the complex patient assessment, requiring high level analysis and interpretation skills and the comparison of a range of options to achieve effective treatment or discharge planning.
- Establish on-going methods for analysing and measuring performance to make effective plans for improvement or change; accountable for collaborating with members of the health care team and patients/carers' to design, implement, and measure safe, cost-effective, evidence-based care strategies.
- Establish and lead effective systems within the clinical area to gain patient/client and carers' feedback on their experience of care, including the dissemination of shared learning, leading changes in practice in response to patient and family needs.
- Create a care environment that stimulates continuous self-learning, reflective practice, feeling of ownership and demonstration of responsibility and accountability.

- Develop and maintain an inclusive culture of person-centred care within the multidisciplinary team.
- Be an effective role model, demonstrating high levels of resilience, motivation, sensitive negotiation and high level communication.
- To provide clinical leadership and supervision to a team of band 7 community Nurses/Matrons

Key relationships & pathways

Urgent Care Pathways

- Community Medical Team
- Community Multi Speciality Providers
- Rapid Response
- Rehabilitation Teams
- Out of Hours District Nursing teams

Complex Care Pathways

- Community Matrons and associated professionals such as Mental Health Practitioners, Dementia Practitioners and Domiciliary Physiotherapy services.
- Community Hospice, Home Nursing service and End of Life Care Team.
- Acute Hospital Discharge Liaison Teams

Planned Care Pathways

- District Nursing.
- Specialist nursing teams including, Tissue Viability, Heart Failure, Respiratory Service.
- Community Dietician
- Phlebotomy Service
- Multi-disciplinary discharge teams

Finance and Resources

- Demonstrate fiscal responsibility and accountability for the delegated budget and effective use of clinical resources within the ward/unit acting in accordance with standing financial instructions.
- Develop systems to ensure that clinical capacity is understood and is managed in a proactive and business focused way providing timely and accurate business and quality information as required by the Trust.
- Ensure safe and effective use of equipment through staff training, appropriate maintenance and repair.

Person Specification

Job Title: Clinical Matron or ANP or ACP

Department: NHS Headley Court Hospital

	Essential	Desirable	Method of Assessment
Qualifications and Training	<p>Up to date clinical professional registration</p> <p>Evidence of continuous professional practice and education, clearly recorded in current professional profile.</p> <p>Educated to master's degree level or able to demonstrate equivalent knowledge and expertise gained through any combination of alternative study and/or work experience</p>	<p>Demonstration of Leadership or management experience</p> <p>Independent prescriber /advanced physical assessment qualification</p> <p>Advanced practice qualification</p>	Application and Interview
Experience	<p>Substantial experience post registration</p> <p>Ability to work autonomously, demonstrating a high level of professional and personal credibility, inspiring confidence in others</p> <p>Ability to provide inspirational leadership for the clinical team in keeping with Trust values</p> <p>Advanced communication skills, including the ability to present complex information using both verbal and written disciplines and to liaise and negotiate effectively at all levels and to manage any barriers to communication, including managing patient and relative complaints, and delivering bad news sensitively.</p> <p>Organisation and planning skills for own workload and</p>	<p>General management experience</p> <p>Experience of project management</p> <p>Ability to use IT packages to their full effect to analyse data.</p> <p>Develops and implements policies; involvement in development of Trust policies.</p> <p>Has an understanding of Research and Development and regularly contributes to both within the local and national level.</p>	Application and Interview

	<p>that of others in a fast paced and unpredictable environment</p> <p>Experience of staff supervision and mentorship including management of performance, conduct, sickness absence and training needs analysis</p> <p>Ability to undertake Root Cause Analysis and Investigations</p> <p>Ability to demonstrate service improvement skills and delivering on change management projects</p> <p>Undertaking audits within the clinical area, participating in peer reviews and experienced in constructive feedback in a supportive way to ensure improvements are made. Including for complaints, clinical incidents, infection control, and clinical standards.</p> <p>Responsibility for ensuring that policies are highlighted, understood, and embedded in practice</p>		
Skills and abilities	<p>Passionate about the provision of excellent patient care with the ability to ensure that the delivery of care by all staff is of the highest standard and appropriate in meeting the needs and expectations of the patients and their relatives.</p> <p>Ability to lead and work in partnership with the multidisciplinary team</p> <p>Be able to monitor</p>		Application and Interview

	<p>patient and carer satisfaction and evaluate outcomes as well as implement strategies for patient engagement.</p> <p>Advanced clinical expertise in chosen field with the proven ability to fully understand the context in which complex problems arise and to co-ordinate multi-disciplinary unit wide interventions, often looking at problems from a unique or different angle.</p> <p>Able to work in partnership with the multidisciplinary team</p> <p>Highly developed physical skills and accuracy/and or speed required for relevant professional practice</p> <p>Able to sign off expenses, and oversee management of budget, contributing to identification of savings within their department.</p> <p>Able to produce and manage reports as required</p>		
Personal Attributes	<p>Passion and commitment to delivering high standards of care, ensuring delivery of the 6Cs at all times.</p> <p>Ability to remain calm under pressure</p> <p>Ability to make informed and measured decisions in all circumstances</p> <p>Ability to manage conflicting</p>		Application and Interview

	<p>priorities</p> <p>Positive, optimistic attitude</p> <p>Commitment to continuing professional and personal development</p> <p>Enthusiastic and self-motivated</p>		
Other relevant requirements	<p>Ability to be flexible in terms of work pattern and geographical location to respond to the needs of the service at all times</p> <p>Available to work shifts including weekends and nights</p> <p>Commitment to be a part of an on-call rota</p>		