Job Description

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| Job title: | **Outpatient Sister** |
| Accountable To: | Director of Nursing |
| Reports to: | Deputy Director of Nursing |
| Key Working relationships: | Operations Director  Matron  Deputy Matron  Consultants  Multi-disciplinary team members  30% managerial, 70% clinical |

**Job summary**

1. To support the Business manager in the day to day running of the clinical services within outpatient departments (EKH, Charterhouse, Ground floor main hospital, Pre-admissions) ensuring patients receive safe care and treatment in accordance to current national guidance and based on evidence
2. To proactively monitor patient flow and workforce resources on a day to day basis, contributing to outpatient efficiencies.
3. To support the Business Manager in ensuring effective utilisation of all outpatient resources.
4. To act as a clinical expert and a visible role model and provide specialist knowledge, professional leadership and support to staff within the unit.
5. To plan, organise and deploy staff according to competency and workload ensuring the correct skill mix in the department by reviewing patient dependency, nursing activity and range of clinics.
6. To be a willing and flexible team leader/player, playing a hands-on clinical role that carries with it an opportunity to introduce new services and support the development of the clinical team in line with service growth

**Job role**

**Professional**

1. Maintain own professional and personal development in accordance with The Code (2015), standards and professional guidelines.
2. Establish and maintain professional working relationships with all patients, relatives, staff and consultants.
3. Promote a culture of continuous quality improvement through the use of audit, patient feedback and reflection on practice by self and other members of the team.

###### **Clinical**

1. To carry out direct outpatient care within the Consulting rooms.
2. To be proactive and take ownership of the outpatient services to ensure a positive experience for all patients and consultants using the facilities.
3. To promote and maintain professional confidentiality at all times in accordance with the Data protection Act 1998.
4. Develop practice in line with developments in nursing and to meet the needs of patients.
5. To ensure safe custody and administration of drugs in accordance with established policies, procedures and law.

###### **Managerial**

1. To lead the clinical services within the outpatient department providing day-to-day management of the department ensuring that all staff who work within the service have the competence, training and skill set to adequately carry out the roles required of them and highlight training gaps and needs.
2. To provide a suitable environment for the physical and psychological wellbeing of patients, their relatives and staff by ensuring compliance with legislation and policies including health and safety, infection prevention and control, risk management and incident reporting.
3. To ensure that hospital policies and procedures are adhered to, and that the highest professional standards are upheld by all the staff.
4. Support the Business Manager in the development, implementation of policies and procedures within the department.
5. Lead in systematic monitoring and evaluation of nursing practice within the department.
6. Ensure near misses, incidents, accidents and faulty devices are recorded, reported and investigated as per hospital policy.
7. To challenge appropriately and confidently where standards of care fall below that which the Hospital would expect.
8. Attend relevant hospital meetings or send representative and impart necessary information to outpatient staff. To contribute to designated groups/working parties and thus to help in developing, implementing and monitoring policies, procedures and protocols.
9. To ensure equipment is regularly maintained and that all staff are competent and able to use equipment safely and correctly.
10. To share responsibility for issues relating to the outpatient budget with the Business Manager and to show a commitment to effectively managing resources.
11. Deal with any complaints in a timely manner as per Hospital policy by investigation before responding at either local level or escalate as appropriate.
12. Manage duty rotas/annual leave and study leave to ensure adequate nursing cover and appropriate skill mix to guarantee clinics are run and staffed sufficiently.
13. Regular communication with consultants and third parties in the outpatient department to make sure services provided meet the requirements of the users.

**Human Resources.**

1. To encourage and support nursing staff to undertake personal and professional development.
2. To lead, support and develop the orientation and training of new members of staff, consultants, junior colleagues and students.
3. Ensure nurses working in the department achieve 100 % compliance with statutory and mandatory training requirements.
4. To strive for high staff morale through sound leadership and organisation.
5. Assist the Business Manager in the recruitment and selection of appropriate nursing staff in consultation with HR.
6. Develop and maintain a positive working environment by demonstrating flexibility, enthusiasm and reliability.
7. To deal with the management of staff attendance, poor performance, grievance or disciplinary situations after consultation with the Business Manager and Human resource department.
8. To be responsible for annual staff performance appraisals together with the other lead nurses.

**Responsibility for information.**

1. Ensure that systems are in place for the collection and collation of clinic data and charges to ensure the monitoring and billing of clinics are correct
2. Ensure that all clinical and legal documents are completed accurately and legibly. Document direct patient care provided in letter format or on the appropriate ICP ensuring copies are sent to consultant and medical records where necessary.
3. Monitor clinical records standards within department
4. Input information and have a working knowledge of the hospital information systems
5. Support the Business Manager to ensure the room booking system and clinic schedules are maintained and up to date.

This Job Description is intended as a guide to the general scope of duties and is not restrictive or definitive in any way. It may be subject to review.

PERSON SPECIFICATION

#### JOB TITLE: OUTPATIENT CLINICAL SERVICES MANAGER

**DEPARTMENT: OUTPATIENTS DEPARTMENT**

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| CATEGORY |  | CRITERIA | **METHOD OF ASSESSMENT** |
| **QUALIFICATION/**  **ATTAINMENTS** | Essential  Desirable | Degree or Diploma level Education as Registered Nurse  ALS or ILS Teaching &Assessing Qualification Recognised computer skills with Word and Outlook | Application Form  Certificates  Interview  Presentation |
| **KNOWLEDGE/**  **EXPERIENCE** | Essential  Desirable | * Management experience * Knowledge of managing staff/ shift leader/ managing departments * Service Improvement * Project Management * Budget management * Business and Service Development | Application Form  References  Interview |
| **SKILLS/ABILITIES** | Essential | * Excellent clinical leadership skills * Interpersonal and influencing skills * Venepuncture & cannulation skills * Make appropriate decisions & meet deadlines * Ability to express themselves clearly & cogently both verbally & in writing * Ability to problem solve and deal diplomatically with staff, visitors and patients/ ability to solve complex and sensitive problems. * Ability to work well under pressure/ work independently * Computer skills * Highly motivated and forward thinking * Energetic and Positive * Can do attitude | References  Interview  Application Form |
| **PERSONAL QUALITIES** |  | Demonstrates flexibility & adaptability  Demonstrates a commitment to own professional development  Able to manage personal emotions and stress  Well motivated and ability to motivate others  Projects a professional image  Ability to empathise with patients/relatives from wide ranging social/cultural backgrounds.  To be able to support staff with regards to training and development. | Application Form  References  Interview |