



## **JOB DESCRIPTION**

Job Title	Outpatients Nurse Manager
Equivalent band	Band 8a
Area	KEVII Outpatients
Accountable To	Director Of Nursing/ Matron
Reports To	Deputy DoN/ Deputy Matron
Direct Reports	Outpatients band 7
Hours	Full Time 37.5 Per Week Usual Mon – Fri – may be occasional requirement for weekends
Key Working Relationships:	Consultants, Patients And Relatives, Ward Staff, Allied Health Professional, Hotel Services, Front of House, Stores, Catering, Medical Teams, Governance Team, Infection Control Team, Heads Of Departments.

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### **Job summary:**

The Outpatients Nurse Manager post holder is responsible for and will have a specific focus on visible, accessible, and strong clinical leadership, patient experience and the delivery of safe, timely, high quality care within the Outpatient Department.

The post holder will lead service and quality improvement programmes alongside supporting the operational management of the Outpatient Department. This includes ensuring efficient and effective use of resources and the development and maintenance of the highest standards of patient care and service delivery.

### **Job Role**

#### **Professional**

1. Be aware of and comply with NMC The Code (2015) and Hospital Policies.
2. Maintain own professional and personal development in accordance with The Code (2015), standards and professional guidelines.
3. To keep up to date with current developments in nursing and ensure evidence based practice
4. Promote awareness and compliance amongst colleagues regarding Hospital policies, procedures, guidelines and standards and national standards including CQC frameworks.



5. Promote a culture of continuous quality improvement (QIP) through the use of audit, patient feedback and reflection on practice by self and other members of the team.

### **Clinical**

1. Act as a clinical expert within your sphere of work and have a visible presence in own clinic areas, including undertaking direct clinical care.
2. Work in partnership with the Senior Clinical team to ensure the delivery of quality care, holding individuals and teams to account for performance against key indicators within your remit.
3. To present as a dynamic, innovative and enthusiastic role model providing leadership, guidance and advice on both operational, clinical and professional issues.
4. To ensure the assessment, planning, implementation and evaluation of evidence based, individualised patient care to agreed standards within the outpatient setting in accordance with hospital policy and procedures.
5. Manage and supervise staff, both registered and unregistered in the delivery of patient care.
6. Manage concerns raised by patients, visitors and staff in a proactive, timely fashion and take remedial actions as necessary
7. To promote and maintain professional confidentiality at all times in accordance with the Data protection Act 1998.
8. To work with the hotel services team to maintain the highest standards of cleanliness and patient environment.
9. To work with the Infection Control Team leading the department in ensuring prevention of hospital acquired infection.

### **Strategic**

1. To work with the Head of Operations, Deputy DoN/Deputy Matron, Service Managers, and the wider Operations team to provide strategic direction and professional leadership for the Outpatient department as it continues to grow
2. Contribute to the delivery of, and to take the lead on, key service targets and service change and support Outpatient department projects and transformation.
3. Contribute fully to the Outpatient department business planning, identifying key service developments and support the Operational team in the development of business cases to support new developments and service improvements.
4. Ensure that Hospital's Nursing Strategy is reflected in the nursing teams' objectives and in outpatient departmental plans.
5. To support and be the Clinical lead for collaborative working with the Consultant body utilising the Outpatient department.



## **Management**

1. Take responsibility for the organisation and management of the Outpatient department team.
2. To ensure that hospital policies and procedures are adhered to, and that the highest professional standards are upheld by all the Outpatient staff.
3. To be responsible for the management of the nursing teams' duties ensuring most effective use of time and resource.
4. Management and handling of complaints and possesses the ability to escalate concerns where appropriate as per Hospital Policy.
5. Participate in investigations into complaints and clinical incidents as they occur and provide written reports when required.
6. Attend relevant hospital meetings or send representative and impart necessary information to all outpatient staff via departmental meetings.
7. Maintain a safe outpatient department environment ensuring Health and Safety guidelines are implemented and adhered to
8. Ensuring the availability of appropriate resources for patient care through effective stock management and control of other resources.
9. To ensure equipment is regularly maintained and that all staff are competent and able to use equipment safely and correctly.
6. To give concise, relevant verbal and written reports to ensure effective communication.
7. To be involved with cost improvement programmes for the outpatient department. (CIPs)
8. To actively contribute to the Hospital's Digital Transformation which aims to create better outcomes for patients, enable better experiences for staff, and offer opportunities to make working practices more efficient.
9. Lead on departmental audit responsibilities and act on findings to develop action plans to address and rectify any areas falling below target
10. To participate in the analysis, assessment and management of actual and potential risks within the outpatient environment, including responsibility for risk assessments i.e. General, Pregnancy, Clinical, Manual Handling, COSHH.
11. Deputise for the Deputy DoN as required

## **Education**

1. To encourage and support nursing staff to undertake personal and professional development.
2. Assist in the management of study leave appropriately and ensure equitable access to teaching and development opportunities for the nursing team helping them to achieve their learning outcomes.
3. Act as a role model, mentor and preceptor to the nursing team



4. Ensure all new staff, Consultants and students receive a full orientation to the department
5. Ensure the achievement of outpatient targets for statutory mandatory training and staff training requirements.
6. Encourage and maintain a suitable continuous learning environment for all nursing staff.
7. To ensure staff competencies are up to date.

### **Human Resources**

1. To strive for high staff morale through sound leadership and organisation.
2. Communicate effectively at all times and maintain a harmonious working environment, demonstrates an understanding of conflict resolution in order to promote a strong, motivated, integrated team at all levels.
3. Assist the Deputy Matron in the interviewing, recruitment, and selection of appropriate nursing staff in consultation with HR.
4. Develop systems to monitor and control bank and agency expenditure and contribute to the delivery of a balanced budget.
5. Responsible for workforce planning within area of responsibility, ensuring recruitment and retention strategies and processes are in place.
6. Manage the performance of staff effectively and take appropriate remedial action when necessary addressing under performance proactively.
7. Develop and maintain a positive working environment by demonstrating flexibility, enthusiasm and reliability.
8. Promote the health and well-being of staff and observe for any signs of ill health or stress factors and refer to OH as appropriate.
9. To lead the outpatient staff annual appraisal process and ensure all staff have an individual performance review and a personal development plan in place.

### **Other**

1. The post holder, as senior nursing representative, will take part in the Hospital's duty manager on call rota
2. General observations of Hospital with regard to cleanliness, tidiness, health and safety and security and rectify any issues which do not meet the required standards.
3. Provide first aid whenever necessary.
4. To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
5. Co-ordinate effectively any emergency situation in the Hospital in the absence of the designated Executive team members and act as Incident Controller.



**Person Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications and Training</b>	<ul style="list-style-type: none"><li>• Degree level Education as Registered Nurse</li><li>• NMC registration</li></ul>	ALS or ILS TEACHING &ASSESSING QUALIFICATION MSc
<b>Experience</b>	<ul style="list-style-type: none"><li>• Management experience</li><li>• Knowledge of managing staff/ shift leader/ managing departments</li><li>• Service Improvement</li><li>• Project Management</li><li>• Budget management</li></ul>	•Business and Service Development
<b>Skills</b>	<ul style="list-style-type: none"><li>• Excellent clinical leadership skills</li><li>• Interpersonal and influencing skills</li><li>• Venepuncture &amp; cannulation skills</li><li>• Make appropriate decisions &amp; meet deadlines</li><li>• Ability to express themselves clearly &amp; cogently both verbally &amp; in writing</li><li>• Ability to problem solve and deal diplomatically with staff, visitors and patients/ ability to solve complex and sensitive problems.</li><li>• Ability to work well under pressure/ work independently</li><li>• Computer skills</li><li>• Highly motivated and forward thinking</li><li>• Energetic and Positive Can do attitude</li></ul>	



<b>Personal Qualities</b>	<ul style="list-style-type: none"><li>•Demonstrates flexibility &amp; adaptability</li><li>•Demonstrates a commitment to own professional development</li><li>•Able to manage personal emotions and stress</li><li>•Well motivated and ability to motivate others</li><li>•Projects a professional image</li><li>•Ability to empathise with patients/relatives from wide ranging social/cultural backgrounds.</li><li>•To be able to support staff with regards to training and development.</li></ul>	
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*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.*