

• Job • Description

- Clinical Support /Specialist Services Directorate
- Job Title: Staff Nurse, Band 5, Immunology and Allergy OPD.
- Accountable To: Clinical Nurse Specialist, Immunology and Allergy
- Reports To: Clinical Nurse Specialist, Immunology and Allergy

OUR VALUES

CARE	HONESTY	ACCOUNTABILITY
We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.	We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.	We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.
We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.	We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.	We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

Job Summary:

General

- The post holder will be working under the supervision of the Clinical Nurse Specialist team to ensure the smooth running of the specialist Immunology and Allergy department.
- Working as part of a team to provide a high standard of care to patients attending the immunology and allergy outpatient clinics and day case unit receiving a wide range of specialist treatments.
- Actively participate in the provision of routine information and advice for patients and their carers.
- Participate in MDT meetings and service development
- Supervise and support junior staff

Knowledge and Skills

- Utilises professional knowledge to assess, plan, evaluate and implement care interventions for patients, ensuring high standard of care at all times.
- Knowledge of Immunology and Allergy conditions, pathways and terminology in order to understand decision-making processes.
- Have an understanding of the impact conditions and treatment pathways have on patient's physical and psychological well-being.
- Demonstrate the ability to recognise and respond appropriately when faced with emergency situations, alerting the team and enabling rapid response as appropriate.
- Maintains up-to date knowledge in the field of practice ensuring that they meet professional requirements. Develops and maintains portfolio of practice.
- Experienced in dealing with patients with complex needs and the challenges they may encounter

Communication and Relationship Skills

- Ability to communicate effectively with all members of the MDT and patients and service users.
- Possesses skills and confidence to work across professional boundaries, and with patient and client groups
- Able to use tact and experience to reassure patients/carers when communicating either face to face or taking phone from patients or carers who may be upset or frustrated
- Communicates appropriately and sensitively in different settings, using a range of methods/styles.
- Anticipates how people may feel in a given situation, responding with kindness and empathy
- Acts professionally and appropriately in challenging situations, understanding that there may be boundaries to confidentiality, seeking support and advice.
- Works with colleagues in other specialist centres to facilitate safe and effective transition of care between services including adolescent transition to adult services.
- Able to document information in a legible, accurate and professional manner
- Develops partnership working in order to support the patient, carers and staff.
- Competent in understanding and working within the remit of the Trust's confidentiality policy

Analytical and judgemental skills

- Monitors patients health and well- being, and informs appropriate personnel of any changes to their condition
- Initiates emergency treatment plans for unanticipated situations such as anaphylaxis, cardiac arrest and fire
- Takes remedial action in resolving problems associated with the day to day running of the department.
- Provides telephone advice and acts accordingly within their scope of practice
- Ability to interpret blood results and escalate any concerns to senior colleagues
- Highlights problems and advises the team of any difficult or sensitive issues beyond area of responsibility.

- Able to identify limits of own role and escalates to senior colleagues as appropriate
- Uses judgement and experience to problem solve within areas of responsibility

Planning and Organizational Skills

- Assists the senior nurse team in the implementation of corporate, nursing and departmental objectives
- Aware of performance targets relevant to the team and responds accordingly.
- Responsible for managing and prioritising own workload against the needs of patients during their span of duty under the supervision of the senior nursing team.
- Provides direct patient care to an allocated workload during dedicated, specialist clinics or treatment sessions.

Physical Skills

- Competent in the use of IT systems, particularly Lorenzo to obtain and analyse information on patients and pathways.
- Physically able to carry equipment, case notes and patient information as required. Conforms to the trust moving and handling and safety regulations
- Delivers core clinical skills and develops specialist skills which include a range of nursing duties to ensure the patients comfort at all times, for example –
- Administration of medication, including infusions and intravenous, subcutaneous and intramuscular medication.
- Administration of blood products according to local and national standards and other relevant protocols.
- Cannulation and venepuncture of patients
- Care of central venous access devices.
- Specialist allergy testing including skin and patch testing
- Assist in the training patients and relatives in the appropriate use, preparation and administration of complicated treatments
- Assisting patients with their mobility, nutritional needs and hygiene needs if appropriate

Responsibilities

- Responsible for providing direct nursing care to a varied group of adult and adolescent patients
- Responsible for ensuring the nursing care plan is followed and updated for the span of duty
- Assisting patients to meet their activities of daily living requirements
- Advises patients and carers regarding relevant patient support groups
- Responsible and accountable for own practice and behaviour
- Responsible for answering the telephone, taking messages, triaging and managing queries associated with these calls as appropriate and referring on those calls which need a response/action from the clinical team.
- Working with the senior nursing team maintains up to date databases of patient caseload of -Allergy patients receiving specialised treatments eg Subcutaneous allergen immunotherapy, sublingual allergen immunotherapy, Biologic therapies and treatment room testing patients and maintain up to date databases of patient caseload of Immunology patients.

- Working with the nursing team assists with registration of home care services for patients including completion of registration documents, responding to repeat prescription requests etc.
- Participates in service improvement initiatives and accreditation.

Responsibilities for Policy and Service Development

- Works in accordance with Trust and departmental policies.
- Identifies the need for, and initiates changes in practices to ensure the development and achievement of quality standards within the team.
- Responsible for adhering to the NMC professional code of conduct
- Responsible for the delivery of Patient Group Directives and following care pathways accordingly.
- Assists in the implementation of change.

Responsibilities for Financial and Physical Resources

- Responsible for the safe use of equipment and reporting faulty equipment
- Responsible for ensuring that appropriate supplies are available to support the delivery of direct patient care, and enabling team members to carry out their duties

Responsibility for human resources

- Undertakes mandatory and in-house training and specialist training appropriate to the role..
- Maintains a professional approach to work, demonstrating a mutual respect for colleagues
- Works as part of a team to deliver optimum patient care
- Acts as a preceptor/mentor to junior staff and students.

Responsibilities for Information Resources

- Understands and works within the remit of the Trust's confidentiality policy and data protection policy
- Responsible for working under the guidance of the CNS team to undertake data collection and audit
- Responsible for providing accurate and timely records on patient care and performance using paper and IT based systems, in accordance with trust policy

Freedom to Act

- The post holder prioritises their own workload.
- The post holder is required to use their own judgement to define day to day work priorities and initiate communications wherever necessary to provide an effective service
- Takes responsibility for own professional development to develop the required skills in conjunction with senior colleagues
- Initiates and implements changes in practice within parameters of responsibility

Effort and Environment

Physical Effort

- Travel on foot between offices, different floors and other areas of the hospital site/s wherever members of the team/ patients are located on a daily basis.
- Experience in the use of office machinery, eg PC, photocopier
- The role will involve moving of equipment within the department for example oxygen cylinders, drip stands and trolleys.

Mental Effort

- Responsible for producing accurate documentation
- Manages an unpredictable workload requiring long periods of concentration
- Able to problem solve and identify solutions, prioritising problems and acting on them as appropriate
- To be flexible to the demands of the environment including unpredictable work patterns, deadlines, frequent interruptions and unexpected clinical situations.
- Responsible for calculating drug dosages, and administering medicines.

Emotional Effort

- The post holder is required to support a caseload of patients, through a range of treatments and experiences. Many of which can be highly distressing and challenging
- Exposure to sensitive and highly emotive issues due to the nature of the patients involved.

Working Conditions

- Required to work in a variety of locations across the hospital site/s depending on the needs of the team
- Will have direct daily patient contact
- The role requires varied periods of sitting standing and walking, including sitting at a computer for short periods of time
- Required to undertake moderate physical lifting for short periods
- May on occasions need to attend meetings off site or in other departments.

Health and Safety

- In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.
- As a Trust employee, you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.
- You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.
- You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.

- You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes, monitoring the effectiveness of any control measure implemented.
- You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit.

Infection Control

- In addition to the Trust's overall responsibilities under The Health and Social Care Act 2008 Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections (revised December 2010) for your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care within the organisation. This code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided.
- As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust.

Sustainability

- To actively support the Trust's goals for sustainability by encouraging and adopting sustainable ideas and practices.

Safeguarding

- The Trust has a duty and is committed to safeguarding all service users and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee* you have an individual responsibility to contribute to the detection, reporting and prevention of abuse to safeguard those in our care (Section 11 Children Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) and are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role
- This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organizational and service needs, and wherever possible change will follow consultation with the post holder.

Person

• Specification

- **Job Title:** Band 5 Staff nurse, Immunology and Allergy OPD.
- **Department:** Allergy and Immunology OPD

• Requirement	• Essential	• Desirable	• How Assessed
• Qualifications	<ul style="list-style-type: none"> • RGN level 1 • Evidence of continued role development • Willingness to undertake further learning and development courses 	<ul style="list-style-type: none"> • Relevant degree pathway • Evidence of continued role development, Willingness to undertake further learning and development courses 	<ul style="list-style-type: none"> • Application form/ interview
• Professional Experience	<ul style="list-style-type: none"> • Minimum 2 years experience within an NHS environment or similar environment. • Venepuncture • Cannulation • Administration of IV drugs. • Evidence of supervision of junior staff 	<ul style="list-style-type: none"> • Experience in the field of Allergy and Immunology • Mentorship/preceptorship qualification 	<ul style="list-style-type: none"> • Application form/ interview • references
• Skills, Knowledge and Ability	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills • Ability to be flexible, adapt and develop. • Effective time management. • Ability to work both autonomously 		<ul style="list-style-type: none"> • Application form /interview

	<p>and to work as a team member.</p> <ul style="list-style-type: none"> • Evidence of IT skills. • Ability to show empathy towards patients and their families • Able to use own initiative • Effective organisation skills 		
<ul style="list-style-type: none"> • Other Requirements 	<p>Sound knowledge base of the NHS, the current issues, its values and principles of timely local access for the population.</p>		<ul style="list-style-type: none"> • Application form interview

• Organisational • Chart

- Job Title: Staff Nurse, Band 5
 - Department: Immunology and Allergy department

