

JOB DESCRIPTION

JOB TITLE:	Head and Neck Clinical Nurse Specialist
BAND:	Band 6, developing to B7
SALARY:	B6: £35,392-£42,618 B7: £43,742-£50,056
HOURS:	37.5 hours per week
TYPE OF CONTRACT:	Permanent
DEPARTMENT:	ENT
SPECIALITY / DIVISION:	Surgical Division
RESPONSIBLE TO:	Matron and Clinical Lead for ENT

JOB SUMMARY:

To work as an autonomous practitioner clinically as a Head and Neck clinical nurse specialist (CNS), delivering and maintaining high standards of care and being a core part of the multi-disciplinary team. The role will require excellent communication skills and dedication to improve and develop services that positively impact patient care and experience.

To support and contribute to the development and promotion of the nursing service ensuring the delivery of high quality, cost effective care.

To promote and participate in the implementation of the RUH Nursing strategy:-

- reviewing nursing practice and implementing appropriate changes based on research/best practice.
- developing and implementing Audit, Quality and Risk Management initiatives.

To work according to the NMC Code of Professional Conduct and relevant professional guidelines as a named nurse or key worker (with facilitation) for a defined group of patients and take responsibility for:

- The assessment of care and health education needs;
- The development, implementation and evaluation of treatment pathways within the acute hospital environment and the community setting.
- To educate staff in understanding the care requirements of patients undergoing investigations and treatments and ensure that the physical and psychological needs of the patients and their families are met.
- In providing holistic care for patients' undergoing investigation and treatment on their entire patient pathway, to demonstrate leadership through clinical expertise delivering high standard of person centered care which promotes a culture that supports self-management.
- To participate in the delivery of specialist education and training to our multidisciplinary colleagues involved in patient care.

MAIN DUTIES AND RESPONSIBILITIES:

Patient Care Responsibilities

- Whilst developing within the role under the supervision of the Senior Head and Neck CNS, the post holder will develop the skills to act as a key worker; delivering evidence based individualised care through holistic needs assessment, care planning and evaluation of care interventions at outpatient clinics, on wards, in peripheral hospitals, via telephone and occasionally in patients' homes.
- To work independently within the Outpatients clinics as part of the MDT in patient assessment and care planning.
- The post holder will be a visible expert across the Trust including the Emergency Department, outpatients and inpatient ward areas, supporting the multi-disciplinary team
- The post holder maybe expected to work a proportion of their time within the outpatient department in ENT and to develop skills to lead nurse led clinics independently.
- To promote a patient focused approach to care in collaboration with all relevant health professionals. Ensuring accurate reports and advice/recommendations are sent to the patients and the GP.
- To be able to assess the information needs and provide relevant information to enable patients to make choices about their treatment and promoting self-management.
- Discuss different methods of care and treatment options with patients. Support them through education to reach an informed decision regarding the most appropriate care and treatment for them, so ensuring informed consent to the procedure or treatment is given.
- To act as a specialist advisor to primary health care staff on matters relating to the patient's management and to provide clinical, professional advice. Promote the development of clinically effective care that is seamless between primary and secondary care settings.
- Demonstrate excellent communication skills with patients, carers and other healthcare professionals ensuring that information is appropriate, timely, delivered sensitively and based on individual needs, taking into account all barriers to effective communication.
- Develop and demonstrate specialist oncology and head and neck cancer nursing knowledge and skills across a range of procedures. To provide patients and staff with specialist advice and skills to manage aspects of laryngectomy care, voice prosthesis, tracheostomy care, altered airway, wound issues and complex symptoms management.
- With support, manage a caseload, prioritising patients care needs, managing and prioritising daily workload, whilst remaining flexible to respond to urgent/unforeseen events as they occur.
- To assist in the establishment and monitoring of protocols/care pathways.
- To maintain patient confidentiality and ensure all staff understand the relevance of this.

- To support and develop junior staff in the delivery of care, through effective monitoring, mentoring, clinical supervision and reflective practice.
- Actively participates in multi-professional meetings, acting as patient advocate and representing nursing views. Work collaboratively with multi-disciplinary team in planning for complex discharges.
- Work collaboratively with other teams and stakeholders to facilitate effective transition in care.
- Co-ordinate nurse led clinics for patients following chemo-radiotherapy and leading in care delivery.
- To undergo training and develop skills to order and interpret investigations, e.g. x-rays, bloods as and when appropriate, taking any necessary action starting within the band 6 role which will allow development into the band 7 role.

Leadership

- To develop leadership skills and be a core part of the senior management team within the department.
- Promotes the philosophy of person centered care, co creating care with people affected by cancer and other related conditions.
- Actively participates in multi- professional meetings, acting as patient advocate and representing nursing view.
- To develop skills in conflict resolution, utilizing negotiation and effective communication skills when dealing with difficult or challenging situations
- Act as a role model demonstrating high standards of holistic care and provide clinical leadership in relevant clinical areas
- Use effective prioritisation, problem solving and delegation skills to manage time effectively
- Reflect on own practice through clinical supervision/mentorship and to develop skills as a clinical supervisor/mentor to others.

Professional Development and Education Responsibilities

- To assist in promoting and maintaining an effective learning environment for staff, acting as a facilitator in the supervision and teaching of staff.
- To undertake formal and information teaching within the Trust around head and neck cancer and in nursing homes/GP practices
- To be responsible for developing and sustaining own knowledge, clinical skills and professional awareness in accordance with PREP requirements and to maintain a

professional profile and Personal Development Programme.

- To work with the Head and Neck Multi-disciplinary Team and Practice Development Department in developing and implementing nursing practice.
- To support colleagues in the development of knowledge and skills through acting as an assessor, teacher and facilitator.
- Participate in appraisal training and potential line management for junior members of the ENT outpatient team.
- Actively participate in the planning, organisation and presentation of education and training programmes at local and regional level, for all groups of staff involved in the care of patients with head and neck cancer.
- To participate in education forums locally and regionally, representing the head and neck service ie BAHNON
- To participate in Macmillan service reviews in order to drive service improvement.
- Actively participate in directorate clinical governance meetings ensuring learning from incidents is cascaded and incorporated into future clinical practice
- To update own knowledge in light of current research, practice and legislation in both Nursing and the specialty.
- To act as an educational resource for all grades of staff.

Research and Development Responsibilities

- Work collaboratively with multidisciplinary team on implementation of revised / new treatment regimens e.g. NICE guidance to enable staff to make the changes in practice.
- To be a key contributor in reviewing and implementing evidence based practice.
- To maintain and develop own knowledge skills within the specialty through a planned approach to continuing professional development.
- To collaborate with other members of the healthcare team in relevant research and audit activities related to the specialty.
- Promote patient and public experience feedback through local initiatives to drive innovation and change.
- Participate in the ongoing audit within the speciality.

Audit, Quality and Risk Management Responsibilities

- Contribute to ensuring the development and implementation of surveillance and audit

programmes.

- To be familiar with national, professional and local quality issues relevant to the delivery of nursing services eg Clinical Governance, National Peer Review.
- To uphold quality initiatives that improves “customer care” and enhances the interface between staff, patients and visitors.
- To lead/assist in the audit process for monitoring and reviewing nursing quality.
- To identify potential risks for all personnel, patients and visitors, taking appropriate action/advice.
- To promote the role of the nurse in handling complaints in accordance with the RUH policy.

Resource Management Responsibilities

- To demonstrate effective budgeting practice, exercising care and economy, support by appropriate documentation.
- To maintain a clean and safe environment.
- To have undertaken relevant training and be fully informed and competent in the use of all equipment within the clinical area.
- To develop partnerships with finance, HR Department and Divisional management teams in order to:
 - Gain an understanding of resource management processes
 - Have representation in service development issues

POLICIES AND EXPECTED STANDARDS

The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times. The Code of Expectations of Employees in particular set out what you as a post holder are required to follow at all times and you should study this carefully. Failure to comply with any of the Trust’s policies may result in disciplinary action up to and including dismissal.

All staff must have an understanding of their responsibilities in relation to being accountable for knowing who is in and has access to their area of work. Staff must recognise the need to challenge appropriately and understand their duty of care relevant to their position within the organisation. Staff must be familiar with and understand the correct reporting process where there has been a potential breach.

OUR VALUES & BEHAVIOURS

All staff are required to adopt and follow the Trust values and behaviours at all times. Our values and behaviours are:



New staff will be presented with a leaflet outlining the values and behaviours expected of them at trust induction.

CONFIDENTIALITY & INFORMATION GOVERNANCE

All post holders must comply with all relevant legislation & Trust Policy with regards to Confidentiality & Information Governance, including the Data Protection Act (2018) ensuring that no information obtained through work is communicated to any persons other than those requiring it to complete their duties.

SAFEGUARDING ADULTS & CHILDREN

All Trust staff have a responsibility to safeguard adults & children which includes an understanding of the relevant Trust & Local Safeguarding Adults & Children's Board Policies.

HEALTH AND SAFETY

Employees must act at all times in line with relevant Trust Policies & the Health and Safety at Work Act (1974) to ensure a safe environment for patients, visitors and staff.

HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)

All Employees are responsible for ensuring that:

- your practice so far as is reasonably practicable, protects patients, staff and other persons against risks of acquiring HCAIs;
- where patients present with an infection or acquire an infection during treatment, that they are identified promptly and managed according to good clinical practice to treat the infection and reduce the risk of transmission.
- you follow all Trust policies, procedures and processes to meet the duties set out in the NHS Hygiene Code and assist in their full compliance by all staff within your department.

HEALTH & WELLBEING

The Royal United Hospital is committed to promoting the Health & Wellbeing of its staff. The Trust is a smoke free site; smoking is not permitted anywhere in the grounds. The Trust has a Stress Management Policy, which staff should familiarise themselves with to ensure that they have adequate support for the management of their own, and their colleagues stress. The Trust has an onsite Employee Assistance Programme (EAP) which is available to all staff, offering support to staff & their families.

EQUALITY & DIVERSITY

The Trust values Diversity and actively works towards promoting Equality both in terms of its healthcare provision and within its current and potential workforce.

PATIENT AND CARER EXPERIENCE

The Trust continuously aims to improve the experience of patients and carers using the RUH. All staff are expected to follow the guidance contained in the Patient Experience Strategy for the RUH;

The 3 main points to remember are:

- 1) Communicate clearly with people;
- 2) Involve patients and carers in their care and with the hospital;
- 3) Seek out and use patient and carer feedback in all services.

Also refer to the Carer Policy, Respect behaviours and references to improving experience contained in policy and guidance; all staff will be aware of Equality and Diversity and will assist with accommodating people with special needs. Your individual behaviour can make a significant difference to patient and carer experience.

FLEXIBILITY

This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their designated manager. In addition they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

DIMENSIONS

The post holder will develop skills to share responsibility for support/training of ENT Healthcare Assistants. The post holder is based in the ENT department however has a trust wide remit in relation to support of adult patients who have head and neck cancer. You will work alongside CNS colleagues providing cross cover for one another, absences and prioritising and managing the caseloads accordingly, once fully trained

The postholder will have no budgetary responsibility

STRUCTURE CHART

Divisional Director of Nursing, Surgery



Matron and Clinical Lead for ENT



Clinical Nurse Specialist (CNS) – this role



Healthcare Assistants

ANNUAL LEAVE ENTITLEMENTS:

Length of Service	Annual leave and public holidays
On appointment	202.5 hours plus 60 hours (27 days + 8 days) pro rata for part time Staff
After five years' Service	217.5 hours plus 60 hours (29 days + 8 days) pro rata for part time Staff

After 10 years' Service	247.5 hours plus 60 hours (33 days + 8 days) pro rata for part time staff
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NOTICE PERIODS:

Band	Notice Period
Band 1 – 3	4 weeks
Band 4	6 weeks
Band 5 – 6	8 weeks
Band 7 – 9	12 weeks

PERSON SPECIFICATION

CRITERIA REQUIRE D	ESSENTIAL (Minimum Standard for Band 6)	ADDITONAL ESSENTIAL FOR Band 7 (in addition to Band 6 column)	DESIRABLE
Qualifications and training	<p>Registered Nurse Part 1,2,12 State Registered with the Nursing & Midwifery Council</p> <p>Demonstrates evidence of on-going continuous professional development.</p> <p>In possession of or willing to undertake the Advanced communication course</p> <p>Experience of head and neck and/or Oncology patients</p>	<p>To undertake Independent Non-Medical prescribing course for band 7 role</p> <p>To undertake IMER radiology training</p>	<p>Post-registration training preferably in cancer/palliative care</p> <p>Willingness to undertake the Head and neck Masterclass at level 3 or 4.</p> <p>To undertake management/appraisal training</p> <p>To have had experience in teaching/mentorship.</p>
Knowledge and experience	<p>Nursing & other knowledge. Thorough and up-to-date knowledge of nursing theory and best practice, particularly within the specialty area.</p> <p>Nursing experience Relevant clinical experience at nursing level in head & neck surgery or oncology setting in an acute healthcare provider.</p>	<p>Demonstrable ability to develop staff , lead within the team with other members to develop and maintain a successful service</p> <p>Able to demonstrate knowledge of advanced nursing practice and act as clinical expert in head and neck surgery and oncology</p>	<p>A working knowledge of primary care, team nursing and reflective practice.</p> <p>Understanding of Macmillan Cancer Support & its role across the UK.</p>

CRITERIA REQUIRE D	ESSENTIAL (Minimum Standard for Band 6)	ADDITIONAL ESSENTIAL FOR Band 7 (in addition to Band 6 column)	DESIRABLE
	<p>Able to demonstrate effective consolidation of nursing knowledge & practice during career to date.</p> <p>Regular experience of taking charge and delegating duties</p> <p>Experience of multi-professional working</p> <p>Thorough understanding of equality and diversity and its application to managing self, staff and patients within own area;</p> <p>Understanding of NMC Code of Practice and requirements of it for the practice and behaviour and its application to the management of self and others</p>	<p>Experience working collaboratively with a multidisciplinary team, presentation of patients and taking lead for review and post MDT actions</p>	<p>To develop teaching skills</p> <p>To develop skills in multi professional working</p> <p>Experience of managing and supporting tracheostomy and laryngectomy patients</p>
Values	<p>Values and respects others, treats everyone as an individual, is non-judgemental.</p> <p>Motivated to be genuinely kind and caring.</p> <p>Helps and co-operates with colleagues working as a team player and maintaining good working relationships with all team members</p> <p>Pro-active and takes responsibility</p> <p>Willing to learn, open to change</p> <p>Have motivation and passion to bring ideas forward on service development and take initiative to implement</p>		

CRITERIA REQUIRE D	ESSENTIAL (Minimum Standard for Band 6)	ADDITIONAL ESSENTIAL FOR Band 7 (in addition to Band 6 column)	DESIRABLE
	<p>Motivated to make a difference in whatever way they can</p> <p>Takes pride in themselves, their appearance, their role and where they work</p>		
Specific Skills	<p>Patient Care: Demonstrates evidence of well-developed clinical practice in the field of head and neck/ oncology.</p> <p>Demonstrates an empathetic and caring approach to patients and relatives and ensure that patients' dignity & respect is maintained at all times.</p> <p>The ability to share specialist knowledge in both primary and secondary health settings, and patient / families</p> <p>Committed to specialty / clinical area of work and able to motivate others in it.</p> <p>Able to prioritise own workload and that of others as appropriate</p> <p>To maintain high accuracy and work efficiently whilst working to under pressure and to deadlines.</p> <p>Able to work under own initiative within boundaries of role.</p> <p>Ability to work effectively as an autonomous practitioner together with working as part of a team.</p>	<p>Able to lead and manage less experienced staff effectively through effective standard-setting, monitoring, feedback, appraisal, mentoring, clinical supervision and reflective practice.</p> <p>Effective leadership skills including organisational and coordination, decision making, delegation, negotiation, problem solving and influencing skills</p> <p>Able to manage change effectively, with assistance from HR, Matron, and Specialty Manager in line with Trust policy, influencing staff to make changes / improvements.</p>	

CRITERIA REQUIRE D	ESSENTIAL (Minimum Standard for Band 6)	ADDITIONAL ESSENTIAL FOR Band 7 (in addition to Band 6 column)	DESIRABLE
	<p>Demonstrates awareness of research-based practice and ability to advocate it.</p> <p>Able to act as an advocate to service users.</p> <p>Demonstrates ability to ensure that confidentiality is maintained at all times by self and others</p> <p>Professional Development & Education Demonstrates evidence of commitment to professional development.</p> <p>Demonstrates an awareness of role of facilitator.</p> <p>Demonstrates evidence of ability to educate others.</p> <p>Audit and Quality Demonstrates ability to use audit and improve quality.</p> <p>Communication Able to communicate complex and difficult information both verbally and in writing to staff, patients and relatives</p> <p>Able to communicate effectively verbally and written to staff, patients and relatives ensuring that communication is tailored to the person being addressed – including liaison with community services.</p> <p>Able to document observations, results, decisions and actions effectively in patient notes and</p>		

CRITERIA REQUIRE D	ESSENTIAL (Minimum Standard for Band 6)	ADDITIONAL ESSENTIAL FOR Band 7 (in addition to Band 6 column)	DESIRABLE
	<p>communicate these effectively to appropriate members of the multidisciplinary team.</p> <p>Ability to use Microsoft packages and Trust systems (once trained) effectively</p> <p>Leadership & Management skills Able to supervise Registered Nurses, HCAs and students effectively through effective monitoring, feedback, mentoring, clinical supervision and reflective practice.</p> <p>Excellent organisational skills and negotiation skills.</p> <p>Other</p> <p>Willing to work in other clinical areas Trust-wide as and when required.</p>		
<p>Physical Skills & Effort</p> <p>Emotional Effort</p>	<p>Physical Skills Undertakes specific nursing procedures. Physical skills to manually handle patients and appropriate lifting aids to maintain patient comfort and assist in rehabilitation</p> <p>Physical Effort Able to work flexible hours over 7 days of the week if required.</p>	<p>Emotional Effort Involvement in complaints investigation and resolution.</p>	<p>Physical skills for example intravenous injections and cannulation and venepuncture</p>

CRITERIA REQUIRE D	ESSENTIAL (Minimum Standard for Band 6)	ADDITIONAL ESSENTIAL FOR Band 7 (in addition to Band 6 column)	DESIRABLE
	<p>Flexible approach to work and be able to cope with travelling to meetings</p> <p>Manually handle patients and appropriate lifting aids.</p> <p>Emotional Effort Dealing with death / bad news - Ability to sensitively inform service users on emotional and complex issues such as patient death, diagnosis and treatment, complaints investigation and resolution.</p> <p>Conflict - Ability to deal with conflict in the team, with service users and involving patients with mental health problems</p>		
<p>Requirements due to Working Environment</p>	<p>Management of COSHH and Health and Safety of Patients Staff and Visitors in the ward environment</p> <p>Involves direct contact with body fluids</p> <p>To be fully up to date with current manual handling requirements and undertake excellent manual handling practice</p> <p>Involves risk of verbal and physical aggression from patients and relatives</p> <p>Adhere to current infection control and PPE guidelines in response to Covid-19 pandemic.</p>		<p>Ability to travel to other sites and patient homes when required.</p>