

**Job Description**  
**Virtual Ward Senior Nurse Co-ordinator / Practitioner**

**Band 6**

Do you want to help shape the future of patient care in a virtual ward environment? Come and join our virtual ward service, which is due to open in order to support Staffordshire and Stoke-on-Trent's urgent care needs. We are looking for a number of roles to join one of our Community based Virtual Ward Teams and help shape the future of patient care.

This is a partnership between the University Hospital of North Midlands (UHNM), University Hospital of Derby and Burton (UHDB), Royal Wolverhampton Trust (RWT) and Midlands Partnership Foundation Trust (MPFT). The successful applicants will join an integrated, collaboratively focused team, employing proactive clinical practice and knowledge, to provide clinical assessment, monitoring and support, as part of our urgent care pathways.

Our General Acute Medicine and Frailty Virtual Ward is a new and innovative Service, that has an agreed admission criteria and works in partnership with supporting care services to deliver acute care in the patient's own home. The aim of a virtual ward is to reduce length of acute hospital stay and/or avoid hospital admission; this leads to quicker recovery and reduces disruption to patients', and their carers' lives. This means we can proactively manage people living with frailty at home, and for those that have a sub-acute episode we can improve a patient's experience and outcomes. In addition, this means we have more space in our hospitals for acutely unwell patients and reduces the pressure on urgent care.

**Division:** MPFT

**Job Title:** : Virtual Ward Senior Nurse Co-ordinator / Practitioner

**Band:** Band 6

**Location:** North (Stoke-on-Trent, and North Staffordshire)  
South East (Lichfield, East Staffordshire, Burton, Tamworth)  
South West (Stafford and Seisdon area, Cannock District and South Staffordshire)

**Hours:** 37.5 hours over 7 days per week

**Managerially accountable to:** Virtual Ward Advanced Clinical Practitioner

**Professionally accountable to:** Virtual Ward Modern Matron

#### Role Summary

As part of the Virtual Ward Team, you have delegated responsibility for the clinical management of patients that have been stepped up or stepped down on to the Virtual Ward which includes assessment of care needs, the development, implementation and evaluation of programmes of care and the setting of standards on a shift basis. Delivering quality care to patients, who often have complex needs in their own home as alternative to acute bedded care.

In the authorised absence of the Virtual Ward Advanced Clinical Practitioner the Virtual Ward Senior Nurse Co-ordinator/Practitioner will participate in innovation and evidence based nursing practice through professional leadership and supporting the Virtual Ward clinical team in close liaison with the Advanced Clinical Practitioner, and the Virtual Ward Clinical Lead (Quality). You are responsible for the Virtual Ward Nursing Associates and the Virtual Ward HealthCare Support staff that are on shift and ensure that the patient remains centre of all decision-making)

Digital assessments are discussed with the patient and an agreed digital solution will be put into place where possible. You are responsible for ensuring that staff on shift are regularly monitoring and reviewing in-line with the patient care plan.

#### **Key Areas/Tasks**

- Taking a leading role in the clinical assessment of people in hospital or in their own home environment, who have been identified as meeting the Virtual Ward admission criteria.
- Ensuring that patients on the virtual ward who have different acuity levels and have varying degree of complex needs have appropriate treatment/care packages delivered
- Engagement and co-ordination with other health and social care services to ensure a joint care plan is put in place that will support the treatment and care of the patient during their time on the virtual ward and as part of discharge planning
- Co-ordination of daily Multi-Disciplinary Team meetings and Board Rounds, ensuring that the patient care information is accurate and decisions are agreed at each of these meetings

- Providing advice, support and guidance to colleagues and other professionals on issues relating to the patients care on the virtual ward
- Supporting the Virtual Ward Matron with maintaining accurate and up to date patient documentation in line with NMC guidelines on patient systems to support in the virtual ward bed and case management
- Facilitating communication, which results in clear responsibilities being identified within the multi professional team
- Communicating sensitive information concerning patients medical condition which involves building a relationship with the patient and displaying persuasive and reassurance skills
- Exchanging verbal and written information with patients, staff and carers requiring tact and diplomacy.
- Having a current NMC registration and ensuring that this is renewed
- Having the ability to lead change and lead new ways of working
- Contributing to the development of staff training programmes
- Advising managers of any issues that may affect the Virtual Ward Team
- Delegating and supervising the work of the Virtual Ward Nursing Associate (band 4) and the Virtual Ward Healthcare Support (band 3) to utilise the resources creatively and effectively
- Responsible for the assessment of needs, development, implementation and evaluation of programmes of care in line with the Nursing and Midwifery Council (NMC) and reflect the Trust's policies, procedures standards and guidelines.
- Demonstrating skills for assessing and interpreting specialist acute and other patient conditions, initiating actions as appropriate. reports as agreed with the Virtual Ward Virtual Ward Advanced Clinical Nurse.
- Ensuring that all barriers to understanding are overcome by using differing strategies to meet individual need, deputising for the Virtual Ward Advanced Clinical Practitioner or Virtual Ward Clinical Lead (Quality) at Directorate/ Divisional meetings and working groups.
- Ensuring that patient concerns are addressed on the Virtual Ward/Service and work with the Patient Advisory and Liaison Service (PALS) and patient forums.
- Participating in the resolution of complaints / adverse incidents and implement action plans to prevent re-occurrence.
- Undertaking appraisals for managed staff and taking part in the appraisal process each year with the first appraisal taking place within the first 6 months from appointment
- Supporting the Virtual Ward Matron and Clinical Lead (Quality) in investigating and responding to accidents, complaints and untoward incident and other significant events.
- Assisting in the collection of the statistical data and provide accurate information to the Virtual Ward Matron and Management Team
- Working collaboratively with all agencies to minimise delays and resolve difficulties in service provision
- Prioritising workload, plan workload and organise own time.
- Contributing to the principles of clinical governance ensuring that quality standards are set and monitored.
- Ensuring that clinical risk management and clinical audit are an integral part of the virtual ward function.
- Leading on the planning and organisation of staff delegation and activity for patients, making short term adjustments to duty rosters.
- Requiring co-ordination of activities with other professional agencies.
- Having dexterity and accuracy required for procedure such as venepuncture, cannulation and administration of intravenous drugs and is able to demonstrate clinical skills.
- Required to have standard keyboard skills, use of presentation, projection/multimedia equipment and e-learning resources.
- To act in accordance with the NMC Code of Professional Conduct for Nurses, Midwives and Health Visitors and to be accountable for own clinical practice and professional actions at all times.



- Ensuring continued and effective registration with the NMC. Develop programmes of care / care packages providing specialised advice concerning care.
- Implementing policies and procedures, and proposes changes to practices for own area, contributing to the development of specialist protocols
- Demonstrating safe working practices in the use of equipment in the clinical areas
- Familiarisation of the Virtual Ward budget and support the Virtual Ward Matron in ensuring the efficient and effective utilisation of resources, ordering goods and stock as required.
- Managing 24 hour responsibility for the Virtual Ward in the authorised absence of the Virtual Ward Advanced Clinical Practitioner.
- Supporting the Virtual Ward Advanced Clinical Practitioner in the performance review of all ward staff which will include annual appraisal and individual personal development plans to monitor staff performance against objectives set with them.
- Managing sickness and absence on a shift basis and in the absence of the ward manager in line with the sickness and absence policy and the principles of safe staffing document.
- Participating in the recruitment and selection of staff for the ward/department.
- Contributing to the formal induction of all new staff.
- Participating in the preceptorship of newly appointed staff and the education of learners and clinical support workers
- Participating as an individual in surveys.
- Participating in clinical research, audit and trials
- Accountable for own professional actions: not directly supervised.
- The post requires a combination of physical effort including sitting, standing, walking which equates to moderate physical effort over short periods, The post requires frequent concentration with an often unpredictable work pattern
- Dealing with distressed relatives, care of the terminally ill and deals with the consequences of terminal illness.
- Having exposure to bodily fluids so need to ensure that appropriate clothing, equipments and procedures are followed at all time
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## Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

## Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

## Equality and Diversity



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The University Hospital of North Midlands (UHNM), University Hospital of Derby and Burton (UHDB), Royal Wolverhampton Trust (RWT) and Midlands Partnership Foundation Trust (MPFT) is committed to the implementation of the Equality, Diversity and Inclusion Policy.

Which ensures equal opportunities for all. We are committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

## Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed have the following responsibilities:

### Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

### Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

### Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

### Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

### Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

## Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection





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Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the “rights and freedom” of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

### **Safeguarding Children, Young People and Adults with care and support needs**

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

### **Sustainability**

*‘Our 2020 Vision: Our Sustainable Future’* with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchase

### **Disruptive Incident & Business Continuity**

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;

- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

Signed Manager \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

**Job Title: Virtual Ward Senior Nurse Co-ordinator / Practitioner**  
**Person Specification**

	Specification	Criteria		Evidence
		Essential	Desirable	
<b>Essential Qualifications</b>	Registered Nurse on NMC register	X		Application form/portfolio of evidence
	Mentorship or equivalent teaching Certificate	X		
	Nursing Degree or a willingness to undertake study at this level			
	Physical Health Assessment or equivalent qualification	X		
	Up to date Intermediate Life Support Certificate gained	X		
	On-going personal/professional Development Evidence of study	X		



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	or willing to undertake further leadership/management training/ modules	x		
<b>Knowledge, Skills, Training and Experience</b>	<p>Experience working in Acute Medical setting or similar</p> <p>Evidence of leadership and managerial skills</p> <p>Experience in Performance and Development Review</p> <p>Excellent communication skills, both written and verbal</p> <p>Experience of teaching in the clinical area/student nurse mentor</p> <p>Team player</p> <p>Ability to organise/prioritise own workload and able to support team member with this also</p> <p>Able to work under pressure and own initiative</p> <p>Experience in peer to peer support/coaching</p> <p>Knowledge of Acute Medical</p>	<p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p>		Application form/Interview





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	Pathways within UHNM Trust			
Personal Qualities	Reliable  Trustworthy  Flexible  Experience in peer to peer support/coaching	X  X	  X	Application form/Interview    Certificate/Interview