

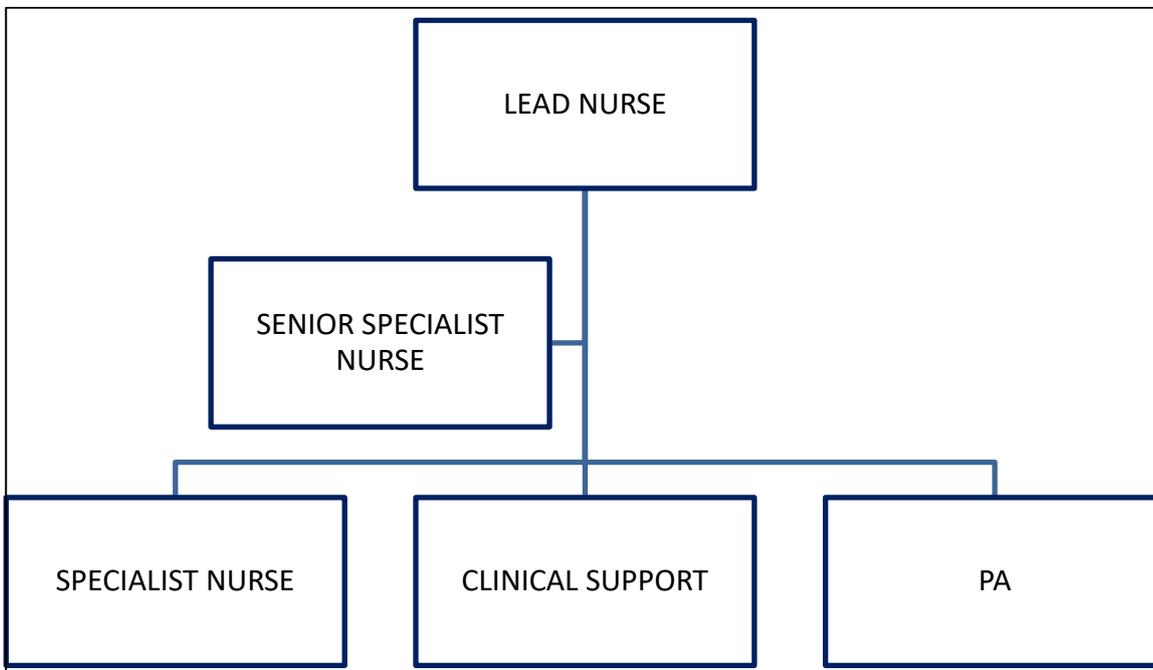


JOB DESCRIPTION

Job Title:	SPECIALIST NURSE
Department:	STOMA CARE
Division:	TASCC
Band:	6
Hours:	22.5 hours per week
Responsible to:	Lead Nurse, Stoma Care
Accountable to:	Divisional Chief Nurse
Responsible for:	N/A
Base:	Main base Ashford / St Peter's Hospital, with requirement to work across both St Peter's and Ashford Hospital sites to fulfil role, and working at any other Trust site as required.
Disclosure and Barring Service Required:	Yes Enhanced
Job Summary:	<p>The postholder will</p> <ul style="list-style-type: none"> • Support the stoma nursing service. • Act as a resource for education and clinical expertise related to stoma care in the hospital and community settings. • Provide quality, evidenced-based healthcare for both established and potential patients with a colostomy, ileostomy, urostomy, ileo-anal pouch, antegrade continence enema, wound fistula or related conditions in adult, neonatal and paediatric patients. • Liaise effectively with all members of the multidisciplinary team to achieve a co-ordinated specialist nursing service providing continuity of care into the community and throughout the patient's rehabilitation. • Contribute to an advanced/expert specialist service that positively impacts on the experience of patients and carers by providing high standards of clinical practice and care as appropriate across the
Key working relationships	<p>Internally the postholder will develop effective working relationships with:</p> <ul style="list-style-type: none"> • All members of the Colorectal and GI MDT, ward and clinic staff. • Clinical Psychologist <p>Externally this includes.</p> <ul style="list-style-type: none"> • GPs, Nurses, Therapists, and all allied staff involved in caring for patients with a stoma. • Relatives and carers • Company representatives • Community pharmacists

Key Result Areas:	<ul style="list-style-type: none"> • Evidence of consistent and sustained improvements in standards of practice and care in Stoma Care Nursing • Evidence of staff development to meet patients' needs in Stoma Care Nursing • Evidence of contribution to the effectiveness and efficiency of care • Provision of education to patients, relatives, and carers as well as to nursing staff and other members of the multidisciplinary team to enable the patient to achieve optimal quality of life. • Up to date knowledge of appliances and accessories will ensure patients are offered choice of appropriate products.
Date of last review:	14/03/2024

DEPARTMENT ORGNISATION STRUCTURE CHART



Overview of Responsibilities:

1. To contribute to the stoma care specialist nursing service and deputise in the absence of the senior specialist stoma nurses.
2. In liaison with Clinical Practitioner Educators and the Practice Development Team and Senior Specialist Stoma Care Nurses to support the professional development of staff caring for patients and potential patients with a colostomy, ileostomy, urostomy, ileo-anal pouch, antegrade continence enema, wound fistula, and related conditions.
3. With the Senior Specialist Stoma Care Nurses contribute to clinical governance within the Trust in stoma care and related areas via best practice development initiatives.

4. With the Senior Specialist Stoma Care Nurses contribute to practice development and improving the fundamentals of care within the Trust in stoma care and related areas.

Specialist Expert Clinical Function

1. In liaison with the Senior Specialist Stoma Care Nurses plan, deliver and evaluate programmes to address patients' complex and changing health needs at all stages of their illness.
2. Provide specialist advice to support ward and community staff when patients are referred to the stoma care service, ensuring all medical and nursing needs are understood and interventions are carried out in accordance with present standards and protocols
3. Provide the delivery of stoma and related care in Acute, Community and Mental Health Trusts by working specified clinical sessions per month.
4. To be responsible for managing a clinical case load and maintain comprehensive, accurate patient records.

Education, Training and Development Function

1. To act as a professional supervisor and utilise clinical supervision and reflective practice skills to enhance the development of self and colleagues in the inter-professional team to optimise patient care.
2. To act as a mentor for students and other junior staff ensuring learning that is commensurate with education needs.
3. To provide patients and their carers with information and advice associated with stoma care and related conditions ensuring the best level of understanding and self-care as appropriate.
4. In liaison with Senior Specialist Stoma Care Nurses develop, evaluate, and manage education and training programmes relevant to stoma care.
5. In liaison with the Senior Specialist Stoma Care Nurses, develop and review competency-based frameworks for advanced skills development for relevant staff.
6. 8. To participate in education programmes in stoma care and related subjects within the Trusts and local higher education providers as appropriate.
7. 13. To act as a resource for training for hospital and the community.

Practice and Service Development, Research and Evaluation Function

1. To have a working knowledge of local and national standards of care (Association of Stoma Care Nurses Guidelines) and be able to contribute to the development of evaluation strategies.
2. In Liaison with the senior Specialist Stoma Care Nurses facilitate the development of specialist guidelines and protocols in collaboration with colleagues to optimise the care of patients receiving care from the stoma nursing service.
3. To contribute to a regular system of audit and research activities within the stoma care department and in collaboration with colleagues.

4. To participate in appropriate and trust approved nursing research, including equipment trials and assessments.
5. To function as part of an inter-professional team assessing, evaluating and developing the stoma care service as appropriate.

Leadership and Consultancy Function

1. To contribute to the development and monitoring, via audit, of the stoma care nursing service and contribute to the Directorate and Trust surgical/stoma care nursing strategy
2. To act as an adviser in stoma care and related conditions to nursing and medical colleagues within and external to the Directorate and Trust.

Management Function

1. To contribute to managing the stoma care service to ensure a high-quality patient experience in collaboration with relevant colleagues
2. To organise and manage own caseload and practice in a timely manner.
3. In the absence of the Senior Specialist Stoma Care Nurses support and manage other members of the stoma care team
4. To contribute to investigations into specific incidents or complaints as requested by the Head of Nursing.
5. To be aware of the Service Level Agreement with the Runnymede Hospital and work within its boundaries.

Role Specific to Post

1. To assess patients nursing needs in relation to stoma / surgery and to plan, implement and evaluate care delivery.
2. Advise and counsel the patient and their carers before surgery, during inpatient stay, and following discharge from hospital to facilitate acceptance of altered body image and lifestyle
3. With patient's participation where possible, pre-operatively assess and mark patient's abdomen with proposed site for stoma to maximise quality of life and reduce complications which may arise from inappropriate positioning of stoma.
4. Educate and train patients/carers in self-management of the stoma, involving them in the planning and implementation of their care.
5. Using expert knowledge ensure patients have unbiased access to the complete range of ostomy appliances and services, enabling them to make an individual choice. Provide samples of equipment and information on their use.
6. Provide advice on lifestyle issues e.g. diet, work, sports, travel, relationships and altered sexual function.
7. Participate in the discharge planning of the patient, liaising with GPs, Community Nurses, and other healthcare professionals in order to facilitate the smooth transition of care between hospital and community.

8. Request prescriptions from GPs to ensure ongoing supplies of equipment and to arrange delivery of same.
9. Liaise with and introduce patients/carers to appropriate Voluntary Support Groups.
10. Provide ongoing support to patients in the community via home visits and nurse-led clinics.
11. Provide an open access service for advice and assessment to patients and the multidisciplinary team via telephone, ansaphone, pager, email, written communication, outpatient clinic attendance, telephone appointment or home visit.
12. Provide diagnosis and treatment of complications of stomas and related conditions in both hospital and community settings.
13. Liaise with and advise medical colleagues regarding patient care, to include advice regarding timely admission to and discharge of patients from acute and community hospitals.
14. Act as advocate for stoma care patients within the hospital and community
15. Liaise with company representatives to maintain knowledge of products and equipment used in stoma care and related conditions.
16. Maintain accurate patient records of the clinical service and procedures using the computer-based Practice Management System.
17. Be accountable for own professional actions whilst working autonomously in the role.

General responsibilities

- To support the department and organisation by carrying out any other duties that reasonably fit within the broad scope of a job of this grade and type of work.

PERSON SPECIFICATION

POST TITLE:

Factors	Essential	Desirable
Attitude, Behaviour and Values	<ul style="list-style-type: none"> • Always puts patients first • Customer service focus • Willing and able to take personal responsibility • Demonstrates passion for excellence • Takes pride in their work and their team • Flexible in their attitudes and behaviours to support team working and delivery of objectives • Respects, values and cares for others • Supports learning and development of self and others • Supports and promotes equality and diversity • Good time management 	
Qualifications and Further Training	<ul style="list-style-type: none"> • First Level Registered Nurse • Diploma or equivalent knowledge, skills and competency gained through a minimum of three years' experience working as a registered nurse • Evidence of teaching and assessing. 	<ul style="list-style-type: none"> • Post basic qualification in relevant to stoma care nursing practice
Experience	<ul style="list-style-type: none"> • Minimum of 2 years' experience of nursing in colorectal / stoma care • Able to demonstrate working effectively within the multidisciplinary team to support stoma care patients. • Recent evidence of developing nursing/midwifery practice within the clinical setting • Being involved in staff development and staff teaching 	<ul style="list-style-type: none"> • Change management experience
Knowledge	<ul style="list-style-type: none"> • NHS Constitution • Trust vision, values and strategic objectives • Good Communication / interpersonal skills • Information management • Computer literate • Understanding of current NHS issues and initiatives • 	
Skills	<ul style="list-style-type: none"> • Must be able to demonstrate, in relation to people who use Trust and other related services: • You have knowledge & awareness of diversity and human rights and the competencies appropriate to your role to support their diverse needs and human rights. • You are able to communicate effectively with them and with other staff to ensure that their care, treatment and support are not compromised. • You have a good understanding of their communication, physical & emotional needs; can identify their individual needs and preferences, their changing needs and recognise and promote their independence. • Able to provide a customer focussed service • Teaching skills • Evidence of nursing skills in stoma care nursing 	Presentation skills
Other requirements	<ul style="list-style-type: none"> • Able to demonstrate that you are honest, reliable and Trustworthy • Treat service users and colleagues with respect • Assertive • Ability to work under pressure 	<ul style="list-style-type: none"> • Ability to deal with and resolve conflict • Ability to challenge constructively the status quo

	<ul style="list-style-type: none">• Adaptability / flexibility• Professionalism• Sensitivity• Reliability• Energy and enthusiasm• Achiever• Ability to prioritise• Car driver / Current driving license	
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Values and Behaviours

Patients First

	Exemplary 4= acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1= does not demonstrate
Care	Always finding ways to make a difference for the benefit of others	Ensuring that basic needs are always met	Ignoring patients who need help – the standard you walk past is the standard you accept
Compassion	Making everyone feel special – knowing your patients well and treating them as individuals	Putting yourself in others' shoes – you could be the only word of kindness that person receives all day	Not being aware of others' needs or feelings
Communication	Adjusting your communication style to fit the person or the purpose	Introducing yourself, listening, explaining clearly what is happening and making sure that you have been understood	Making little effort to explain situations, creating anxiety and confusion
Humility	Using what our patients and others tell us to make our care the best it can be	Apologising and being open when things have gone wrong	Arrogance – assuming we have all the answers and not listening to our patients

Passion for Excellence

	Exemplary 4=acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1= does not demonstrate
Positivity	Sharing good news and positive stories, seeing and inspiring the best in others	Striving to be the best you can	Spreading negativity, or having a "can't do" attitude
Insight	Stopping, looking and listening – being mindful of your environment	Having an in depth understanding of your day to day practices and the impact they have on others	Not being aware of impact on others
Initiative	Finding and seizing opportunities to go the extra mile without being asked	Taking a proactive approach, and prioritising	Being passive and demonstrating a lack of attention to detail
Innovation	Being bold, ambitious and creative and challenging the norm	Seeking out new ideas and finding ways to put them into practice	Accepting average standards or refusing to move from the status quo



Developed by staff through the Trust Wall and through conversation in Autumn 2013

Personal Responsibility

	Exemplary 4= acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1 = does not demonstrate
Commitment	Equipping yourself with the skills, knowledge and wellbeing required to deliver your best	Performing your duties to the best of your ability and always being punctual and prepared	Taking little interest in doing a good job
Self-awareness	Leading by example and taking responsibility for your actions	Treating people as you would like to be treated, remembering that the little things often make the biggest difference	Looking for excuses or undermining others
Open-mindedness	Being objective and providing, seeking and valuing regular constructive feedback	Continuously listening, learning and improving	Showing little interest in improvement or being dismissive of others' ideas or feedback
Courage	Not being afraid to challenge poor behaviour and inspiring courage in others	Believing in yourself and your contribution, and having the confidence to speak up and speak the truth	Not being willing to trust others, or avoiding difficult issues

Pride in our Team

	Exemplary 4=acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1= does not demonstrate
Constructiveness	Supporting, inspiring, mentoring, coaching, celebrating, championing and motivating	Treating one another with dignity, intelligence and respect	Shouting, taking an aggressive tone, or finger-pointing
Selflessness	Taking on tasks, beyond expectation, to achieve team or organisational goals	In your work, prioritising the needs of your patients, teams and organisation ahead of your own	Showing evident self-interest to the detriment of the team or organisation, or lack of flexibility
Collaboration	Helping others to see that they can achieve more together than can be achieved alone	Building positive relationships based on listening and sharing information, knowledge, skills, as well as workload, to further team and organisational goals	Refusing to work with others effectively – withholding information, or failing to listen to or acknowledge others' views
Integrity	Always being open and honest, setting realistic expectations, and consistently demonstrating your values	Being honest and delivering what you promise or making others aware if you are unable to deliver	Being dishonest or biased, or actions not matching words

VALUES BASED BEHAVIOURS

The Values Based Behaviours above describe the standards of behaviour the Trust supports and expects from all staff, and these are used to assess and develop staff through all aspects of their career with the Trust, from recruitment, through induction, appraisal and development.

WORKING FOR THE TRUST GENERAL RESPONSIBILITIES FOR ALL STAFF IN THE TRUST

ALL TRUST EMPLOYMENT POLICIES CAN BE ACCESSED EXTERNALLY THROUGH THE TRUST WEBSITE AT: <http://www.ashfordstpeters.org.uk/employment>. ALL OTHER TRUST POLICIES CAN BE ACCESSED EXTERNALLY VIA: <http://www.ashfordstpeters.org.uk/organisational>

COMMUNICATION AND CONFIDENTIALITY (INFORMATION GOVERNANCE)

You must communicate clearly by actively listening and responding to what people are saying:

- a) check information from other people and check its accuracy
- b) establish any help people require and act on this appropriately
- c) ensure confidentiality at all times

Employees of the Trust must not without prior permission disclose any information regarding patients or staff obtained during the course of employment except to authorised bodies or individuals acting in an official capacity. The Data Protection Act may render an individual liable for prosecution in the event of unauthorised disclosure of information. See Confidentiality Policy <http://trustnet/documents/menu113.htm> and Information Governance Policy <http://trustnet/documents/menu1107.htm>

All employees must be aware of their responsibilities under the Freedom of Information Act 2000. See Trust Freedom of Information Policy at http://www.ashfordstpeters.org.uk/attachments/799_Freedom%20of%20Information%20Policy.pdf

Employees who use a computer, must abide by the terms of the Trust's Information and Technology Policies at: <http://trustnet/documents/menu11.htm>

DEVELOPMENT, MODERNISATION AND CHANGE

The Department of Health, the Trust, and Directorate/Departments have targets to achieve in respect of service delivery and improving and progressing patient care. We ask that you are aware of these targets and contribute and work to achieve them.

All staff are to be familiar with the Trust's policies and procedures, which are available on the Trust Intranet <http://trustnet/documents/menu.html> or externally via <http://www.ashfordstpeters.org.uk/organisational>

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to undertake other duties that are consistent with your role /

band. Details and emphasis of your role may change but this would be in consultation with you and in line with the needs of your work area.

EQUALITY, INCLUSION, DIVERSITY AND RIGHTS

All staff have a duty promote people's equality, diversity and rights, and treat others with respect and dignity and to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act 2010;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristics and persons who do not share

The Trust is unreservedly opposed to any form of discrimination being practiced against its employees whether on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity.

The Trust Annual Equality and Diversity report and information is available on the Trust Intranet site:

<http://www.asph.nhs.uk/annual-equality-and-diversity-report>

MONITORING AND MAINTAINING GOOD HEALTH AND SAFETY

The safety of patients, staff and visitors is paramount. All staff have a duty to recognise safety as a fundamental element of their role and to comply with Trust policies, procedures, protocols and guidelines related to safety and well-being.

Under the Health and Safety at Work Act 1974, all employees have a duty:

- a) to take reasonable care of ourselves and others at work
- b) to co-operate in meeting the requirements of the law
- c) not intentionally or recklessly interfere with or misuse anything provided in the interests of health safety or welfare

You are required to familiarise yourself with the details of the Trust's Health and Safety Policies posted on the Intranet at <http://trustnet/documents/menu3.htm>. A department policy which will cover your usual place of work is available through your head of department. There are a number of health and safety training sessions which will be mandatory for you to attend depending on your type of work.

MANDATORY TRAINING

All staff have a responsibility to ensure that they are up to date on essential knowledge and skills related to their sphere of work. Some areas of training are common to all staff, such as Health & Safety, Safeguarding and Information Governance. Staff must ensure that they attend Mandatory Training sessions as required.

NHS CONSTITUTION

The NHS commits:

- To provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.
- To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.
- To provide support and opportunities for staff to maintain their health, well-being and safety.
- To engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.

Staff responsibilities:

- **You have a duty** to accept professional accountability and maintain the standards of professional practice as set by the appropriate regulatory body applicable to your profession or role.
- **You have a duty** to take reasonable care of health and safety at work for you, your team and others, and to co-operate with employers to ensure compliance with health and safety requirements.
- **You have a duty** to act in accordance with the express and implied terms of your contract of employment.
- **You have a duty** not to discriminate against patients or staff and to adhere to equal opportunities and equality and human rights legislation.
- **You have a duty** to protect the confidentiality of personal information that you hold unless to do so would put anyone at risk of significant harm.
- **You have a duty** to be honest and truthful in applying for a job and in carrying out that job.

Details at: <http://www.dh.gov.uk/en/Healthcare/NHSConstitution>

QUALITY AND RISK MANAGEMENT

The Trust, as a public organisation is committed to acting with honesty, with integrity and in an open way. We are working together to achieve the highest levels of compliance with risk management via the NHS Litigation Authority (NHS LA) and Clinical Negligence Scheme for Trusts (CNST) for maternity services. You are expected to become familiar with these standards as they relate to your work and further details are available from your manager.

You must ensure your actions help to maintain quality and reduce risk. This involves accepting individual responsibility for meeting required standards, and for following quality and safety processes and procedures. These include national requirements set out by the Healthcare Commission, Trust policies, the Trust's Standards for Practice and Care, local Codes of Practice and local service or departmental standards. (<http://trustnet/documents/Standards%20for%20Practice%20and%20Care.doc>)

It is expected that you understand and comply with current emergency resuscitation techniques (where appropriate), infection control procedures, and fire regulation procedures.

- Risk & health & safety policies are available at <http://trustnet/documents/menu3.htm>;

- Patient care policies are available at <http://trustnet/documentss/menu8.htm>;
- Fire policy is available at <http://trustnet.asph.nhs.uk/documents/document306.htm>;
- Control of infection policies is available at <http://trustnet/documents/menu7.htm>.
- All other relevant policies can be found at <http://trustnet/documents/menu.html>

WHISTLE-BLOWING (FREEDOM TO SPEAK UP)

All employees working in the NHS have a contractual right, and a responsibility, to raise genuine concerns they have with their employer about malpractice, patient safety, financial impropriety or any other serious risks they consider to be in the public interest. Details of when and how concerns may properly be raised within or outside the Trust are available in the Trust's Whistle-blowing Policy which you can access on the intranet at: http://www.ashfordstpeters.org.uk/attachments/1276_Whistle%20Blowing%20Policy.pdf

The Trust's policy on whistle-blowing enables everyone to raise any concerns they have about any malpractice at an early stage and in the right way.

The Trust welcomes your genuine concerns and is committed to dealing responsibly, openly and professionally with them. It is only with the help of our staff that the Trust can deliver a safe service and protect the interests of patients and staff. If you are worried, we would rather you raised the matter when it is just a concern, rather than wait for proof.

We hope that you will be able to raise concerns with your manager or Head of Service. However, we recognise that this may be difficult at times and the policy enables you to raise a matter directly with the Trust Freedom to Speak Up Guardian and the designated Non-Executive Director. But you can approach any member of the Trust Board.

Your concerns will be taken seriously and investigated. We also give you a guarantee that if you raise concerns responsibly, we will endeavour to protect you against victimisation.

Further information is available on the Trust Intranet at: <http://trustnet/departments/speakup/>

REQUIREMENT FOR FLEXIBILITY IN AN EMERGENCY SITUATION

In the event that the Trust is affected by an emergency situation (including but not limited to a flu pandemic or a pandemic of any other disease or illness), whether relating to its staff and/or patients, you agree that the Trust may require you to:

- (a) Carry out additional and/or alternative duties to those contained in your job description; and/or
- (b) Without prejudice to the other terms of your employment, perform duties (including any additional and/or alternative duties as mentioned above) at any other location where NHS services are provided

SAFEGUARDING

All Trust employees have a responsibility to take appropriate action if they believe that a child or adult at risk (with care and support needs) is in need of services or in need of protection. Staff must



be committed to safeguarding and promoting the welfare of children, young people and adults at risk, recognising that looked after children, patients with a learning disability or other cognitive impairment may not be able to keep themselves safe from harm or abuse. All staff will understand and adhere to the principles laid out in the [Mental Capacity Act \(MCA\)](#) as appropriate to their role within the Trust.

Everyone is responsible for accessing the relevant level of training for their role and for following the Trusts local Safeguarding procedures; completion of training and understanding of safeguarding arrangements should be discussed in annual appraisals and/or form part of re-validation requirements. The Trust works collaboratively with partner agencies in regard to safeguarding and staff must be aware of multi-agency partnership arrangements as relevant to their role; follow links to [Surrey Adult multi-agency procedures](#) & [Surrey Children's Services](#) for further information.

Information on Child Protection is available on the Trust website: [Safeguarding Children](#)
Information on the Abuse or Suspected Abuse of Adults is available on the Trust website: [Safeguarding Adults](#)

The Trust complies with the requirements of the Disclosure and Barring Service (DBS) and the requirement to report safeguarding issues to the Disclosure and Barring Service. All staff who require a DBS will have been checked on joining the Trust and for staff who are part of the children's workforce they will have a three yearly repeat check.

SUSTAINABILITY

The Trust places great importance on sustainable development, reducing their carbon footprint and maximising the positive social, economic and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling / redistribution facilities, minimising travel and saving water when possible. If your role involves purchasing / ordering supplies you must consider the environmental / sustainable impacts and purchase optimal environmental / sustainable products / services.

August 2022