

JOB DESCRIPTION

JOB TITLE	TB Support Nurse
GRADE	Band 5
REPORTS TO	TB Lead Nurse
RESPONSIBLE TO	Senior Operation Manager
LOCATION	Newington HC

JOB PURPOSE

The post holder is responsible for the delivery of clinical care to Tuberculosis (TB) patients, supported by the TB Lead Nurse. They will deliver care within the boundaries of their role. They will work effectively and collaboratively within the team to meet the needs of patients, support the delivery of policy and procedures and provide clinical leadership.

Ensure the delivery of the quality strategy within the designated area incorporating establishment of systems and processes.

Duties and Responsibilities

Communication

- Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment/monitoring.
- Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural backgrounds and preferred ways of communicating.
- Participate in the development and building of effective professional relationships both within the TB Team and other Multidisciplinary agencies involved with the health and wellbeing of TB patients
- Demonstrate a high level of interpersonal skills when dealing with any hostile, confrontational or sensitive issues that may arise
- Maintain contemporaneous, accurate and up to date records
- Maintain confidentiality in accordance with NMC Code of Conduct, data protection and relevant organisational policies

Analytical

- Assess effectiveness of care delivery through self and peer review, benchmarking and formal evaluation.

- Exercise clinical judgment in handling and resolving alerts and problems within the TB team. This will require a range of skills including; communication and negotiation to ensure that complex situations are dealt with appropriately.
- Utilise the audit cycle as a means of evaluating quality implementing improvements where required.
- Evaluate the patients' response to the TB Nursing Service and the effectiveness of care.
- Utilise a structured framework, including supporting the TB Lead Nurse to complete investigations e.g. root cause analysis. Participating in the management, review and identify learning from patient complaints, clinical incidents and near miss events.
- Participate in the performance monitoring of the team, providing feedback as appropriate.
- Critically evaluate and review innovations and developments that are relevant to own practice

Planning and Organisational Skills

- Be responsible in the TB Nursing Team for the prioritising and planning of any allocated tasks, responding to alerts, and liaising with appropriate staff for onward referral.
- Facilitate and be included in the development of TB programs.
- Assess, plan, develop, implement and evaluate programmes to promote and prevent adverse effects on health and well-being.
- Assist senior practitioners as required.
- Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures.
- Have the ability to formulate solutions and recommend/decide on the best course of action/treatment.
- Prioritise, organise and manage own workload in a manner that maintains and promotes quality and professionalism.
- Participate in planning and implementing changes within the area of care and responsibility.
- Work with the TB Lead Nurse to ensure sufficient staff of appropriate ability, quality and skill mix is available to meet the needs of patients.
- Contribute and participate in the development of local guidelines, protocols and standards

Physical Skills

- Utilise computer and keyboard skills for access to TB systems Systm1, Lorenzo ETS
- Travel as required to ensure service delivery is equitable and accessible
- Facilitate and use training equipment as and when required
- To be able to compete phlebotomy.
- The ability to carry out near patient screening (BCG vaccination and Mantoux).

Responsibilities for Patient Care

- Implement and evaluate individual treatment plans for TB patients.
- Identify, and manage as appropriate treatment plans for patients at risk.

- Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations.
- Provide information and advice on prescribed TB medication or over the counter medication.
- Recognise, assess and refer patients as required to other services/ organisations.
- Promote and deliver evidenced based care.
- Responsibility to document care/treatment/advice/tests.
- Deliver care according to national and local guidelines, working in partnership with other clinical teams/departments.
- Act as an advocate when representing patients and colleagues viewpoints to others
- Understand own responsibilities and accountability in the delivery of care to patients, ensuring that the needs of the patient are the priority.

Responsibilities for Financial and Physical Resources

- Accept and delegate tasks appropriately.
- Be responsible for ensuring that equipment is maintained and exercises a duty of care when using and storing resources
- Have a duty of care in relation to the safe disposal of equipment
- Be aware of TB Nursing team Budget to help ensure the service remains within budget.

Policy and Service Development Implementation

- Recognise and work within own competence and Professional Code of Conduct as regulated by the relevant professional body.
- Support and participate in shared learning across the wider organisation.
- Participate in the performance monitoring review of the team, providing feedback as appropriate.
- Actively promote the workplace as a learning environment encouraging everyone to reach their potential, learn from each other and from external good practice.
- Undertake mandatory and statutory training.
- Act as a mentor to students and new staff assessing competency against set standards as requested when appropriately qualified.
- Ensure all clinical incidents are reported and relevant policies adhered to
- Attend professional meetings for service provision and development as required
- Involve user groups in planning and developing services
- Actively support joint working and collaborative service arrangements with the local authority, hospital, and voluntary sector and other providers of services to improve health outcomes
- Promote, monitor and maintain best practice in lone working, health, safety and security

Responsibilities for Human Resources

- The post holder shall as necessary provide cover for and undertake duties of absent colleagues.

- Assist the TB Lead Nurse with teaching, training and development of employees, students/trainees and others in an equivalent position
- Plan and evaluate their own work.
- Participate in clinical supervision
- Identify their training and development needs through the Development Review process in partnership with the TB Lead Nurse
- Responsibility for day to day supervision of staff.

Responsibilities for Information Resources

- Record relevant information for performance measures and statistical returns
- Record on a daily basis health observations and assessments
- Comply with data protection requirements
- Be responsible for records management and security in accordance with organisational policy and NMC guidelines for record keeping

Responsibilities for Research and Development

- Keep up to date with new developments locally and nationally identifying those that will enhance the teams work
- Be an active participant in ensuring continuous development of the TB Nursing service
- Participate in surveys, complete as required and undertake audits and evaluations as required
- Be responsible for ensuring professional practice is research and evidence based and is delivered within the organisation's clinical governance framework

Freedom to Act

- Work within professional codes of conduct, policies, guidelines and operational framework
- Be professionally accountable for their own work within the NMC Code of Conduct and Scope of Professional Practice
- Expected to refer complex cases to their manager.

STANDARD PARAGRAPHS

1. City Health Care Partnership CIC is embedding a culture of restorative practice (RP) throughout the organisation. This is known as the CHCP way. All staff are expected to embrace RP which embodies a set of values and principles and a way of working with people that provides a common language and approach that enables collaborative working and respect for each other within the organisation.
2. City Health Care Partnership CIC is committed to providing high quality care within all services and therefore expects all employees to follow the nationally recognised seven values – care, compassion, courage, communication, competence, commitment and candor. These values, known as the Seven C's, are embedded within the culture and

working practices of all services regardless of whether the service provides direct patient care or not.

3. It is the responsibility of each member of staff to maintain confidentiality at all times and abide by the CHCP policies and procedures.
4. Staff must be aware of and adhere to the provisions of the Health and Safety at Work Act and any associated legislation in order to ensure their own safety and that of colleagues, patients and visitors. Staff must also be aware of the action to be taken in the event of fire and must complete Fire Awareness Training on an annual basis.
5. Basic moving and handling training must be attended on induction. Staff who are required to move patients are also required to attend further training in addition to this, and will be required to refresh at this level bi-annually. Other mandatory training requirements that are relevant to the post must be decided during Personal Development Review and a training plan developed.
6. Staff should be aware of their individual responsibilities under the Equality Policy and ensure that they comply to the policy which requires that all colleagues and service users are treated with respect.
7. CHCP CIC is committed to a policy of zero tolerance of abuse. The organisation recognises its responsibility to prevent the abuse of vulnerable adults at risk and all employees have a duty of care to safeguard those in their care. Staff should ensure that their actions support the aims of the organisation and ensure that all children up to the age of 18 are protected from significant harm, abuse and neglect within the framework of multi-agency Child Protection services established in the Guidelines and Procedures issued by the Local Safeguarding Children Board and must comply with the responsibilities identified in Section 11, Children Act 2004. All staff have a duty to contribute to the detection, reporting and prevention of abuse and to safeguard those in our care. Safeguarding is everybody's business and is core business for CHCP CIC.
8. **Infection Control (these paragraphs relate to clinical staff)**
Maintain and enhance standards of patient care, through the implementation of continuous quality improvement initiatives such as NICE Guideline 139 and associated quality standards to support the prevention of Health Care Associated Infections and compliance with the Health & Social Care Act 2008 Code of Practice for health and adult social care on the prevention and control of infections and related guidance July 2015.

Ensure high standards of environmental cleanliness are maintained across the Organisation through involvement in audit and regular feedback through service governance frameworks and liaison with the Domestic Contact Monitoring Officer.
9. **Infection Control (this paragraph relates to both clinical and non-clinical staff)**
Infection Prevention and Control is everybody's responsibility. All staff, both clinical and non-clinical are required to adhere to CHCP's Infection Control policies and make every effort to maintain high standards of infection control at all times, thereby reducing the

burden of Health Care Associated Infections. Staff have a responsibility to ensure they attend mandatory infection control training provided by CHCP.

- 10.** This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change in the light of developing organisational and service needs and wherever possible change will follow consultation with the post holder.

EFFORT AND ENVIRONMENT

Effort criteria – the frequency with which the post holder is expected to deal with the following areas should be indicated e.g. average over a day, a week, a month or a year

Physical Effort

The ability to cope with all aspects of patient care on a daily basis associated with the TB Service i.e. carrying appropriate equipment.

Frequent requirement for sitting in the restricted position for a substantial amount of time when working on computer and/ or driving between bases.

Mental Effort

There is a regular requirement for concentration when problem solving re operational issues affecting TB nursing staff, procedures and systems; also dealing with staffing issues and ensuring there is adequate staff cover in place when TB Lead nurse is unavailable, or requires support.

The post holder will be required to multi-task, managing the competing needs of numerous patients, carers, relatives and clinicians while also supporting third/ voluntary sector. The post holder may be required to process the 4 C's and distressing information relating to service users.

The post-holder may have to concentrate for frequent periods where the work pattern is unpredictable.

Working Conditions

Exposure to infrequent unpleasant working conditions e.g. blood and bodily fluids.

To identify and minimise risks to provide a safer environment.

Will be required to visit patients in the community in all weathers

Emotional Effort

Occasional exposure to distressing or emotional circumstances when dealing with staffs personal problems and interpersonal conflict.

The ability to maintain a non-judgmental manner when working with patients/ carers/ families/ staff

Effort to meet deadlines

Ensuring staffs professional practice at all times

Staff to work within Zero Tolerance policy/guidelines.

Occasional need to impart bad news to patients.

**PERSON SPECIFICATION
TB SUPPORT NURSE**

	Essential	Desirable	How assessed
Qualifications			
RGN/RN/Diploma Nursing Studies	√		Application
Evidence of ongoing continuing professional development/Portfolio	√		Application

	Essential	Desirable	How assessed
Knowledge			
Current legislation and impact on nursing services.	√		Interview/ Application
Evidence based practice	√		Interview/ Application
Mentorship or evidence of supervision/teaching/team management		√	Interview/ Application
To demonstrate an understanding of proactive caseload management.		√	Interview/ Application
Understanding of audit processes, Key Performance Indicators and Targets, CQUIN collection data and Quality Monitoring Programmes	√		Interview/ Application
Integrated Team working	√		Interview/ Application
Understanding of research methodology and audit		√	Interview/ Application
To have an understanding of the principles of restorative practice		√	Interview/ Application

	Essential	Desirable	How assessed
Experience			
Experience within Primary/Secondary Care at Band 5 or equivalent.	√		Application
Experience in planning and providing care to patient with Infectious diseases,		√	Application

Developing and leading practitioners to deliver client responsive services delivering high quality nursing skills and care	√		Interview/ Application
Experience of proactive caseload management and the ability to act as a care coordinator.		√	Interview/ Application
Experience of collaborative working across organisation both statutory and voluntary services		√	Interview/ Application
Experience of initiating and implementing clinical or professional change and evaluation of practice	√		Interview/ Application
Experience in using IT in clinical practice	√		Application

	Essential	Desirable	How assessed
Personal Attributes			
Ability to use a variety of development techniques to support the learning and development of others	√		Interview/ Application
Evidence of influencing, motivating and negotiating with others to achieve change demonstrating leadership skills.	√		Interview/ Application
Requires an excellent standard of written and verbal skills	√		Interview/ Application
Ability to communicate complex & sensitive information using appropriate communication tools	√		Interview/ Application
Ability to work under pressure and manage a diverse workload	√		Interview/ Application
Experience of using word processing, spreadsheets and other software for clinical and non-clinical activity		√	Interview/ Application
Ability to work flexibly in conjunction with the community nursing team, GPs and the wider MDT.	√		Interview/ Application
Evidence of recording and writing clinical records comprehensively	√		Interview/ Application
Evidence of experience of project management		√	Interview/ Application

	Essential	Desirable	How assessed
Personal Circumstances			
Ability to commute geographically as required by the service	√		Interview/ Application
Ability to work a 5 day week, flexible rota	√		Interview/ Application

AGREED AND SIGNED BY:

Employee: Print name.....

Signature.....

Date.....