

1. JOB DETAILS	
Job title:	Band 7 Team Leaders Emergency Department
Accountable to:	ED Matron
Managerially (if required)	ED Matron
Professionally (If required)	ED Matron
Agenda for Change Band:	7
Contract Status:	Permanent (Full time/Part time)
Location:	Harrogate District Hospital
2. JOB SUMMARY	
<p>A rare and exciting opportunity has arisen to join our Emergency Department (ED), which has been recently refurbished. We are recruiting Band 7 Team Leaders following an evidence based establishment review, which has improved our skill mix and nurse to patient ratios, to ensure that we can provide gold standard care and optimise staff experience.</p> <p>The ED is led by experienced Department Managers; Rachael Worton and Elvira Obrinja, and a supportive Matron; Amy Carr. We are looking for hard working motivated individuals to support our ED Matron and Department Managers to ensure the best possible standards of care.</p> <p>The post holder will be an experienced team member, with Adult and / or Paediatric emergency / acute medicine experience, and will be responsible for coordinating the department and maintaining safety / quality and performance.</p> <p>The successful candidate will be expected to work across a 24/7 roster period and will have line management responsibility for a group of Emergency Department nursing and support staff. They will lead the department team and co-ordinate the delivery of patient care. They will provide clinical care to patients and supervise and coordinate staff in the department to maintain clinical competency and provide clinical supervision.</p> <p>The post holder will also support effective nurse roster delivery, performance management, capacity planning and contribute to transformation of emergency care services as required. The post holder will be accountable for ensuring the highest standard of clinical care is provided within the department.</p> <p>Collaborative working with the Flow Manager, Department Managers, Matron and Consultant group will also be essential to ensure safe delivery of care and effective flow through the department.</p> <p>They will be easily identifiable to patients, relatives and all staff, providing strong, visible leadership and have the appropriate level of authority to facilitate the support, advice and assistance required by staff, patients, their families and carers.</p>	

The post holder will be a role model, show compassion in care and ensure that a caring culture is nurtured and valued highly within the team. They will uphold Trust values and behaviors and behave in a manner fitting with the responsible position of the post holder, maintaining public confidence.

Learning from the patient experience the post holder will be responsive and seek to constantly seek to improve standards of care. The post holder will be accountable for ensuring the highest standard of care is delivered and will constantly promote: patient safety, effective care and a positive patient experience at each stage of the patient's journey.

Excellent communication skills are paramount to this role in order to maximise and ensure a high level of multi-professional and multi-agency co-operation. This will in turn drive effective patient flows within and from the department.

The post holder will be a proven change agent and positive role model who demonstrates a visionary and innovative approach to care with a good understanding of the local and national health agenda.

The post holder will maximise the delivery of efficient high quality care through the adoption of standardized processes which are firmly embedded in the routine practice of the department. These processes include, but are not limited to, medicines management, patient nutrition, documentation, discharge, quality management and audit, and patient and carer communications. The benefits associated with increased information technology at department level will be maximized to assist high quality timely care and quality monitoring.

The post holder will play a key role in ensuring the principles of clinical governance are implemented within the department.

The post holder will work closely with the ED Matron and have direct access to the department triumvirate management team for advice and support and they will play an active part in the professional networks within the organisation.

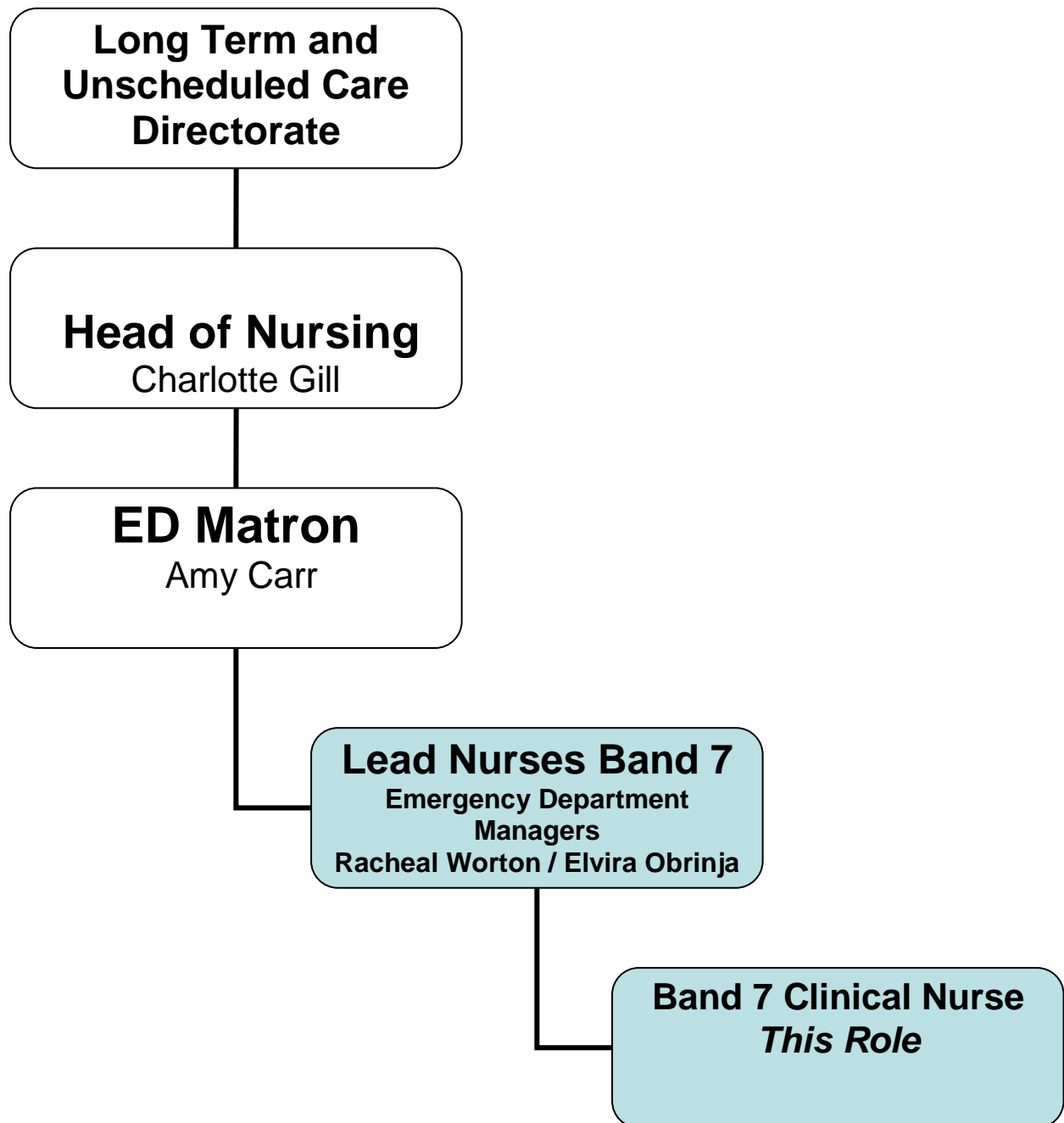
The post holder must adhere at all times to the NMC Code of Conduct and any other relevant documents as published by the Nursing and Midwifery Council, and must work within the policies and guidelines as laid down by the Trust.

The post holder will have responsibility for ensuring the standards of cleanliness and hygiene on the ward comply with the Health Act 2009 Code of Practice for the Prevention and Control of Health Care Associated Infections and also with the Trust's infection control policies. This will involve regular liaison with Domestic Supervisors and escalation to senior staff to resolve any issues if necessary, and will involve ensuring that all staff within the Unit achieve the mandatory hand hygiene and infection control training requirements and comply with the Trust's infection control policies.

3. ROLE OF DEPARTMENT

The Emergency Department provides a 24 hour service for patients who self-present to the department or are brought by ambulance. The main function of the department is to provide assessment, diagnosis and treatment for those with a critical injury or illness, and those with an urgent health care need. Streaming to other appropriate co located services is also facilitated from the department.

4. ORGANISATIONAL CHART



5. KEY WORKING RELATIONSHIPS

The post holder will;

- Meet regularly with and work closely with and escalate / feedback arising issues to the Matron and lead Nurses.
- Liaise with all levels of clinical staff and coordinate the work of the nursing and support staff, to meet the clinical demand.
- Liaise with the ED Matron, Department Managers and Clinical site manager and medical team to facilitate safe and timely patient flow throughout HDFT
- Liaise with and coordinate the work of non-clinical staff e.g. domestic services, hotel

services, estates to ensure the department environment and processes enhances the patient experience.

- Work with patients and family/carers on a daily basis to ensure high standards of care and good communication is provided.
- Work in conjunction with all other members of the multi-disciplinary/multi agency team to ensure timely, effective care across the patient's journey.
- Act as an Ambassador for the Emergency Department forging positive working relationships with other staff within HDFT and the Community e.g. Risk Management, Human Resources, Finance, Clinical Effectiveness, Corporate Nursing, Nursing networks.

Internal Working relationships:

- Matrons
- Department Managers
- Clinical Lead for Emergency Department
- Clinical Director
- Operational Director
- Service Manager and General Manager
- Emergency Department Consultants and medical team
- Directorate Management team
- Rota Team
- Pharmacy
- Human Resources colleagues
- Staff and trade union representatives
- Emergency department team
- Same Day Emergency Care Unit
- Medical admissions ward
- Specialist nurses
- Minor Injury Units
- Practice Educators
- Wards and departments
- Allied healthcare professionals
- Emergency Nurse Practitioners and Urgent Care Practitioners
- Security staff

External Working relationships:

- Patients
- NHS 111
- Yorkshire Ambulance Service
- Local Authority, especially Social Services and Education
- Primary Care Professionals & Independent Contractors
- Voluntary & Community Sector
- Service Users & Representative Groups Community Groups
- Acute hospital providers
- Police

6. DUTIES AND RESPONSIBILITIES OF THE POST

Management / Leadership Responsibilities

- Responsible for the day to day operational management of the ED
- Ensure the department maintains standards for safety and quality
- Manage attendance, sickness absence and annual leave in line with HDFT policy to maintain effective service delivery.
- Assist in the development of workforce plans for the service, working with the service matron to manage future recruitment decisions and workforce development priorities
- Support the Department Managers with the delivery of staff appraisals, THRIVE well-being conversations and personal development plans for line managed staff in accordance with Trust policy. Support other senior staff to complete these processes within the team.
- Support the Department Managers with ensuring staff receive appropriate education opportunities in line with their personal development plan. Ensure staff undertake mandatory and essential training in accordance with Trust policy.
- Lead the development of the non-registered workforce to improve the care and services delivered to patients.
- Contribute to the Risk Register for the service
- Ensure effective communication is in place to keep all staff informed of national and local issues.
- Manage Health and Safety for the defined team or service area via SALUS. Work collaboratively with the Site Manager and other key stakeholders in accordance with national health and safety guidance. Escalating and reporting to appropriate agencies as required.
- Support information gathering for professional revalidation
- Deputise for the Department Managers as required.
- Investigate and respond to complaints.
- The post-holder will support the organisations band 7 evening and weekend roster as required working closely with matron and site co-ordinator on rostered weekend with allocated corporate duties.

Clinical Responsibilities

- Support frontline clinical and administrative staff in the continued development of their roles, and to develop effective team working.
- Provide expert clinical advice and professional leadership to the team, working closely with relevant staff, to ensure input to care is planned for and delivered to individuals.
- In conjunction with the Matron and management, actively promote the development of clinical leadership, multidisciplinary and multi-agency team working
- Address the concerns of patients and service users and respond to their suggestions for local quality improvements. Lead on the effective resolution of complaints where

appropriate (for own area), liaising with the Risk Management Department the Patient Experience Team as necessary.

- Work with colleagues to ensure safe systems for Clinical Risk Management and share national and local learning, from all aspects of service.
- Ensure appropriate documentation of treatment, care and interventions in line with Trust Policy and the NMC.
- Seek out new and innovative ways of enhancing processes used in the Emergency Department for patients and lead the implementation of agreed changes in the service.
- Lead developments in practice consistent with the patient care priorities set by the organization.
- Lead clinical governance planning and development for area of responsibility and participate in wider Unscheduled/ Urgent/Emergency Care Clinical governance activity as required.
- Utilise enhanced communication skills to identify sensitive and highly complex conditions.
- Promote sensitive information sharing around Safeguarding Children and Adults, and ensure that the Trust Policies are appropriately implemented.
- Develop and maintain own and others knowledge, clinical skills and professional awareness
- Ensure Privacy and Dignity of patients is maintained at all times.

Other Duties

- In conjunction with Matron and management team be responsible for developing and implementing relevant national policy guidance and strategy within the service (e.g. NICE guidance etc), where applicable within commissioned service level agreements.
- Create an environment and culture in which infection prevention and control is intrinsic to care delivery by setting and monitoring environmental standards and take action to ensure compliance with cleanliness standards.
- Participating in relevant meetings regarding the provision of the service as appropriate.
- Create opportunities for seeking patient feedback through patient satisfaction surveys to inform continuous service improvement. Ensure that local action plans are developed from this feedback and changes are implemented.
- Ensure the service complies with all Care Quality Commission (CQC) standards.
- Participate in clinical and operational audits and share examples of good practice to improve the service.

7. WORK SETTING AND REVIEW

The post holder will work collaboratively with the Matron to set goals and manage workloads. There will be a requirement to report on progress and an ability to discuss outstanding issues with colleagues but generally the postholder will carry out their role independently and flexibly. They are responsible for service decisions and appropriate escalation.

8. JOB DESCRIPTION AGREEMENT

Post holder's signature

Date

Line Manager's signature

Date

PERSON SPECIFICATION

POST TITLE: Lead Nurse Emergency Department

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Registered Nurse (Adult) with current NMC registration Evidence of recent and ongoing professional development Evidence of competency in teaching and assessing (Mentor qualification or equivalent) Appropriate degree or studying towards degree or equivalent demonstrable experience in specialty Evidence of change management process 	<ul style="list-style-type: none"> Relevant management or leadership qualification Masters level degree or equivalent level study Experience with Paediatric patients Nurse Practitioner qualification or equivalent appropriate to the clinical area of responsibility.
Experience	<ul style="list-style-type: none"> Recent experience in Emergency care management. Competent / experienced Emergency department/urgent/acute care setting nurse Experience of working with a wide range of complex clinical conditions Knowledge and experience of triage/ prioritisation assessment, planning implementing and carrying out care of patients with acute illness / injury. Advanced ability to work across multi-disciplinary health and social care team Experience of supervision/mentorship of staff and peers 	<ul style="list-style-type: none"> Evidence of working in variety of clinical settings Experience of the clinical audit process and procedures Management and leadership experience Experience of managing budgets Experience of effectively managing rosters Minimum of 5 years' whole time equivalent current experience of working within Emergency department or equivalent

	<ul style="list-style-type: none"> • Experience of managing a team • Experience of transformation change. 	
Knowledge	<ul style="list-style-type: none"> • Understands the concepts of clinical governance and shared governance including evidence based practice and critical appraisal of research findings • Knowledge of how an Emergency department runs, staffing models, patient pathways and key performance indicators. • Demonstrates knowledge of effective risk management. • Knowledge of current NHS issues including performance targets • Knowledge and experience of management models, implementing change and/or new clinical practices. • Awareness of current professional issues NMC Code of Conduct. • Understand principles of effective budgetary management. 	<ul style="list-style-type: none"> • Experience of leading patient involvement/patient feedback initiatives.

Skills and Aptitudes	<ul style="list-style-type: none"> • Highly developed level of clinical assessment skills • Excellent interpersonal and communication skills including the ability to produce detailed written reports • Able to lead, empower, motivate others and influence innovate practice and service development. • Proficient computer and IT skills • Ability to critically analyse professional and ethical issues • Ability to analyse complex information and respond efficiently to highly complex information • Ability to work effectively in a multidisciplinary team, independently and within a team. • Ability to handle and deliver highly sensitive information • Ability to work under pressure and make effective decisions to share with the team. • Ability to organise and prioritise own workload • Ability to work independently and within a team. and an understanding of professional accountability • Develop and maintain positive working relationships • Able to follow Trust policies and procedures 	<ul style="list-style-type: none"> • Teaching and assessing, and presentation skills • Research / audit skills • Demonstrate involvement in clinical supervision
Personal Attributes	<ul style="list-style-type: none"> • Commitment to the support of hospital wide delivery of care and optimum management of 	

	beds <ul style="list-style-type: none"> • Understanding of role in relation to wider hospital pressures and organisational objectives • Ability to serve on project groups and or committees • Adaptable and flexible • Self-motivated/ professionally proactive • Patient focussed approach to care and services • Displays professional integrity and credibility • Excellent communication skills 	
PERSON SPECIFICATION AGREEMENT		
<div> <div>Post holder</div> <div>.....</div> </div> <div> <div>Date</div> <div>.....</div> </div> <div> <div>Line Manager</div> <div>.....</div> </div> <div> <div>Date</div> <div>.....</div> </div>		

Each of the above points should be considered in the light of minimum requirements listed in the job description.