

## Candidate Brief

### Deputy Heart Failure Nurse Specialist (Band 6)

## **Welcome to Epsom and St Helier University Hospitals NHS Trust**

Thank you for showing an interest in working with us at Epsom and St Helier – a family of more than 7,000 colleagues.

We are truly an integrated health and care Trust. In simple terms, that means that as well as the services we provide at our acute care hospitals (Epsom in Surrey and St Helier nearby in south west London) we work with local GPs, mental health services, community providers and local authorities, with the joint aim of preventing local people from becoming unwell, and when they do, that they receive the right care, in the right place, with the right support.

So, as well as great hospital care, together we offer an increasing range of services. These include adult community health, sexual health and children's therapies. Many of these community services are run by the partnerships we host, Surrey Downs Health and Care and Sutton Health and Care.

Continuing the partnership theme, we also host and run some exceptional hospital-based services including the South West London Elective Orthopaedic Service – rated 'Outstanding' by the Care Quality Commission (CQC) – and we also have the largest nephrology (care around kidney disease) service in the UK, that isn't co-located with a transplant service.

We also work as part of the St George's, Epsom and St Helier Hospital and Health Group, with a shared leadership and increasing collaboration to develop stronger clinical and corporate services between two major providers serving Surrey and South West London.

These partnerships are at the forefront of joining together health and care for local people, and part of the national NHS ambition to provide the best care locally.

In autumn 2019, as an entire Trust, we moved up to become rated 'Good' by the CQC and we seek to continually improve. As part of that, we have secured £500m as part of the government's Hospital Infrastructure Plan to enable us to build a brand new Specialist Emergency Care Hospital in Sutton and finish the refurbishment of the existing buildings on the Epsom and St Helier hospital sites.

We are committed to making all of our work places great places to work, with the right support and culture to help you excel. We spoke with more than 3,000 colleagues about what makes a good day at work and as a result introduced a new core value – 'Respect'. And as a result 'Respect' is at the heart of everything we do. This means we want everyone who works with us to be able to do the best that they possibly can with opportunities available for everyone to grow and develop. It also means that there is no place for bullying, racism, discrimination or other poor behaviours.

We continue to develop as a Trust and with our partners. There is lots to do and we welcome you to help us on that journey, starting with the following job description, which we hope inspires you to be part of our success.



## Our shared purpose

Developed by our patients and staff in the Your Voice Your Values project, 2018.



## All of us who work at Epsom and St Helier

Choosing to work at Epsom and St Helier means I choose to sign up to our values, behaviours and expectations.

-  Respect and value other people's views, experience and skills
-  Develop myself to be a great role model of our behaviours
-  Treat patients with respect and as equal partners in their care
-  Treat everyone fairly regardless of protected characteristics, profession, role or level
-  Speak up whenever I have a concern, give feedback respectfully, receive feedback gracefully, admit mistakes, resolve issues together
-  Respect myself, looking after my own health and wellbeing
-  Create a respectful environment free from disrespectful behaviour
-  Respect my role, doing a good job to meet my objectives as they change, and doing the best I can with available resources.

Our ambition is to provide an outstanding level of care to our patients and communities.

**Above all we value respect.** This means everyone at the Trust – whether a member of staff, a patient or their loved ones – can expect to be treated with respect, whatever their role or background. This ensures kind, positive, professional teamwork, delivering great care to every patient, every day.

By choosing to work here, you also choose to value and role model respect. This means having respect for the Trust and your roles and responsibilities, as well as colleagues, patients and anyone who interacts with the Trust.



We offer an extensive range of services, including cancer, pathology, surgery, and gynaecology to 500,000 people in south west London and north east Surrey. We operate two busy general hospitals, Epsom Hospital and St Helier Hospital, and run services from other locations, including Sutton Hospital.

St Helier Hospital is home to the South West Thames Renal and Transplantation Unit and Queen Mary's Hospital for Children, while Epsom Hospital is home to the South West London Elective Orthopaedic Centre (SWLEOC). Both Epsom and St Helier hospitals have Accident and Emergency departments (A&E) and Maternity services (Obstetrics).

We also play an active role in the local healthcare economy, and are the lead provider in two innovative health and care partnerships.

In Surrey Downs (that's the Epsom, East Elmbridge and Dorking areas), we have partnered with CSH Surrey, the three GP federations in the Surrey Downs area, and Surrey County Council (who are an associate member), to provide adult community health services. This innovative partnership is called Surrey Downs Health and Care.

In Sutton, we have joined forces with the London Borough of Sutton, Sutton GP Services and South West London and St George's Mental Health Trust to provide adult and children's community health services and sexual health services to local people. Together, we are called Sutton Health and Care – you can visit our website [www.suttonhealthandcare.nhs.uk](http://www.suttonhealthandcare.nhs.uk).

# Deputy Heart Failure Nurse Specialist (Band 6)

## Job Description and Person Specification

## **Job Description**

**Job Title:** Deputy Heart Failure Nurse Specialist

**Grade:** AfC Band 6

**Hours of work:** 37.5 hours per week

**Working Pattern:** Monday - Friday

**Site:** Base site Cheam Priory

**Responsible to:** Heart Failure Nurse Specialist

**Accountable to:** Operational Manager

## **Role of the department**

The Heart Failure Service aims to provide evidence based treatment for patients with heart failure. This includes monitoring of the condition, behavioural modification, health promotion, specialist care to improve quality of life by slowing disease progression and improving symptoms to reduce mortality, preventing re-admission to hospital and improving palliative care provisions for patients and carers.

## **Job Summary**

The post holder will be responsible for the assessment, planning and provision of specialist nursing advice and carries out specialist nursing procedures. The post holder will provide clinical supervision to other staff, students and may undertake research, lead clinical audits in own specialist area. Ensuring the safety and wellbeing of services users, and always working in a manner that promotes dignity and human rights through the adoption of person centered care principles. It is expected the post holder will spend 80% of their time in direct clinical care.

Together with you, in your local community

## Vision and Values

Our vision is to promote independence and health, to deliver high quality, to provide care within the heart of the patient's community. We are looking for employees who aspire to excellence, share our values & vision and can play a crucial role in our on-going achievements.

**Respect** – value and respect other people's knowledge, experience and skills. Listen and act on feedback, be fair and kind. Promote independence.

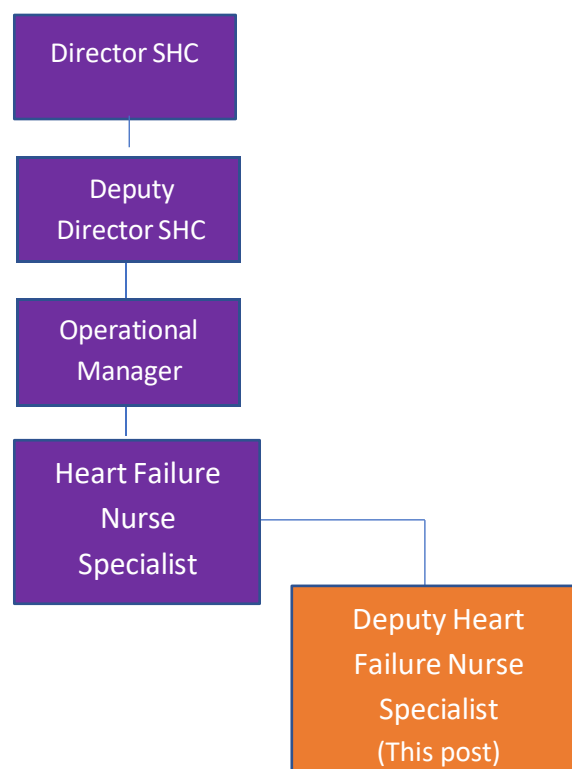
**Compassionate, high quality care** – patients are respected and are equal partners in their care. Team goals are patient centred and improvements bottom up.

**Innovation for excellence** – empower and listen to staff, try new ideas and be brave. Research, upskill and champion digital technology. Set the gold standard.

**Integrated partnership/teamwork** – All staff work together and learn from each other. Strengthen team work via team events and buddying. Align IT systems and uniform.

**Person centred care** – Involve patients in service co design and make it easy for feedback to be given. Ensure safe staffing levels, reduce waiting lists and ensure GPs are involved in our service improvements.

## Department Structure Chart:





### **Key relationships**

#### **INTERNAL:**

Directors of Nursing

Nursing Leadership team

Clinical teams

Professionals across the Services

Community Nursing, Mental Health, Specialist and Social Care teams across the Care Group

Corporate Services

#### **EXTERNAL:**

Patients, Service users and their families

Nursing and Midwifery Council

Primary Care Networks

Acute hospitals

Partner Organisations including third sector

NHS England

Health Education England

Local Authorities

Clinical Commissioning Groups/ICP's

Health and Care Professions Council (HCPC)

Professional Bodies

Clinical networks

### **Responsibilities & Results**

#### **Clinical and Patient Care**

- Independently manage a group of patients within the specialty whilst working as part of the multidisciplinary team, delivering specialised individualised and personalised direct patient care
- Demonstrate appropriate practice and specialist advice in the assessment, planning, implementation and evaluation of patient care. This includes history taking, physical examination and the requesting of agreed diagnostic procedures/clinical investigations.
- Responsible for the correct administration of prescribed medication including transfusion of blood and blood products
- Be responsible for assessing and recognising emergencies in the speciality. To interpret information and take appropriate action and to lead others to do the same.

- Act as an advocate for patients within the department, to ensure a patient orientated approach to the delivery of care and to meet standards within the NHS Plan and other relevant guidelines.
- Ensure that patients' receive high quality clinical care and a good patient experience, having regard for their customs, religious beliefs and doctrines.
- Recognise and avoid situations that may be detrimental to the health and wellbeing of the individuals.
- To provide leadership, support and guidance to staff in monitoring the planning delivery and evaluation of individualised specialist care.
- Is wholly accountable for his / her practice in line with the NMC code of professional conduct and takes every reasonable opportunity to sustain and improve his / her knowledge and professional competence.
- Ensure safe and effective care for complex patients requiring advanced specialist clinical skills and responsible for carrying out specialist nursing procedures to area.
- To be responsible, for maintaining a safe environment for patients, visitors and other staff within the clinical environment.
- Ensure that sensitive patient records are stored appropriately.
- Ensures the cultural and spiritual needs of patients are recognised and accommodated within resources available.
- Support and enable patients and carers to make informed decisions relating to their treatment and management.
- Participate in case conferences in relation to the management of patients, ensuring the coordination of ongoing care.
- Ensure staff take precautions to minimise the risk of cross infection in relation to the safe disposal of body fluids (including blood).
- A key member of the multidisciplinary team in supporting patients and their carers during the delivery of bad news such as caring for the terminally ill patients and the event of death.
- Assess educational and information needs for patients and families, and devise plans to ensure need are met.

- To be an effective communicator with patients/carers/families regarding disease treatment and management.
- Promote high quality clinical care, and assist in the development of the specialist service, through the use of evidence based practice and clinical standards
- Provide a seamless, high quality service from referral through to assessment, diagnosis, treatment and review.

### **Education and Leadership**

- Ensure that the learning environment and specialist training is appropriate for both pre and post registration learners and participate in the development of appropriate programmes
- Contribute in the Trust's clinical supervision programme for staff
- Identify and raise awareness of the educational needs of patients and carers and implement appropriate education programmes
- Support and participate in education and training programmes and develop training packages as required.
- To assist in developing a culture that is challenging, stimulating, rewarding and supportive.
- Assess the need for, plan and implement suitable staff development programmes for nursing staff within clinical area to ensure the effective care of all patients.
- To act as mentor/assessor to unqualified staff and to provide education, advice and support to ward and department nurses.
- Ensuring within mentorship that student nurses and post-registration students in wards and departments are given appropriate teaching, support and guidance, in accordance with clinical area/personal objectives and that all documentation is complete.
- Contribute and assist and foster a learning environment within the clinical area.
- To participate in education on a national and international level by attending, presenting at, and/or assisting in the coordination of study days/seminars/conferences etc.
- Be aware of the local equipment training programme for staff in relation to the Clinical Negligence Scheme for Trusts and maintain training records.

### **Communications**

- Develop and utilise information systems to aid regular audit of the clinical role and to provide a quarterly incidence report for the Health Authority and an annual activity analysis and speciality report.
- Attend and participate in multi-professional team meetings.
- To create an environment that fosters good communication between patient and health care professionals, that meets individual's needs.
- Be an effective communicator and be a role model in liaising with the community and other members of the health care team.
- Provide support mechanisms for sharing good practice within the Wards/Departments and Trust wide.

### **Administrative**

- Ensure that patient notes are kept up to date and effectively maintained in accordance with the NMC Guidelines
- Comply with the obligation to maintain data through EMIS.
- Assists in the accurate collection of data relating to patient activity that may be requested for audit purposes.
- Protects patient's confidentiality and acts according to the Data Protection Act.

### **Quality Standards and Governance**

- Lead on and participate in key developments relating to the specialty so that high quality patient focused services are promoted
- Enhance the interface between staff, patients, community staff and visitors
- Set, monitor and review standards of care on a regular basis and initiate corrective action plans
- Identify and intervene where circumstances contribute to an unsafe environment for patients and staff. To bring instances to the attention of the Matron/Nurse Consultant/ANP/Senior CNS for the speciality.
- Ensure all staff act in accordance with Local, Hospital and Statutory Guidelines & Policies including Health and Safety initiatives.

- To be familiar with the Health and Safety at Works Act, and be aware of its implications and ensure that local unit and departmental policies are followed.
- To work in accordance with Corporate Objectives and ensure that all staff are aware.
- To ensure that the Hospital's policy is understood and carried out with regard to the care and custody of drugs/medications, especially with regard to those covered by the Control of Drugs Act
- To be familiar with the Trusts fire, manual handling and C.O.S.H.H. policies to minimise risks to patients and staff.
- Will be fully conversant with the trust major incident plan, and understand the procedure.
- Take all possible precautions to safeguard the welfare and safety of staff, service users, visitors and the public, by implementing all policies related to health, safety, security and risk.
- Take an active role in risk assessment, supporting implementation of strategies to minimise risk. Ensuring incidents and near misses are reported, through promoting a no blame culture.

### **Human Resources**

- Adhere to all of the relevant Trust Policies and Guidelines e.g. sickness reporting, absence management and the uniform policy.
- Support recruitment process in line with trust guidance ensuring that appropriately skilled staff are appointed.

### **Finance**

- Facilitate a high quality, cost effective specialist service through monitoring and audit and other quality initiatives agreed by the Trust

### **Audit/Research**

- To actively participate in audit as required.
- To assist in the measurement of performance indicators of the service provided, including workload data, error rates and service quality information.

- Promote and undertake nursing research updating own knowledge to promote excellence in clinical practice.
- Utilise research findings in the delivery of specialist patient care, developing new ways of working and to disseminate relevant information to staff.
- Participate in and be aware of other clinical research trials for patients
- Participate and contribute to audit and research within the specialty in collaboration with colleagues.

### **Education and Training/Self-Development**

- Identify own training and development needs and undertake appropriate training/education as required.
- Participate in an annual individual performance review process where objectives will be agreed, performance monitored and personal development needs discussed.
- To attend all statutory and mandatory training as and when required to do so.
- Act responsibly in respect of colleague's health, safety and welfare following safe work practices and complying with the Trust's Health and Safety Policies.
- Adhere to all Trust Policies as applicable.

### **Job Description Supplementary Information**

#### **Equal Opportunities**

SHC affords its employees equal opportunities in employment, training and development irrespective of sex, sexual orientation, gender reassignment, disability, marital/parental status, race, colour, nationality, ethnic origin, religion, hours of work, political beliefs, TU membership or age.

SHC has an Equal Opportunities Policy and all employees are expected to be aware of, and adhere to the provisions of this policy and to carry out their duties and responsibilities in accordance with this policy.

#### **Confidentiality and Disclosure of Information**

In the course of your normal employment you may come into the possession of confidential information relating to patients, staff and the Trusts business and commercial information.

All employees have a responsibility to ensure the security of information and to comply with

the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of medical, commercial or personal information, systems passwords or other confidential information to any unauthorised person or persons will be considered at gross misconduct and may lead to disciplinary action, which may include dismissal

### **Code of Conduct**

All staff are required to abide by their professional code of conduct as appropriate.

### **Health And Safety**

The Trust operates a Health and Safety policy applicable to all employees. Employees must make themselves familiar with this policy and the responsibility placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

### **Infection Control**

The Trust is committed to the prevention and control of infection, and operates an infection control policy. It is the responsibility of all employees to be aware of the infection control policy and procedures and the importance of protecting themselves, patients and visitors.

### **Risk Management**

Risk is everybody's business! All staff have an individual as well as a corporate responsibility for risk.

The outcome of effective risk management is the provision of safe patient care during their episode of illness or treatment and also the provision of a safe Trust environment for patients, staff and the public.

The Trust aims to have 'Just and Fair' culture where there is low blame and wants to encourage staff to report incidents and identify risks. If the latter is carried out then lessons can be learnt and changes in practice will be implemented in order to improve the quality of patient care.

You personally need to be adequately trained in risk management processes and the Trust provides a variety of risk related study days and courses. A list of these can be found in the Trust Training Brochure and it will be important that you take note of the mandatory courses, which you must attend.

### **Safeguarding Vulnerable Children and Adults**

The Trust and therefore every member of staff employed by the Trust has a statutory responsibility to safeguard vulnerable people i.e. children, young people and adults, to identify and report concerns or abuse. The roles and responsibilities of individual staff are documented within the Trust child protection and safeguarding vulnerable adult's policies. Staff must be aware of their responsibilities with regard to attending in house mandatory child /adult protection training and multiagency training as appropriate to their role.

### **Working Time Regulations**

The Working Time Regulations 1998 state that employees should not work more than an average of 48 hours per week based on a 26 week period. Employees who wish to exceed this number of hours must obtain Management authorisation and will be required to sign an opt-out agreement which will be placed on file.

### **Improving Working Lives**

In line with the NHS Plan, Epsom and St Helier University Hospitals Trust is making changes to improve the working lives of all staff. By helping staff to achieve good work life balance we can develop higher standards of healthcare and patient choice.

In order to support staff the Trust offers a range of benefits including onsite day nurseries, school holiday clubs, complementary therapies, a wide range of staff discounts, various recognition schemes and special annual events.

There is a National Audit Instrument for Improving Working Lives, which involves the Trust being assessed against a set of national standards to ensure that it is making real and tangible improvements to the working lives of our staff.

### **Smoking**

The Trust operates a strict no-smoking policy and employees are therefore not permitted to smoke on-site.

### **Alcohol and Drugs**

The consumption of alcohol or drugs is strictly prohibited whilst on duty. The Trust operates a substance abuse policy which employees should make themselves familiar with.

### **Security**

All employees are required to wear name badges whilst on Trust premises and are responsible for ensuring they understand their security responsibilities Whilst on Trust property. Any security incidents should immediately be reported to the security office.



### **Sustainability**

The Trust attaches great importance to social, environmental and financial sustainability and to Corporate Social Responsibility. It is therefore, the responsibility of all members of staff to ensure that the Trusts resources are used efficiently with minimum wastage throughout their daily activities. Any environmental concerns should be discussed initially with the line manager.

### **On Call Payments**

Staff at Band 8C or above on Agenda for Change are required to participate in the Senior Managers on-call rota. Payment will be in accordance with Agenda for Change unless a locally negotiated pay arrangement is agreed.

Further information and copies of the Trusts Policies and Procedures can be found on the Trust's Intranet, Via Departmental Managers or within the Human Resources Department.

This is a true reflection of the role and responsibilities. However these may change in accordance with the needs of the service that the Trust is required to deliver. Any changes required will be discussed and agreed and the job description updated.

**Approved by:** \_\_\_\_\_ **Manager** \_\_\_\_\_ **date**

**Agreed with:** \_\_\_\_\_ **Employee** \_\_\_\_\_ **date**

**Review date:** \_\_\_\_\_

## Person Specification

**Post:** Deputy Heart Failure Nurse Specialist

**Band:** AfC Band 6

*A = Application Form | I = Interview | T = Test*

REQUIREMENTS	Essential	Desirable	Method of Assessment
<b>Education/Qualifications</b>			
• BSC/1 <sup>st</sup> degree (health related) or equivalent qualification/ training and experience	✓		A/I
• NMC nursing registration	✓		A/I
• Evidence of professional/clinical knowledge in area supplemented by specialist clinical, managerial training and CPD	✓		A/I
• Mentorship Course	✓		A/I
• Post registration qualification in (appropriate area of speciality)	✓		A/I
• Leadership qualification (e.g. LEO)		✓	A/I
• Sign off Mentorship		✓	A/I
<b>Experience</b>			
• <b>Previous post registration experience within the relevant specialty</b>	✓		A/I
• <b>Experienced and competent in the management of patients within the speciality</b>	✓		A/I
• Experience of teaching/ assessing/ supervising others in a clinical setting	✓		A/I
• Supervision of junior staff	✓		A/I

<ul style="list-style-type: none"> <li>Experiencing of co-ordinating a shift</li> </ul>	✓		A/I
<b>Skills /Abilities</b>			
<ul style="list-style-type: none"> <li>Demonstrates specialist expertise underpinned by theory acquired through CPD</li> </ul>	✓		A/I
<ul style="list-style-type: none"> <li>Up to date knowledge of current clinical and professional issues.</li> </ul>	✓		A/I
<ul style="list-style-type: none"> <li>Evidence of involvement and leadership in teaching and mentoring learners</li> </ul>	✓		A/I
<ul style="list-style-type: none"> <li>Ability to assess, plan, implement and evaluate specialist care delivered to patients/clients and give relevant advice/information to patients and relatives.</li> </ul>	✓		A/I
<ul style="list-style-type: none"> <li>Ability to administer prescribed medication including transfusion of blood and blood products</li> </ul>	✓		A/I
<ul style="list-style-type: none"> <li>You will be able decide how best to achieve expected results, whilst acting within clearly defined policies/ procedures and codes of conduct.</li> </ul>	✓		A/I
<b>Knowledge</b>			
<ul style="list-style-type: none"> <li>In depth drugs knowledge</li> </ul>	✓	✓	A/I/T
<ul style="list-style-type: none"> <li>Knowledge of evidence based practice</li> </ul>	✓	✓	A/I/T
<ul style="list-style-type: none"> <li>An understanding of audit and research based nursing practice.</li> </ul>	✓	✓	A/I/T
<ul style="list-style-type: none"> <li>An understanding of resource management</li> </ul>	✓	✓	A/I/T
<b>Personal Attributes</b>			
<ul style="list-style-type: none"> <li>Good communication skills and ability to deal with sensitive information including dealing with distressed relatives, care of terminally ill &amp; other challenging situations</li> </ul>	✓		A/I

• Demonstrates ability to influence and negotiate with others	✓		A/I
• Ability to organise and plan own time and that of junior staff and learners	✓		A/I
• Demonstrate an awareness of clinical governance and risk management and how this effects their role and the department	✓		A/I
• Able and willing to work flexible shift patterns according to service needs	✓		A/I
Access to a vehicle (car, bike, scooter for example) and the ability to travel independently in the community setting	✓		A/I

Approved by: \_\_\_\_\_ Manager \_\_\_\_\_ date

Agreed with: \_\_\_\_\_ Employee \_\_\_\_\_ date

Review date: \_\_\_\_\_

