

Job title: Hepatology Clinical Nurse Specialist

Band: 7

Department: Gastroenterology

Division: Unplanned Care



Contents

Letter from our Chief Executive	Page 3
Benefits	Page 4
Our mission, vision and values	Page 5
Job description and person specification	Page 6 onwards

Letter from Adam Sewell Jones, Chief Executive

Thank you for expressing an interest in working here at East and North Hertfordshire NHS Trust.

East and North Hertfordshire NHS Trust is a very special organisation. Our teams are amazing, and this was demonstrated even more so during the unprecedented challenges brought about by the Covid-19 pandemic. Our ability to be flexible and innovative in the way in which we work and deliver our services to our catchment has never been more important than it is now.

We are a large acute Trust which operates across four sites; acute services are offered at the Lister Hospital; specialist cancer services at the Mount Vernon Cancer Centre (MVCC); and non-acute services offered at the New QEII and Hertford County hospitals. We underwent an extensive £150m reconfiguration some years ago which saw all inpatient and complex services centralised at the Lister Hospital in Stevenage.

We are an organisation with a strong culture of positive values and our ambition is to provide high-quality, compassionate care to our community in all that we do, including patient experience, clinical outcomes, patient safety and financial sustainability.

We have many great people working for us doing all sorts of roles, ranging from porters to doctors, from administrators to nurses, and everything in between. But we all share one vision – we put our patients at the heart of everything we do.

We have recently partnered with the world-renowned Virginia Mason Institute in an exciting 3-year programme to create and embed a quality management system – our ENH Production System. Drawing on years of quality improvement and culture change experience, the ENH Production System will equip our teams to identify areas for improvement, make changes and measure impact – all with the patient at the centre.

If you decide to apply, you will be joining us at an incredibly exciting time as we continue on our transformation journey. I hope very much, that after reading this pack, you will want to join us on that journey.

I wish you the best of luck in your application.



Adam Sewell-Jones
Chief Executive

Benefits

As a Trust employee, you can access a range of financial and non-financial benefits to support our staff in all aspects of their life.

Wellbeing:

- Get confidential advice and support on personal, work, family and relationship issues, 24/7, from our Employee Assistance Programme
- Offers and discounts at local gyms
- In-house Health at Work service with advice line and self-referral facility for staff as well as signposting and access to other support, such as weight management clinics and physiotherapy
- On site workplace pharmacy at Lister offering a minor ailment service, flu vaccinations, travel clinic, sexual health, smoking cessation and health check services
- Opportunity to discuss ideas, problems or concerns easily and anonymously with our Speak in Confidence service

Travel:

- Save up to 30% on a new bicycle through our Cycle to Work scheme
- Reduced staff car parking costs through our Car Sharing scheme
- Discounts on local buses and trains
- Competitive rates through our car lease scheme
- Inter-site transport minibus which includes shuttle to Stevenage Railway Station

Work/Life Balance:

- Pursue different interests with the security of employment on your return from your break of 3 months to 5 years with our Career Break scheme
- Generous annual leave with additional days awarded for long service
- A variety of different types of paid and unpaid leave covering emergency and planned leave, such as special leave/ emergency leave/carers leave, through our Special Leave policy
- A Retire and Return scheme, enabling you to draw your pension whilst continuing to work for us after a short break
- Options for flexible working to provide you with a healthy work/life balance such as part time working, term time only, compressed hours (subject to service requirements), and flexible work schedules

Financial:

- Discounts on restaurants, getaways, shopping, motoring, finance through a variety of providers
- Access to the NHS Pension Scheme, providing generous benefits upon retirement, as well as a lump sum and pension for dependants

Learning and Development

- Extensive range of learning and development opportunities, including coaching, for both clinical and non-clinical topics
- Access to our Grow Together scheme, ensuring that you have meaningful, quality conversations with your manager about what matters to you and your development
- We fully encourage our staff to develop to their full potential and are supportive of secondments, acting up opportunities and all learning and development activities.

Other:

- Local and Trust wide staff award schemes where staff are nominated and recognised by their colleagues and peers for their hard work
- Assistance in relocating for some staff with our Relocation Policy

Our vision, mission, and values

Our vision is:

“To be trusted to provide consistently outstanding care and exemplary service”

Our mission is:

Providing high-quality, compassionate care for our communities

Our values are:

Include



We value the diversity and experience of our community, colleagues and partners, creating relationships and climates that provide an opportunity to share, collaborate and grow together

Respect



We create a safe environment where we are curious of the lived experience of others, seek out best practice and are open to listening and hearing new ideas and change

Improve



We are committed to consistently delivering excellent services and continuously looking to improve through a creative workforce that feels empowered to act in service of our shared purpose

Job description

Job title:	Hepatology Clinical Nurse Specialist
Band:	7
Department:	Gastroenterology
Base:	Lister Hospital site (You may be required to work on a permanent or temporary basis elsewhere within the Trust)
Responsible to:	Deputy Divisional Director of Nursing
Responsible for:	Hepatology service

Job summary:

To work within the Hepatology team to provide a comprehensive service for patients who have a liver condition.

The post holder is a recognised expert in Hepatology, responsible for assessing, developing and implementing specialist nursing care programmes and undertaking specialist nursing procedures. Responsible for providing specialist advice and support to, and liaising with, other staff. This includes the provision of specialist education and training for other staff and students responsible for implementing a clearly defined integrated approach to patient care encompassing new treatments and evidence based care. Required to undertake research and lead clinical audits in own specialist area.

To manage a caseload of patients with a liver condition, providing assessment, management, support, education and counselling.

To refer patients to and take referrals from, members of the multidisciplinary team [MDT]. To be a resource for other health professionals

Key working relationships:

Divisional Nursing and Quality Director, Deputy Divisional Director of Nursing, Matrons, Ward Staff
Doctors, Specialists, Research nurses
Endoscopy nurse team leaders, administration team, Operational management.

Main responsibilities:

Expert Nursing Practice

- To manage a caseload of patients with chronic liver disease
- To have underpinning knowledge of diseases that affect the liver
- To have an understanding of the investigations needed to diagnose and assess patients with liver disease
- To have an understanding of the treatments for liver disease, including viral hepatitis
- Provide information on treatment, side effects and monitoring of anti-viral treatment whilst assessing the patients comprehension and understanding
- Commence and monitor treatment, requesting and interpreting tests including response/non response to treatment and side effects. As per SPC/consultant request to initiate dose adjustment or cessation of treatment. Assess and manage side effects including advising GPs, referral to other services and/or discussion with consultant colleagues
- Provide specialist support and information to other health professionals on the care of patients with liver disease

- Provide a telephone helpline for support and advice for patients, relatives, carers and health professionals involved in patient care. Skills are required to assess and triage, using highly developed verbal communication skills in the absence of non-verbal signs
- To analyse and interpret information gained in order to make an appropriate judgement.
- To undergo training and carry out Fibroscans, report to lead nurse and consultants, record the results electronically and explain those results to the patient
- Assist in the setting up of the paracentesis day service and undergo training to become competent in paracentesis
- Be prepared for cross site cover, to enable us to reach those who find it difficult to engage or attend the hospital. Being aware of the impact of the environment on the patient, ensure concerns are shared with relevant staff. This may include work in the community
- Work closely with and attend meetings within the North Central London hepatitis C Operational delivery network (ODN), including virtual meetings
- Maintaining knowledge of changing investigations, treatments and management of patients with liver disease and change practice in accordance with current evidence based care
- Maintain database/registry for HCV patients, and work towards the development of further data collection methods
- Establish and maintain key working relationships including medical staff, ward and clinic staff, pharmacy, microbiology, virology, pathology, specialist nurses. Outside agencies including (but not exhaustive) Drug and alcohol services. GPs, primary care staff, Ambulatory Care Centre and Clinical Trial monitors
- Provide care that involves giving and receiving complex and sensitive information, this requires developed interpersonal, communication and counselling skills in order to overcome barriers. Our patients can have complex multiple factors that inhibit this exchange of information; they may include language, education, fear, anger and mental health problems
- Participate in Liver MDT, liaise with patients and other MDT members regarding the outcomes of MDT
- Effective assessment and management of this group of patients requires a highly flexible approach that includes diagnosis, progression, treatment options, transmission, lifestyle changes, and prognoses, that is dependent on excellent communication skills.
- Be prepared for flexibility to meet the growing demand of the service

Management

- Provide nurse leadership and professional advice to nursing staff within specialty
- Keep accurate patient records and ensure the patient pathway is co-ordinated and targets met
- Contribute to the development and implementation of evidence-based policies / protocols and guidelines within Hepatology and the care of the liver patients in collaboration with other professional groups and users. This will include national, regional and local guidelines, NICE, clinical research, trials and audit
- Propose changes to working practices or procedures for own work area
- Organise own specialist workload, including education and training and cover
- Coordinate clinical and support services relevant to specialty
- Promote the service both within the Trust and externally to the organisation
- Represent the trust and specialty at a regional and national level
- Attending relevant study days/conferences – locally, regionally and nationally
- Advise on the impact of changes in services on patient/client care
- Facilitate service development and assist in the overall business planning process

Education and Training

- Contribute to teaching, course development and curriculum planning within own specialty and with lead nurse for professional development
- Teach patients and relatives about their condition, treatment and self-help options
- Ensure written easily accessible written information is available for patients, carers and other healthcare professionals
- Information giving on specialist area to other health professionals including GPs, community and Macmillan nurses, nursing homes, drug and alcohol providers, HMP, wards and departments within the trust
- Liaison/teaching with relevant departments including pharmacy, pathology, microbiology, virology, drug and alcohol services and GUM clinics

Research and Audit

- Undertake surveys or audits in own specialty
- Regularly undertake literature reviews to ensure practice is based on best evidence
- Support the implementation of research and audit findings
- Co-coordinate the dissemination of research and development activity internally and externally

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time in the lights of changing circumstances and in consultation with the job holder.

Supplementary job description information:

Confidentiality

Each of us have a personal responsibility and liability under the Data Protection Act 2018 around the confidential nature of our jobs. Details of a confidential nature, including information relating to patients or staff, must not under any circumstances be divulged to any unauthorised person. Breaches in confidence will result in disciplinary action, which may result in dismissal. In exceptional circumstances this could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018.

Health and Safety

You must take reasonable care of your own health and safety and that of other people who may be affected by acts of omission at work and to ensure that statutory regulations, policies, codes or practice and department safety rules are adhered to.

Sustainable Development

We recognise the need for a sustainable development strategy that focuses on reducing carbon emissions. We do this through:

- Reducing environmental impact achieved by greener waste disposal and travel, energy and water consumption
- Being a good community role model and supporter of the local economy
- Providing excellent value for money
- In order to reduce our carbon footprint, every single one of us must play a part in ensuring we are an environmentally-responsible organisation. You recycle at home, we ask that you do the same simple things at work
- When you can, use public or inter-site transport, cycle between sites and claim for mileage
- Recycle all you can: paper, CDs, batteries – there are recycling stations throughout the Trust
- Always switch off lights, PCs and other electrical appliances when not in use
- Don't waste water

Safeguarding

You must have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004.

You must treat all patients with dignity and respect and ensure that vulnerable adults are safeguarded from abuse and neglect within the provisions of the Hertfordshire Safeguarding Adults from Abuse Procedure.

Infection Control

You are expected to take individual responsibility to ensure working practice is safe.

Continuous Improvement

As part of our commitment to continuous improvement, we want to ensure that our culture and ways of working reflect and embed the philosophy and methodologies of our East and North Hertfordshire Production System (ENHPS). As a result, you may be invited to attend and complete relevant training and Kaizen (continuous improvement) events to support this commitment. Full attendance and completion of identified courses will be considered mandatory for this post.

Equality, Diversity and Inclusion

The organisations which make up Herts and West Essex Integrated Care System believe that fairness for people is fundamental to providing good care. We want to ensure that those who work with us and for us share this core value.

We are committed to equality, diversity and inclusion for all job applicants, staff, patients and the wider community. We are continuing to develop the strength of our inclusive approach, and creating a workforce which represents the diverse communities we serve is an important part of this.

We have agreed to:

- Work together to learn, celebrate and embrace diversity, end unfairness, discrimination and racism, and embed these changes into our everyday work
- Strive towards being an exemplar group of organisations for equality, diversity, inclusion, fairness and belonging
- Commit to value all people and promote a culture of zero tolerance to all kinds of harassment, bullying, discrimination and racism in the workplace
- Pro-actively champion national and local policies and initiatives to address health and workforce inequalities
- Work in partnership with other professional and health and care organisations to embed these principles

Each organisation with the Herts and West Essex Integrated Care System has agreed to include this statement on their job descriptions so that staff and job applicants are aware of this commitment. Staff are expected to be supportive of these principles and to demonstrate this in everything they do at work, regardless of their role.

You are required to always demonstrate behaviours which support our commitment to equality, diversity and inclusion, as detailed below, so that our workplaces are free from harassment and/or unlawful discrimination and where diversity is actively valued and celebrated.

Review

These guidelines are provided to assist in the performance of the contract but are not a firm condition of the contract. The job description will be reviewed as necessary to meet the needs of the service, in consultation with the post holder.

Person specification

Requirements	Essential	Desirable
Qualifications / Training <ul style="list-style-type: none"> NMC Registered nurse. Registered nurse education to Degree level or willingness to undertake Post registration qualification in speciality or similar Evidence of continuous professional development Teaching or mentoring qualification Advanced communication course /or willingness to be trained Research Module Masters Degree 	Y Y Y Y	Y Y Y
Previous Experience <ul style="list-style-type: none"> Significant relevant experience in the Specialty and ability to demonstrate expert nursing skills Accept personal accountability for own practice Experience of formal/informal teaching Experience of initiating change Understanding evidence-based practice Experience of Clinical Governance 	Y Y Y Y Y	Y
Skills <ul style="list-style-type: none"> Good verbal and written communication skills Capable of working as an integral member of a small team Flexible and adaptable to changing situations due to workload and colleague's needs Ability to undertake teaching of staff and patients Leadership skills Ability to work unsupervised and manage own workload; effective time - management Effective interpersonal skills Ability to lead developments in practice Commitment to multi-disciplinary working Demonstrate analytical and judgmental skills Advanced communication skills 	Y Y Y Y Y Y Y Y Y	Y Y
Knowledge <ul style="list-style-type: none"> Knowledge of patient pathways and it's complexities and how to support patients through this Extensive knowledge of Hepatology disorders, care and the impact on the patient and their carers 	Y Y	

Other requirements <ul style="list-style-type: none"> • To act in a professional manner at all times in accordance with NMC Code of Conduct • Capable of developing liaisons with other practice areas/academic situations • Knowledge of broader issues related to specialty – political and Trust • Experience and evidence of engagement around equality, diversity and inclusion issues in relation to policy, service development and service delivery in respect of both services to users and the management of staff • Role model our Trust values every day 	Y Y Y Y Y	
--	-------------------------------	--