

Job title: Nurse Team Manager

Band: 7

Department: MV Ward 10

Division: Cancer Services



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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: | Nurse Team Manager |
| Band: | 7 |
| Department: | MV Ward 10 |
| Base: | Mount Vernon Cancer Centre (You may be required to work on a permanent or temporary basis elsewhere within the Trust) |
| Responsible to: | Oncology Matron |
| Responsible for: | The inpatient nursing and CSW team |

Job summary:

The nurse team manager will be responsible for leading the nursing and CSW team on the inpatient ward and ambulatory bay in delivering safe, high quality patient care for all patients and families receiving cancer treatment. You will be actively involved in clinical activities as well as have responsibility for the daily ward staffing, budget and use of resources, optimising service delivery and ward efficiency. As an experienced oncology nurse and role model, you will demonstrate clinical expertise and excellent communication skills that promote evidence based practice, team work and a positive clinical learning environment.

Key working relationships:

- Director of Nursing and Quality
- Senior Matron/Matron
- Advanced Clinical Practitioner
- Deputy Nurse Team Manager
- Ward Staff
- Consultants/Doctors
- Allied Healthcare Professionals
- Clinical Nurse Specialists

Main responsibilities:

Clinical Leadership:

- To be a visible presence on the ward and co-ordinate the nursing service
- Demonstrate role modelling as a clinical expert, excellent communicator and promote collaboration with the MDT
- To perform comprehensive assessment of patient nursing needs, plan, implement and evaluate care delivery according to changing health care needs including complex cases and safe discharge
- To be competent in the administration of cytotoxic chemotherapy and provide specialist oncology and Systemic Anti-Cancer Therapy (SACT) clinical advice for patients, carers and health care professionals
- Be experienced in cannulation and central venous access device assessment and administration of intravenous chemotherapy/ supportive therapies, adhering to Trust Intravenous Management and Central Venous Access Device policy and practice
- To administer medicines as prescribed adhering to the Trust Medicines Management Policy and NMC Guidelines for Medication Administration (2002)

- With the relevant training and competency, undertake clinical skills as required for patient care e.g. catheterization, insertion of NG tubes, syringe drivers etc.
- To complete patient documentation fully ensuring that they are accurate, legible and information systems are maintained
- Monitor investigations results, initiating further assessment/review of treatment pathway as required
- Liaising with all appropriate members of multi-disciplinary team internally and externally ensuring a seamless service between acute and primary care services
- Be effective at communicating sensitive information to patients and relatives, demonstrating high levels of empathy, reassurance and conveying in easily understood language
- Promote a nursing culture that supports meeting the physiological, psychological, social and cultural needs of patients with cancer
- To monitor and review nursing practice, including documentation ensuring adherence to Trust policy and NMC Guidelines
- To promote evidence based practice and the implementation of nursing research in to practice
- To drive and participate in the auditing, improving and maintaining of nursing standards
- Be responsible along with the oncology matron to provide a safe environment for staff, visitors and other health care professionals in the clinical environment
- To work within the Trusts Clinical Governance maintaining safe practice for patients, family and healthcare professionals
- To be aware of trends of clinical incidents and with the nurse team manager devise strategies to prevent them reoccurring
- To ensure staff adhere to safe practices in relation to Trust Infection Prevention and Control and are provided with appropriate personal protection equipment
- Demonstrate compassionate and kind leadership and support staff during and after challenging experiences including debriefs and clinical supervision
- Support the professional development of junior staff and senior ward nurses, cultivating opportunities for education, teaching and extended roles
- Participate in delivering education to other healthcare professionals
- Ensuring the provision of appropriate verbal and written patient information empowering the patient to make informed decisions
- Maintain own knowledge, competence and skill level through regular attendance to training, participation in appraisal and professional development
- To be aware of own limitations and emotional effort needed and regularly attend clinical supervision

MANAGEMENT

- Contribute to building an effective, cohesive and dynamic team
- Encourage an open, supportive and empathetic working culture
- Co-ordinate the running of the clinical area and day to day management of the ward and ambulatory bay
- To liaise with the nurse team leaders, oncology matron, chemotherapy matron and AOS lead CNS on management and prioritisation of admissions
- Team responsibilities include carrying out 1:1's, annual appraisals and where appropriate sickness and performance monitoring in accordance with Trust policies and in collaboration with HR
- To monitor staff adherence to mandatory training and plan and priorities appropriate study leave
- To be responsible for establishment and shift plans, planning and approval of the duty roster and efficient management of annual leave
- Understand the clinical needs of the service and support the team in ensuring this is met, including safe staffing levels, skill mix and requesting cover when needed
- Keep accurate patient records and ensure that patient pathways are coordinated and

targets are met

- Be responsible for a safe working environment and adherence to health and safety policies such as COSHH, risk assessments and manual handling
- Ensure the effective and efficient use of physical and financial resources; keeping within budgetary limits, use of bank and agency, supplies and equipment
- Contribute to the development and implementation of evidence-based policies / protocols and guidelines in collaboration with other professional groups and users
- Collect, collate and report activity data to key stakeholders and presenting reports at local and Trust meetings
- With the Oncology Matron assist in service developments and in the overall business planning process
- Promote the service both within the Trust and externally
- Work within national and Trust policies and guidelines
- Work within the Clinical Governance strategies
- Report issues, incidents and complaints in a sensitive and timely manner through the correct management structures
- Communicate and escalate concerns and areas of risk to nurse team manager, oncology matron, service manager and senior matron
- To act as a resource for managers and staff in development of services within cancer
- Promote and facilitate the implementation of Trust Objectives

EDUCATION AND TRAINING

- Foster a learning environment within the clinical area and teams
- Along with the oncology matron ensure all staff have the appropriate skills and training and have completed the correct competencies to safely work within their role and this is recorded appropriately within their training file and on roster
- Identify educational needs within the ward and contribute to teaching within the clinical area and to other healthcare professionals within the cancer center both formally and informally
- Ensure all new members of staff are provided with an orientation, induction and allocated a team leader
- Ensure all student nurses are provided with an orientation and allocated a mentor, ensuring their learning objectives are identified and a plan on how to meet the objectives are made in a timely manner, utilising opportunities for learning
- Assess educational and information needs for patients and families and develop tools to meet those needs
- Be responsible for maintaining your own professional development and skills including SACT updates
- Be aware of current advances in cancer treatments, accessing updates and training opportunities and develop platforms for sharing with the wider team
- Actively engage with the education team at MVCC, contributing to education events and identifying learning needs of staff

PROFESSIONAL

- Maintain NMC professional registration and accreditation
- Adhere to the NMC code of conduct and be accountable for own practice
- Work within the NMC Scope of Professional Practice and maintain competencies to undertake duties

QUALITY

- Contribute to improving quality and meeting the CQC standards
- To participate in a range of monitoring and evaluation activities to assess the quality and delivery of training
- Collect and record data accurately in accordance with Trust guidelines
- Contribute to the development of evidence based standards, policies and guidelines

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 | | |
| Registered Nursed educated to degree level | Y | |
| Post registration oncology qualification | Y | |
| SACT/ Chemotherapy module | Y | |
| Evidence of continuous professional development | Y | |
| Advanced communication skills training | | Y |
| Working towards Masters or equivalent level of study | | Y |
| Previous Experience | | |
| Post registration experience in oncology specialist setting | Y | |
| Experience of multi-professional working | Y | |
| Experience in clinical/team leadership | Y | |
| Audit/evaluation of services | | Y |
| Skills | | |
| Leadership skills | Y | |
| Organisational and time management skills | Y | |
| Analytical and judgement skills with the ability to appraise a situation and act quickly | Y | |
| Flexibility and ability to work within a team | Y | |
| IT literacy skills | Y | |
| Ability to problem solve | Y | |
| Excellent interpersonal skills and communication skills | Y | |
| Intravenous/Cannulation/Central Venous Access Device skills and experience | Y | |
| Administration of SACT/Chemotherapy and management of side effects | Y | |
| Ability to motivate others | Y | |

| | | |
|--|---|---|
| Intermediate Life Support trained | Y | |
| Relevant clinical skills e.g. Catheterisation, NG insertion and use of syringe drivers | | Y |
| Knowledge | | |
| Good knowledge of cancer and treatment pathways | Y | |
| National and local cancer initiatives | Y | |
| Understanding of clinical governance, quality systems and risk management | Y | |
| Knowledge of HR policies and processes | Y | |
| Other requirements | | |
| To act in a professional manner at all times in accordance with NMC Code of Conduct | Y | |
| Ability to cover full 24 hr. shift pattern including weekends and Bank Holidays | Y | |
| Understanding of, and commitment to, equality, diversity and inclusion | Y | |
| Role model our Trust values every day | Y | |