

Job title: Nurse Team Leader

Band: 6

Department: Pre-operative Assessment

Division: Planned 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 dependents.

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 Leader
Band:	6
Department:	Pre-operative Assessment (POA)
Base:	Lister (you may be required to work on a permanent or temporary basis elsewhere within the Trust)
Responsible to:	Nurse Team Manager
Responsible for:	<p>As a POA Nurse Team Leader, you will work closely with the POA Nurse Team Manager (NTM) to guarantee the safe delivery of all POA services utilising evidence-based practice, current research, audits, and national and local directives. As a healthcare professional, it is also essential to uphold professional standards and be a role model for others.</p> <p>As mandated by our regulatory bodies, you will work autonomously within the scope of your professional talent and expertise to assess, plan, implement, and evaluate patient care, ensuring a seamless patient pathway and the highest quality care is provided for individuals undergoing an elective surgical procedure.</p> <p>Furthermore, it will be your responsibility to aid junior team members' progression, growth, and development. You will also establish and maintain professional connections and utilise your high-level communication skills to effectively collaborate with all clinicians, AHPs, waiting list officers, and Theatre colleagues to provide and maintain a patient-focused seamless service.</p>

Job summary:

As a Nurse Team Leader in a fast-paced Pre-operative Assessment environment, your primary responsibility is to oversee and manage patient care during the planning and preparation period before the patient's admission for elective procedure. You must follow all national and ENHT policies and governance standards while managing multiple priorities to ensure patients receive the necessary pre-operative preparation and education. Critical thinking and advanced communication skills are essential when assessing a patient's medical history and working with clinicians and AHPs to coordinate the patient's ENHT surgical pathway. You will also be responsible for developing yourself, your junior colleagues, and the POA service with the support and guidance of the POA Nurse Team Manager.

Key working relationships:

Clinical and non-clinical managers, Registered Nurses and Allied Health Professionals, multi-disciplinary teams, Divisional Management Teams, Non-Medical Education Teams, Specialist Nurses, Patients/Relatives/ Carers, GP's and external providers.

Main responsibilities:

With the support and guidance of the POA unit manager:

Professional Development of Self and Others:

- Stay updated with the latest clinical knowledge, guidelines, and best practices for pre-operative assessment.
- Attend relevant conferences, workshops, and training sessions to enhance skills and knowledge.
- Mentor and support team members in their professional growth.

- Promote a culture of continuous learning and development within the team.
- Be responsible for maintaining valid professional registration.
- Initiate and respond to change positively, flexibly, and strategically.
- Act as a professional role model, consistently demonstrate high professional standards and always uphold the Trust values.
- Assist in assessing and evaluating the professional performance of all staff through appraisals and clinical supervision.
- Demonstrate relevant skills appropriate to the working area and within an assessed level of competence.
- Fulfil the role of associate link representative or identified lead for specific topics as designated.
- Fully contribute to the departmental team, consistently demonstrating a flexible and cooperative attitude.
- Promote and demonstrate good time management.

Leadership and Coaching:

- Provide strong leadership to the pre-operative assessment team, setting clear goals and expectations.
- Foster a positive and collaborative team environment.
- Conduct regular team meetings to discuss performance, address concerns, and encourage open communication.
- Offer guidance and coaching to team members to improve their clinical skills and patient care.

Management:

- Oversee the daily operations of the pre-operative assessment unit, ensuring efficient patient flow and timely assessments.
- Report concerns to the NTM about skill mix or suitability of team members promptly.
- Allocate and manage staff resources to meet patient demand.
- Coordinate with other departments and healthcare professionals to ensure smooth pre-operative service delivery.
- Implement and adhere to ENHT policies, procedures, and protocols related to pre-operative assessment.
- Excellent self-management skills and the ability to meet deadlines.
- Participate in the recruitment and selection process
- In the absence of the NTM, monitor sickness/absence and welcome-back interviews.
- Per the Trust policy and support services, manage staff problems, issues, and concerns as they occur.
- Take reasonable care of your own health and safety and that of other people who may be affected by their acts or omissions at work and ensure that statutory regulations, policies, codes of practice and departmental safety rules are adhered to.
- The post holder will plan staff rotas in conjunction with or in the absence of the Nurse Team Manager.
- Deal with written, verbal, and digital communication, including complaints, promptly resolving issues locally where possible and escalating appropriately.
- Recognise and respond appropriately to urgent emergencies.

Financial Responsibilities:

- Support the monitoring and management of the pre-operative assessment unit budget.
- Identify cost-saving measures without compromising patient care and safety.
- Collaborate with finance and administrative staff to address financial matters.
- Work to provide a cost-effective and efficient service within the agreed resources.
- The post holder assists in managing stock levels for essential clinic equipment.

Quality Assurance and Compliance:

- Maintain high standards of care and quality assurance in pre-operative assessments.
- Ensure compliance with relevant regulatory and accrediting bodies' standards.
- Implement and monitor quality improvement initiatives to enhance patient outcomes and service delivery.

Patient Safety and Care:

- Advocate for patient safety and a patient-centred approach to care.
- Address patient concerns and feedback promptly and appropriately.

- Monitor patient outcomes and work to improve patient satisfaction.
- Implement and uphold a culture of patient involvement in their care.
- Recognise the rights, dignity and confidentiality of the patient, staff and visitors and ensure they are observed and always protected.
- Develop an understanding of the roles of other team members and services outside of the POA service and recognise the multidisciplinary team's contributions to the patient's wellbeing.
- Understand the risks and benefits of surgery and anaesthesia with appropriate intervention and escalation as necessary based on the patient's clinical presentation at the time of assessment.
- Complete history taking, including relevant medical, drug and social history, with the initiation of appropriate referrals, investigation, education, and treatment plan based on the assessment undertaken.
- Excellent problem-solving skills, with the ability to think laterally
- Ensure the maintenance of accurate records, having due regard to legal aspects, confidentiality, and management information requirements.
- Correctly interpret clinical findings and appropriately escalate any onward management referral as necessary.
- Communicate promptly and effectively any changes in TCI date to appropriate personnel and patients.
- Undertake various administration duties as necessary to support the patient's clinical pathway.
- Provide reassurance and support to patients and their carers/families concerning clinical concerns

Risk Management:

- Identify risks, anticipate issues, and create solutions to mitigate risk in relation to patient care and service delivery
- Report incidents and adverse events as per organisational policies.
- Participate in risk management and patient safety initiatives.
- Organises and carries out pre-use checks of clinic equipment and document findings as necessary.

Collaboration and Communication:

- Foster effective communication among team members and with other healthcare professionals.
- Collaborate with surgeons, anaesthetists, and other Trust colleagues to optimise patient care.
- Liaise with other hospital departments to ensure seamless pre-operative assessment processes.
- In collaboration with the NTM, develop clinical standards, policies, and procedures to ensure a quality service is consistently delivered.
- Ensure appropriate communication cascade to all relevant staff involved in the onward care delivery of the individual patient.
- Involve patients, carers/relatives or assigned advocates in care delivery with the patient's expressed consent.

Data Management:

- Maintain accurate and confidential patient records and data.
- Generate and analyse performance metrics to improve efficiency and quality.
- Use data to drive decision-making and performance improvement initiatives.
- All medical records are maintained appropriately, filed, tracked and returned to the appropriate place (i.e. medical records) in a timely fashion, ready for the patient's subsequent encounter.

Ethics and Professionalism:

- Always uphold ethical standards and professional conduct.
- Ensure patient confidentiality and privacy are respected and maintained.
- Maintain standards of conduct in accordance with those mandated by professional regulatory bodies.
- Report any concerns regarding patient safety, wellbeing, or care to the relevant MDT members immediately.
- Understanding and committing to upholding equality, diversity and inclusivity rights of staff and service users.

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 personable 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, plastic, 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.

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
Work in partnership with other professional, health and social care organisations, trade union and voluntary sector 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 behaviors 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"> Registered Nurse on part 1 or part 12 of the NMC register Evidence of ongoing professional development and commitment to lifelong learning Ability to produce professional portfolio Hold an NMC approved mentoring qualification. Degree or working towards Leadership or Management Qualification or willingness to work towards 	Y Y Y	 Y Y Y
Previous Experience <ul style="list-style-type: none"> Significant post registration experience in relevant area(s) of practice Experience and knowledge of budget management Evidence of working on own initiative Experience in teaching and supervision Experience of strong leadership and coaching skills Experience of audit and research skills Experience of recruitment and selection Experience of managing staff related personnel issues. 	Y Y Y Y	 Y Y Y Y
Skills <ul style="list-style-type: none"> Evidence of advanced communication skills and ability to engage and promote good working relationships at all levels Ability to communicate in a variety of settings with patients of varying levels of understanding Self-awareness Demonstrates motivation and commitment to providing high quality patient centered nursing care and patient education Demonstrates advanced planning and organisational skills Adaptable, Flexibility, Collaborative team worker Demonstrates initiative and ability to work independently, able to problem solve and prioritise own and others work Ability to exercise tact and discretion and deal with sensitive issues Demonstrates understanding of efficient and effective use of resources Ability to use own judgement and a willingness to follow instruction and guidance when necessary. Shows appropriate professional and personal boundaries. Physically able to undertake a demanding role safely, as, and when required. Ability to work within set time constraints to fulfill deadlines and meet the needs of patient, service and organisation Willingness to undertake on the job training appropriate to the role Act as a clinical role model, mentor assessor and support for learners 	Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y	

<ul style="list-style-type: none"> ○ Competent in the use of IT systems and knowledge of and using an EPR database system or equivalent ○ Demonstrates excellent critical thinking problem-solving skills, with the ability to think laterally ○ Evidence of reflective practice used to set professional development ambitions ○ Emotional resilience 	Y	
<p>Knowledge</p> <ul style="list-style-type: none"> ○ Able to demonstrate understanding of current developments in the NHS and their implications for leadership and quality care for patients/service users ○ Awareness of health and safety legislation and strategies for maintaining a safe environment for patients, staff, and visitors ○ Awareness of safeguarding responsibilities and escalation processes ○ Detailed understanding of Pre-operative Assessment role, purpose, and pathways ○ Understanding of the need for quality and necessary change in the clinical environment based on current evidence, to providing high quality patient centered nursing care and patient education ○ Understanding of, and commitment to, equality, diversity and inclusivity principles and values ○ Understanding of Confidentiality & Data Protection 	Y Y Y Y Y Y Y	
<p>Other requirements</p> <ul style="list-style-type: none"> ○ Role model our Trust values every day ○ Able to work within the shift patterns to support service deliver ○ Champion speaking up culture ○ Champion for supporting and maintaining a unit-based values charter ○ Ability to respond positively to constructive feedback and see the potential for learning and development ○ Ability to work well within a multidisciplinary team and promote team unity. ○ Demonstrates compassion and sensitivity. ○ Open, honest, and trustworthy ○ Ability to travel easily between Trust sites 	Y Y Y Y Y Y Y Y	Y