

# SHAPE YOUR STORY

## Recruitment Information Pack



NE London Community Transition Nurse  
Coordinator for  
Haemoglobinopathies and Rare Red Cell  
Disorders



## Our Vision

To be a high-performing group of NHS hospitals, renowned for excellence and innovation, providing safe and compassionate care to our patients in east London and beyond.

## WeCare about our ambition for excellence

Our WeCare values shape everything that we do, every single day. They are visible in every interaction we have with each other, our patients, their families and our partners.

WeCare about everything from the appointment letters our patients receive, to the state of our facilities when they walk through the door, to the care and compassion they receive when they are discharged. WeCare that the people who join our trust will hold the same values as we do, so our values are embedded within our recruitment and selection processes. WeCare that you feel valued working here, so our values also guide our training and development and performance and talent management. WeCare about working with suppliers that live and breathe our values too.

We have come a long way on our journey to delivering safe and compassionate care. By embracing these values as the way we behave around here, we will achieve our ambition for excellence.

Value	Key behaviours
<b>W</b> <b>WELCOMING</b>	<ul style="list-style-type: none"> <li>Introduce yourself by saying "Hello, my name is ..."</li> <li>Smile and acknowledge the other person(s) presence</li> <li>Treat others as you would wish others to treat you</li> <li>Ensure the environment is safe and pleasant for our patients, our colleagues and our visitors</li> </ul>
<b>E</b> <b>ENGAGING</b>	<ul style="list-style-type: none"> <li>Get involved in making improvements and bring others with you</li> <li>Encourage feedback from patients and colleagues and respond to it</li> <li>Acknowledge efforts and successes; say thank you</li> <li>Use feedback to make improvements, and empower colleagues to do this without needing to seek permission</li> <li>Appreciate that this may be a new experience for patients and colleagues; help them to become comfortable</li> </ul>
<b>C</b> <b>COLLABORATIVE</b>	<ul style="list-style-type: none"> <li>Give time and energy to developing relationships within and outside own team</li> <li>Demonstrate pride in Team Barts Health</li> <li>Respect and utilise the expertise of colleagues</li> <li>Know your own and others' part in the plan</li> </ul>
<b>A</b> <b>ACCOUNTABLE</b>	<ul style="list-style-type: none"> <li>Always strive for the highest possible standard</li> <li>Fulfil all commitments made to colleagues, supervisors, patients and customers</li> <li>Take personal responsibility for tough decisions and see efforts through to completion</li> <li>Admit mistakes, misjudgements, or errors; immediately inform others when unable to meet a commitment; don't be afraid to speak up to do the right thing</li> <li>Do not pretend to have all the answers; actively seek out those who can help</li> </ul>
<b>R</b> <b>RESPECTFUL</b>	<ul style="list-style-type: none"> <li>Be helpful, courteous and patient</li> <li>Remain calm, measured and balanced in challenging situations</li> <li>Show sensitivity to others' needs and be aware of your own impact</li> <li>Encourage others to talk openly and share their concerns</li> </ul>
<b>E</b> <b>EQUITABLE</b>	<ul style="list-style-type: none"> <li>Value the perspectives and contributions of all and ensure that all backgrounds are respected</li> <li>Recognise that individuals may have different strengths and needs, and that different cultures may impact on how people think and behave. Be curious to find out</li> <li>Work to enact policies, procedures and processes fairly</li> <li>Be open to change and encourage open, honest conversation that helps foster an inclusive work and learning environment</li> <li>Remember that we all have conscious and unconscious bias; get to know what yours are, and work to mitigate them</li> </ul>



## Job Particulars

<b>Job Title</b>	NE London Community Transition Nurse Coordinator for Haemoglobinopathies and Rare Red Cell Disorders
<b>Pay Band</b>	Band 7
<b>Location</b>	Royal London Hospital
<b>Reports to</b>	Lead Nurse for Haemoglobinopathies Children & Adults
<b>Responsible to</b>	Director of Nursing (Children & Young People)

### 1. Job Purpose

The paediatric haematology services in NE London deliver a seamless service and provide the highest level of expert nursing care to children and young people with haemoglobinopathies and rare red cell disorders and their families, in line with National Service Framework for Children and NICE guidelines. The post holder will be responsible for leading on network wide transition planning and delivery, supporting a community focused transition preparedness programme. The post will be based at Barts Health but responsibilities will extend across the network. This will include:

- Work closely with the multidisciplinary team in acute and community provider organisations, the voluntary sector (Sickle Cell Society) and families to provide support, advice and an education programme for teenagers and young adults in the community setting
- To act as a resource for teaching and educating patients and staff
- Develop CYP strategic priorities

This role is critical in the delivery of high quality, CYP patient focused care and holds responsibility for the delivery of services and the performance of staff. In addition, the post holder will:

- Ensure that the Trust's vision and the Nursing Strategy/improvement plan is translated in to a narrative that inspires staff and gives them clear objectives for the delivery of care
- Lead the drive for service improvement for CYP care by being able to identify areas for improvement, articulate a case to managers for implementation and then support senior staff to make the changes required
- Mentor associated junior nursing personnel
- Develop relationships with staff outside of their area of service responsibility in order to deliver and improve services
- Assist in the efficient management of a caseload of CYP with haemoglobinopathies and rare red cell disorders, maintaining their health care records utilising the local database.





## 2. Key Working Relationships

The post holder has a key role to play providing expertise and knowledge to support the care CYP across the NE London Network. Ensuring that they are kept safe and have a positive experience of care. To build key relationships with clinical staff and also have key relationships with senior managers within the stakeholder organisations specifically in relation to the quality of care that is delivered to CYP. In addition, other key relationships are with:

- Medical staff
- All members of the multi-disciplinary team
- Voluntary sector (Sickle cell Society)
- School/ colleges/ places of work
- Staff in support functions
- TYA groups
- Other professionals providing other services such as community, mental health and primary care services

## 3. Main duties, responsibilities and results areas

### Leadership

- Demonstrate the ability to plan own workload
- Promote effective communication and within multi-disciplinary team to ensure collaborative working practices
- Adhere to Trust and local policies
- Participate in audit to evaluate and monitor CYP care.
- Demonstrate an awareness and understanding of organizational and governmental policies and agendas, identifying implications for patient care.
- Develop an effective method of feedback for CYP patients, carers and colleagues in order to help to develop services
- Participate in organisational meetings in relation to the delivery of the service
- To be professionally accountable for all aspects of own work

### Supporting and developing clinical practice

- Develop the specialist skills, knowledge expertise to care for CYP with sickle cell/ thalassaemia and rare red cell disorders and their families within clinical practice
- Lead clinical care by managing a caseload providing an expert assessment plan and evaluation within the specialist area.
- Identify clinical issues and incidents that reduce including junior medical, nursing and allied health professional in relation to the specialty.
- Attend MDT/Psychosocial meeting and ensure appropriate information sharing.
- Facilitate effective and robust communication and partnerships MD/ multi- agency practitioners to enhance the care of CYP and their families transitioning to adult care.



### **Delivering high quality compassionate care**

- Provide specialist care for CYP meeting the needs of individuals as required and providing support, information, education and counseling for them as well as their families
- Act as a patient advocate when required by providing information to enable CYP to make informed choices about their healthcare
- Act as a specialist clinical expert within the Trust, providing advice and information as required
- Liaise with and act as a resource for staff to maintain continuity of care for CYP
- Promote a culture that facilitates safety through consultation with CYP patients
- Actively seek feedback/input from CYP and carers in order to continuously improve the quality of care provided
- To support research initiatives where appropriate and encourage a research based approach to care
- Contribute towards education and teaching programmes around the care of CYP wherever they are cared for in the Trust
- Adhere to the NMC Code of Professional Conduct and Scope of Professional Practice at all times

### **Education and Training**

- Support and educate nursing staff caring for CYP patients providing expert advice and promoting evidence based care
- Accept responsibility for own personal and professional growth and for maintaining a record of evidence of professional development experiences within a Personal Professional Portfolio
- Discuss personal and professional development needs during an annual appraisal and develop, agree and document action points in a personal development plan.
- Provide education for MDT as required
- Provide competent knowledge base for research skills

### **Research**

- Promote effective communication and liaison with the multidisciplinary team around research and service evaluation
- Demonstrate awareness and understanding of research and development policies
- Show commitment to clinical excellence and maintain standard of practice

### **Communication**

- To communicate effectively with individuals and groups and act as a positive role model
- To anticipate barriers to effective communication and take action to overcome them
- Encourage effective communication between/within team

### **Working with others**



- To develop networks with colleagues in order to deliver and improve services
- Working with others to develop networks with colleagues in order to deliver and improve services for CYP
- Develop an open climate for team members to raise concerns -particularly in relation to patient care
- Ensure that others understand the importance of their role in delivering services
- To network with nurses on a local, regional and national level to develop nursing practice

#### 4. Working conditions

Criteria	Description
<b>Physical</b>	Post holder is expected to be aware of the statutory requirements regarding manual handling There are frequent times the post holder will be expected to sit, stand and walk The post holder will be required to assist with the direct delivery of care with patients
<b>Emotional</b>	The post holder will be required to deal with staff, patients, carers and relatives who may be angry, upset and tearful The post holder will be required to deal with challenging situations with staff – particularly in relation to performance, sickness absence, grievances and disciplinary issues
<b>Working Conditions</b>	The post holder will work within a main site in acceptable working conditions. This will be a combination of office and clinically based working environments They may be exposed to verbal aggression from patients and staff
<b>Mental</b>	The post holder will be required to respond to unpredictable situations and so will need a high level of mental effort and concentration. The post holder will be required to adapt to changing situations and meet deadlines Concentration will be required to analyze data and interpret outcomes. They will also be required to attend meetings The post holder will be interrupted due to the operational nature of this role

#### NHS Manager's Code of Conduct

As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002). [www.nhsemployers.org/](http://www.nhsemployers.org/)

#### Safeguarding adults and children

Employees must be aware of the responsibilities placed on them to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that



a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager, consultant (October 2002). [www.nmc-uk.org/](http://www.nmc-uk.org/)



## Person Specification

Domain	Essential Criteria	Desirable Criteria
<b>Qualifications</b>	<p>Registered nurse Children's/Adult with current NMC registration</p> <p>Educated to degree level or working towards</p> <p>Specialist Clinical Course</p> <p>Preparation for Mentorship course or equivalent</p> <p>Evidence of continued professional development</p>	
<b>Experience</b>	<p>Recent and significant years post graduate experience working within the specialty</p> <p>Experience of working in culturally diverse environment</p>	<p>Experience of providing multi-professional teaching/ education</p> <p>Experience of implementing service improvement projects</p> <p>Evidence of working with others to develop and deliver services</p>
<b>Skills</b>	<p>Excellent verbal and written communication skills</p> <p>Excellent interpersonal skills</p> <p>Organisational skills- able to incorporate priorities and work to deadlines when required</p> <p>The ability to provide nursing leadership and advice within the service and to lead and motivate staff</p> <p>The ability to apply flexibility to working practice to meet needs of service users and changes in service models</p> <p>The ability to work with others to plan, manage and implement service developments using</p>	<p>The ability and motivation to work creatively and positively with practitioners from other disciplines and agencies</p>





	<p>service improvement methodology</p> <p>Ability to facilitate reflective practice and carry out task without supervision</p> <p>Skills in IT and maintaining accurate data</p>	
<b>Other</b>	<p>Demonstrates a commitment to encourage others so as to get the best in order to achieve results</p> <p>Engages with others proactively in order to achieve objectives and get results</p> <p>Is confident in their own ability particularly in relation to decision making</p> <p>Can value, respect and promote equality and diversity and understands the requirements of equality and diversity within service area</p> <p>Ability to recognise own need for support and supervision</p> <p>Communication in a manner that is consistent with relevant legislation policies and procedures</p> <p>Communicates with people in a form and manner that:-</p> <ul style="list-style-type: none"> <li>- Is consistent with their level of understanding, culture, background and preferred ways of communicating.</li> <li>- Is appropriate to the purpose of the communication and the context in which it is taking place</li> </ul>	



	<p>Recognises and reflects on barriers to effective communication and modifies communication in response</p> <p>Be able to present and discuss ideas</p> <p>Demonstrates and enthusiastic approachable and friendly manner</p> <p>Provide assistance with annual report and partake in peer reviews as required</p>	
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## About Barts Health

Our group of hospitals provide a huge range of clinical services to people in east London and beyond.

We operate from four major hospital sites (The Royal London, St Bartholomew's, Whipps Cross and Newham) and a number of community locations, including Mile End hospital. Around 2.5 million people living in east London look to our services to provide them with the healthcare they need.

The Royal London in Whitechapel is a major teaching hospital providing local and specialist services in state-of-the-art facilities. Whipps Cross in Leytonstone is a large general hospital with a range of local services. Newham in Plaistow is a busy district hospital with innovative facilities such as its orthopaedic centre. Mile End hospital is a shared facility in Mile End for a range of inpatient, rehabilitation, mental health and community services. And St Bartholomew's in the City, London's oldest hospital, is a regional and national centre of excellence for cardiac and cancer care.

As well as district general hospital facilities for three London boroughs, Tower Hamlets, Waltham Forest and Newham, we have the largest cardiovascular centre in the UK, the second largest cancer centre in London, an internationally-renowned trauma team, and the home of the London Air Ambulance. The Royal London also houses one of the largest children's hospitals in the UK, a major dental hospital, and leading stroke and renal units.

We're also proud to be part of UCLPartners, Europe's largest and strongest academic health science partnership. The objective of UCLPartners is to translate cutting edge research and innovation into measurable health gain for patients and populations through partnership across settings and sectors, and through excellence in education.

