1. JOB IDENTIFICATION

<table>
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<tr>
<th>Job Title:</th>
<th>Registered Nurse – ENT/OPD</th>
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<tr>
<td>Responsible to:</td>
<td>Senior Charge Nurse for Ophthalmology &amp; Outpatient Departments / Charge Nurse for OPD</td>
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<td>Department &amp; Base:</td>
<td>Outpatients Department, Borders General Hospital</td>
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<tr>
<td>Date this JD written/updated:</td>
<td>4th November 2013 (updated)</td>
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<tr>
<td>Job Holder Reference number:</td>
<td>NM1845</td>
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2. JOB PURPOSE

- Assists the senior sister/charge nurse in delivering high quality, patient focussed care for individuals in the ENT service within the outpatient department and activity within general OPD as required.
- Deliver a safe timely effective nurse led service to ENT patient's i.e aural toilet, allergic rhinitis clinics, epistaxis pack removal. any other service development as agreed with clinician
- Assist with procedures specific to ENT i.e. biopsies, foreign body removal, epistaxis management, Epley manoeuvre, naso endoscopy.
- Responsible for the assessment of patient care needs, and the planning, implementation and evaluation of care in the ward/department, working as part of a multi-disciplinary team.
- Regularly deputises for the senior charge nurse when she/he has responsibility for the effective deployment of staff, resource management and the maintenance of a safe working environment.
- To assist senior charge nurse in delivery of clinical governance responsibilities for the departments
- To assist in delivery of departmental and organisational targets i.e. EKSF appraisals, training plans, waiting times
4. SCOPE AND RANGE

The Outpatients department provides services for all BGH specialities, including Paediatrics, and a number of visiting specialities.

The Department currently sees 65,000 patients per annum. The dept has a staffing establishment of 10.7wte.

Regularly deputises for the sister/charge nurse when she/he has responsibility for the effective operation of the ward/department. Participates in the Surgery/Orthopaedic Unit bleep rota, providing advice and support for surgical Wards 7 & 8, Orthopaedic Ward 9, A&E and the Outpatient Dept. The post-holder may be required to work in other wards and departments within NHS Borders.

5. MAIN DUTIES/RESPONSIBILITIES

5.1 Management of health and illness

- Undertakes the assessment of patient care needs, and the planning, implementation and evaluation of care without supervision. Provides expertise in the speciality and engages patients and carers in the management of health problems and exploring actions to improve health.
- Ensures safe and effective care, for patients, at all stages of the patient experience through their specific outpatient experience.
- Ensures the safe administration, storage and ordering of drugs in the ward/department.

5.2 Communication

- Communicates sensitively and effectively with patients, carers and members of the multi-disciplinary team, in styles appropriate to people and situations, minimising and resolving conflict and complaint.
- Understands the roles and responsibilities of team members and agencies and liaises appropriately with due regard to patient confidentiality.
- Ensures accurate record keeping in accord with NMC and local standards, to aid communication within the care team, detect problems or changes, and promote continuity of care.
5.3 Quality improvement
- Identifies opportunities to improve services for individual patients and client groups, participating in audit and using research evidence.
- Contributes to the assessment and management of risk, maintenance of hygiene standards and the control of infection, ensuring the safety of the work environment and work processes, for patients, visitors and staff.

5.4 Learning, teaching and personal development
- Uses appraisal to identify personal development needs and maintains competence in line with NMC and service requirements.
- Supports the development of junior members of the nursing team and students through mentorship, preceptorship and the delivery of educational programmes in the clinical setting.
- Educates patients in the requirements of aftercare and medical therapies for ophthalmic conditions and assesses compliance with therapy.
- Educates patients attending Macular degeneration clinic regarding diagnosis of macular degeneration, education of disease process and available treatment.
- Educates patients attending Nurse Led Glaucoma clinics regarding treatments and management of glaucoma.

5.5 Clinical leadership and teamwork
- Supports the Sister/Charge Nurse in creating a sense of common purpose and developing the team’s ability to achieve objectives and maintain and improve service quality.
- Manages own workload, allocates and supervises the work of junior staff, and undertakes delegated unit and hospital management responsibilities, ensuring effective communication and the appropriate use of resources. Manages delegated outpatient clinics to ensure an effective service where waiting times are minimised.

5.6 Professional responsibilities and accountability for practice.
- Accountable as a registered nurse for all aspects of personal practice.
- Manages self and others according to the NMC Code of Professional Conduct and current NMC Guidance.

Speciality and role specific responsibilities
- The post-holder will routinely perform specialty specific procedure using specialised equipment and undertake nurse led clinics i.e. ENT aural toilet, TNS clinics
- Undertake allergy skin prick allergy testing as per ENT nurse protocol
- Possess skills/experience and knowledge to work competently within specific ENT patient group directions, and to be aware on own limitations
- Undertakes assessment, educates and evaluates continuing care of the patient whilst in the department
- Respond to clinical telephone queries escalates as appropriate
- Escalate clinical ENT issues to appropriate clinician in a timely appropriate manner
- Provide specialist ENT advice and support appropriate to role.
- Act as source of expert knowledge and current evidence based practice
- Demonstrate the ability to deal with adults and children effectively and appropriately

6. SYSTEMS AND EQUIPMENT
The post-holder will develop & maintain expertise in the use of the following equipment:
- Moving and handling equipment, including hoists, patient slides.
- Patient assessment and monitoring equipment, including: Blood glucose meters, tympanic thermometers, height, weighing and BMI scales.
- Resuscitation equipment.
- Other equipment: oxygen humidifiers, portable and piped gases and suction.
- ENT microscope
- Aural toilet procedures
- Allergy testing
- Epistaxis pack removal
- Tympanic pressure monitors

The post-holder will develop & maintain expertise in the use of the following systems:
- Work to NHS Borders and Departmental policies, procedures and protocols.
- Systems for risk identification, reporting and management, and for managing complaints.
- Procedures for child protection and the protection of vulnerable adults.
- Trakcare, OCS, laboratory and radiology results systems.
- Borders NHS intranet, internet and email.
- Specific ENT policies and protocols. ENT Patient group directions

### 7. DECISIONS AND JUDGEMENTS

The post holder will be expected to make the necessary clinical and managerial decisions to support the day-to-day management of the ward/department, using initiative and seeking advice to ensure effective service delivery. He/she will recognise situations that require assistance and support from her line manager and members of the senior management team.

The post holder is accountable for her/his nursing care and for the standards of care delivered by junior staff in the ward/department. She/he will recognise own ability and limitations and identify these to the line manager, making use of daily informal contacts, formal meetings and hospital bleep system etc.

### 8. COMMUNICATIONS AND RELATIONSHIPS

- Communicates effectively with patients, carers, members of the multi-disciplinary and management teams, and external agencies, in styles appropriate to people and situations.
- Maintain patient and staff confidentiality at all times.
- Promotes good relationships with patients, public and staff.
- Contribute to informal and formal teaching programmes.
- Meet the emotional demands of caring for visually impaired patients and their carers, and manage the effect of stressful situations on patients and staff.
- Report complaints, clinical, non-clinical incidents and contribute to risk assessments, verbally and in writing.

### 9. PHYSICAL DEMANDS OF THE JOB

- The post holder will be mobile for most of each shift.
- Will occasionally use a Video Display Unit and keyboard.
- Will assist with moving and transporting of patients, furniture and equipment while ensuring compliance with moving and handling guidelines.
- Be able to respond speedily and accurately to emergency or unplanned situations.
- Potential for involvement in the control and restraint of aggressive patients.
- Precision manual skill and dexterity required undertaking ENT procedures.
10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Prioritising and meeting competing demands from patients, relatives and members of the multi-disciplinary team.
- Developing the specialist clinical and management skills and knowledge necessary to deliver and enhance the service.
- Communication in difficult situations, assisting when the clinical team is breaking bad news.
- Challenge of nursing patients with varying degrees of visual dysfunction and supporting relatives & carers.

11. KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Qualifications</strong></td>
<td>First level Registration. Evidence of competence in ENT practice</td>
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<tr>
<td><strong>Experience</strong></td>
<td>Registered Nurse- Evidence of competence in ENT practice. Previous experience of autonomous practice, working within clinical guidelines and patient group directions</td>
<td>Demonstrate the ability to undertake</td>
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<td>An effective communicator. Specific clinical skills relevant to the speciality. Competence in use of ENT equipment /procedures-aural toilet, allergy testing and all skills required in the OPD environment</td>
<td>IV Venepuncture and cannulation. IT skills. Effective communication skills</td>
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<td><strong>Personal qualities</strong></td>
<td>Well organised. A team worker - demonstrates a collaborative approach to multi-disciplinary teamwork. Adaptable/flexible</td>
<td>Evidence of ability to manage complex care situations.</td>
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<td><strong>Research and training</strong></td>
<td>Evidence of continued professional development. Evidence of teaching ability</td>
<td>Research awareness. Evidence of teaching ability.</td>
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TERMS AND CONDITIONS

Grade and salary: Band 5: £21,602 - £28,180 per annum pro rata

Hours of work: 34 hours per week, Permanent

Annual leave: 27 days per annum pro rata
Details of other types of leave entitlement (such as sick leave) are set out in the Agenda for Change handbooks.

Public Holidays: 8 days per annum pro rata on dates designated by NHS Borders
Details of other types of leave entitlement (such as sick leave) are set out in the Agenda for Change handbook.

Superannuation: The post-holder is entitled to join the NHS superannuation pension scheme.

If Unsuccessful:
If you have NOT heard from us within 4 WEEKS of the closing date, then we regret that your application has not been successful on this occasion. However, we appreciate your interest in working with NHS Borders and your time and effort in completing the application form. We would welcome your application for future posts.

Equal Opportunities:
In NHS Borders, we believe that all staff should be treated equally in employment. We will not discriminate against any member of staff, or job applicant, on grounds of

- age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.
- Trade Union membership.

Disclosure checks:
We carry out criminal record checks on new staff who fall within certain staff groups within NHS Borders, through Disclosure Scotland. We send out Disclosure Forms to all shortlisted candidates for these staff groups, and ask for these to be completed and returned at interview. If a successful-at-interview candidate forgets to bring their completed form to interview, then they will be required to return the form (and proofs of identity) within 7 days, otherwise the provisional job offer will be withdrawn. Unsuccessful candidates forms will be shredded. The Rehabilitation of Offenders Act does not apply to this post.

Tobacco policy:
We have a Tobacco policy in place. When selecting staff, we do not discriminate against applicants who smoke, but staff must observe our policy on smoking.

Hepatitis B:
We offer Hepatitis B immunisation through our Occupational Health Service (OHS). If you think you may be at risk of contracting Hepatitis B through your job, you should ask for this immunisation at OHS.

If your work involves exposure-prone procedures, you must keep to the document “Protecting Health Care Workers and Patients from Hepatitis B”, and the NHSiS Management Executive Directive on this issue. You must be immune to Hepatitis B, and if you cannot prove that you are immune, OHS will investigate to find out whether you are Hepatitis B positive or not.

Health and Safety at Work:
You must look after the health and safety of yourself and anyone else who may be affected by what you do at work. You must also co-operate with us to make sure that we keep to legal and organisational safety regulations. You can get more information from the NHS Borders’ Health & Safety Adviser.

The closing date for completed application forms is: 5pm on Friday 6 February 2015