

# Hello, we are Barts Health

#TeamBartsHealth

[bartshealth.nhs.uk](http://bartshealth.nhs.uk)

## Recruitment information pack





**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> WELCOMING 	<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> </ul> <ul style="list-style-type: none"> <li>Ensure the environment is safe and pleasant for our patients, our colleagues and our visitors</li> </ul>
<b>E</b> ENGAGING 	<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> </ul> <ul style="list-style-type: none"> <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> COLLABORATIVE 	<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> </ul> <ul style="list-style-type: none"> <li>Respect and utilise the expertise of colleagues</li> <li>Know your own and others' part in the plan</li> </ul>
<b>A</b> ACCOUNTABLE 	<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> </ul> <ul style="list-style-type: none"> <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> RESPECTFUL 	<ul style="list-style-type: none"> <li>Be helpful, courteous and patient</li> <li>Remain calm, measured and balanced in challenging situations</li> </ul> <ul style="list-style-type: none"> <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> EQUITABLE 	<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> </ul> <ul style="list-style-type: none"> <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>	<b>Staff Nurse</b>
<b>Pay Band</b>	Band 5
<b>Location</b>	St Bartholomew's Hospital
<b>Reports to</b>	Senior Sister/Charge Nurse
<b>Responsible to</b>	Lead Nurse/Matron

## 2. Job Purpose

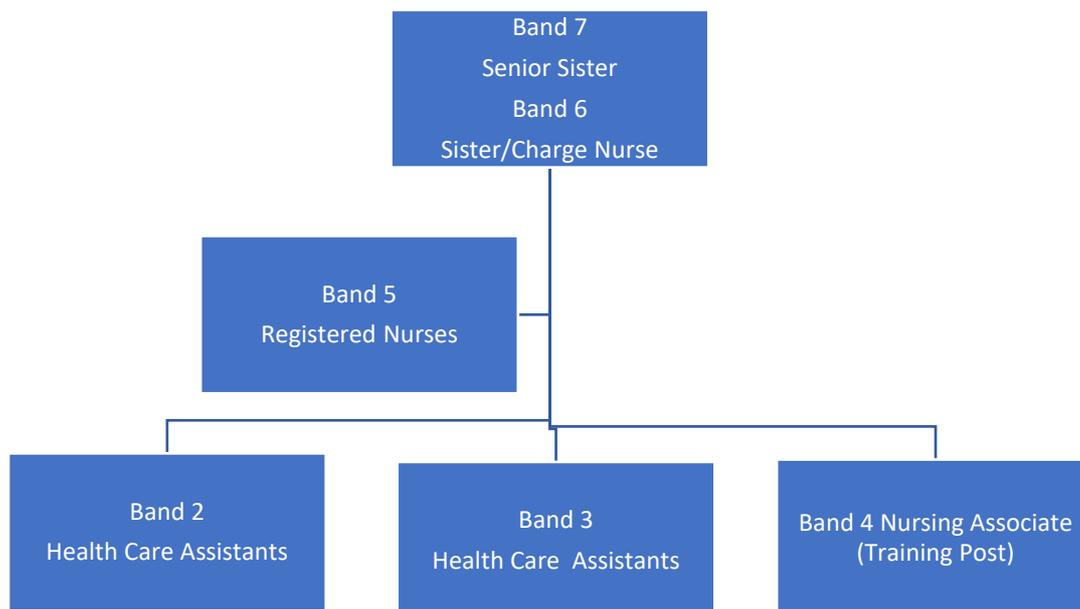
- To work within the Outpatient Nursing Team ensuring the smooth running of the clinics at St Bartholomew's Hospital.
  - Supervisory responsibility of the Nursing Assistants and others in the absence of the Sisters.
  - To work in close relationship with different medical/MDT staff on a session by session basis within the Outpatient clinic areas.
  - To work closely with the Receptionist and Reception Managers.
  - To assist in the maintenance of infection control.
  - To undertake customer care training and implement best practice when dealing with patients, relatives and other members of staff.
  - To demonstrate a flexible approach to team work within the department.
  - To undertake other duties within scope of practice as requested by nurse in charge.
  - To support clinics throughout the department within St Bartholomew's Hospital
- **Key Working Relationships**

Internal	External
<b>Consultants/Registrars</b>	<b>GP Surgeries</b>
<b>Receptionist</b>	<b>Other Hospitals</b>
<b>Medical Secretaries</b>	<b>NHS Supplies</b>
<b>Medical Records Clerks</b>	<b>External Suppliers</b>
<b>New Appointment Clerks</b>	
<b>Providers of Diagnostics</b>	
<b>Wards</b>	
<b>OPD Matron/Lead Nurse</b>	



<b>Clinical Nurse Specialists</b>	
<b>Sister/Charge Nurses</b>	
<b>Staff Nurse Colleagues</b>	
<b>Nursing Assistant</b>	
<b>Student Nurses</b>	
<b>OPD Reception Supervisors</b>	
<b>Clinic Managers</b>	
<b>Senior Managers</b>	
<b>A&amp;E Department</b>	
<b>Site Management</b>	

• **Structure Chart**



• **Main duties, responsibilities and results areas**

- Organise and prioritise the working day so that clinics run smoothly and efficiently
- Deal with issues as they arise and understand how to escalate problems as necessary
- Supervise Nursing Assistants, including work allocation and performance
- Communication is a fundamental process to ensure continuity and high standards of care. It includes sharing ideas, information and feedback within the MDT
- Post holder must be skilled in communicating with a range of people on a daily basis
- To be responsible for disseminating Trust policies and information as required
- Provide feedback to other workers on their communication at appropriate times



- A key responsibility will be to utilise a variety of strategies to communicate effectively with patients and those involved in their care
- The post holder must also communicate with other staff within the Trust, with external organisations and with the general public
- Keep accurate and complete records of activities and communications consistent with legislation, policies and procedures
- Keep patients informed in accordance with Outpatient guidelines making public announcements as necessary
- Participates in team meetings and share knowledge and ideas with colleagues
- Engage in the Preceptorship programme
- Develop an awareness of clinical supervision/action learning
- Improve clinical practice through reflection with self or others
- With the support of sister/charge nurse through the Trust's appraisal process and development of personal development plan identify educational and professional needs
- Influence the development of knowledge, ideas and work practice
- The post holder is expected to develop their IT skills
- The post holder is required to familiarise him/herself with and comply with the Trust's policies and procedures
- The post holder must at all times respect patient confidentiality and in particular the confidentiality of electronically stored personal data in line with the requirements of the Data Protection Act
- The post holder must be aware of individual responsibilities under the Health & Safety at Work Act and identify and report as necessary any untoward accident, incident or potentially hazardous environment
- When moving people and goods, the post holder must complete the relevant training as appropriate to the action, e.g. use of hoists
- Takes appropriate action to manage an emergency summoning assistance immediately when this is necessary.

Work so that there is a minimal risk to health safety and security.



- Working conditions

Criteria	Description
<b>Physical</b>	<p>Transporting patients in wheelchairs.            Moving patients from chair to clinic couch, clinic couch to chair.            Transfer from stretcher to clinic couch, clinic couch to stretcher.            Assisting in toilet.            Transporting medical notes.            Liaising between various clinics and other departments</p>
<b>Emotional</b>	<p>Cancer clinics can have added emotional feelings when dealing with patients and their relatives.            Supportive nursing team.            Unwell patients sometimes come through the clinics prior to admission.            Access to extra training and given opportunity to progress within the organisation. You will receive an annual personal review and development plan to support your career progression and you will be encouraged to develop your skills and experience.</p>
<b>Working Conditions</b>	<p>Clinics covered by the nursing team are mainly within King George V Block. There are two clinics in the East Wing.            Each clinic has its own staff room area.            Staff Nurses run their own clinics under the supervision of the nurse in charge and sometimes take charge of a clinic area if Sister/Charge Nurse is not on duty.            Shifts are all day time with some late finishes where staff close the department in the evening.            No bank holiday, night time working.            Any weekend working is done on a volunteer basis via Staff Bank.            Staff are required to comply with trust mandatory training.            All staff must be familiar with the Trust's Infection Control policies, including those that apply to their duties, such as hand decontamination, personal protective equipment, aseptic techniques and safe disposal of sharps.</p>
<b>Mental</b>	<p>Busy clinics each day, can be demanding but more likely to be physical than mental implications.            Staff counselling is available.            Occupational Health Support is available.</p>



## NHS Manager's Code of Conduct

As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002).

### 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>Experience</b>	Registered Nurse with current NMC PIN Experience of an acute hospital environment and general nursing at least 6 months.	Previous similar role in Outpatients
<b>Skills</b>	Ability to prioritise tasks and organise own workload To work flexibly/flexible hours Patient Focused Good communication skills Accurate Record Keeping	Computer IT skills
<b>Knowledge</b>	Good communication skills Good verbal and written communication Work well both in a team and independently Enthusiasm towards teaching and sharing knowledge Take an active role in agreed learning activities	Computer IT skills Take an active role in agreed learning activities



<b>Qualifications</b>	General standard of education Registered Nurse with current NMC PIN	
<b>Other</b>	Caring and compassionate Respectful of the needs of the individual Welcoming nature	



## 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 UCL Partners, Europe's largest and strongest academic health science partnership. The objective of UCL Partners 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.

