

Macmillan Head and Neck Band 6 Clinical Nurse Specialist

Job Description

At Gloucestershire Hospitals NHS Foundation Trust, we take great pride in delivering high quality acute services and we understand just how precious life is.

People entrust their lives to our care every day and they have the right to expect the very best experience and outcomes. That's why our ambition and the pursuit of excellence is the foundation of everything we do.

Job Description

Dear candidate,

I am delighted you are interested in a position within the Head & Neck Cancer Team here at Gloucestershire Hospitals NHS Foundation Trust. This information pack contains all the information you need to apply for the post, I would actively encourage you to read the information and make contact with me for an informal conversation.

We provide acute hospital services from two large district general hospitals, Cheltenham General Hospital and Gloucestershire Royal Hospital. Maternity Services are also provided at Stroud Maternity Hospital. We remain the major provider of secondary care services in the area and analysis shows that for Gloucestershire we are the leading acute healthcare provider by a significant margin.

At the very centre of our organisation is our dedicated nursing, midwifery and care staff, being part of the team here at Gloucestershire Hospitals NHS Foundation Trust is a huge privilege and if successful you will be joining over 2,000 nursing, midwifery and care colleagues each committed to delivering great experience and outcomes for our patients.

Here at Gloucestershire Hospitals NHS Foundation Trust, our patients are at the heart of everything we do, and pivotal to this are our nurses, midwives and care staff, whose dedication, expertise and kindness ensures that patients receive the very best care throughout their treatment. I wish you every success with your application to join this team.

Best wishes

Sasha Dowdeswell
Interim Matron Head & Neck/Ophthalmology

Job Description

Job Title:	Macmillan Head and Neck Clinical Nurse Specialist
Division	Surgical
Base:	Wotton Lodge, Gloucester Royal Hospital
Grade:	Band 6
Reporting to:	Lead Head and Neck Macmillan Clinical Nurse Specialist
Hours	37.5 per week

Overview

Gloucestershire Hospitals NHS Foundation Trust operates hospitals on our two main sites in Cheltenham and Gloucester, and we're one of the largest NHS trusts in the country.

Our workforce of almost 8,000 staff provides high quality emergency, elective and specialist care across a range of clinical areas

Our Values:

It is expected that all employees uphold the values of the organisation as our values underpin everything we do and describe the way we expect our staff to behave towards our patients, families and carers and between each other. We have the following three values:

1. Caring

Patients said: *"Show me that you care about me as an individual. Talk to me, not about me. Look at me when you talk to me."*

2. Listening

Patients said: *"Please acknowledge me, even if you can't help me right now. Show me that you know that I'm here."*

3. Excelling

Patients said: *"Don't just do what you have to, take the next step and go the extra mile."*

Job Description

Main Purpose of the Job:

In line with the Trust Vision to provide the “Best Care for Everyone...”

Professional values

- The post holder will be responsible for the facilitation of high-quality specialist oncology nursing care to Head and Neck cancer patients receiving treatment within Gloucestershire Hospitals NHS Foundation Trust.
- The post holder will utilise skills of clinical expertise, education and management to ensure a seamless service for patients, carers and staff. They will provide advice, support and information from the time of diagnosis and throughout curative, palliative and terminal phases.
- To adhere to all trust policies and procedures and the Nursing and Midwifery Code of Professional Conduct.
- Adhere to the NMC code of practice at all times and operate within our Trust policy and practices.
- To contribute to the development of nursing policy, protocols and guidelines within the head and neck service.
- To ensure all aspects within the post remit adhere to the Clinical Governance & Risk and Information Governance and Information Security policy requirements.

Communication and interpersonal skills

- The post holder will provide support, information and education to patients, carers and colleagues, and provide a highly specialised nursing contribution to the decision-making process within the multi-professional team participating in the assessment, planning, implementation and evaluation of high-quality nursing care.
- The post holder will help to co-ordinate the patients' process by liaising and communicating with all team members both within the primary and secondary/tertiary care sectors that may be involved in the patient's care.
- Will communicate with:
 - Senior nurse management team.
 - Multi-disciplinary teams across the trust and primary care sector.
 - Multi-disciplinary Team Co-ordinator.
 - Patients and carers.
 - General public.
 - Macmillan cancer support.
 - Social Services
 - Voluntary sector.
 - Educational organisations.
- Demonstrate advanced communication with patients, carers and health professionals in order to disseminate complex nursing and clinical information which may be of a distressing nature.

Leadership, management and team working

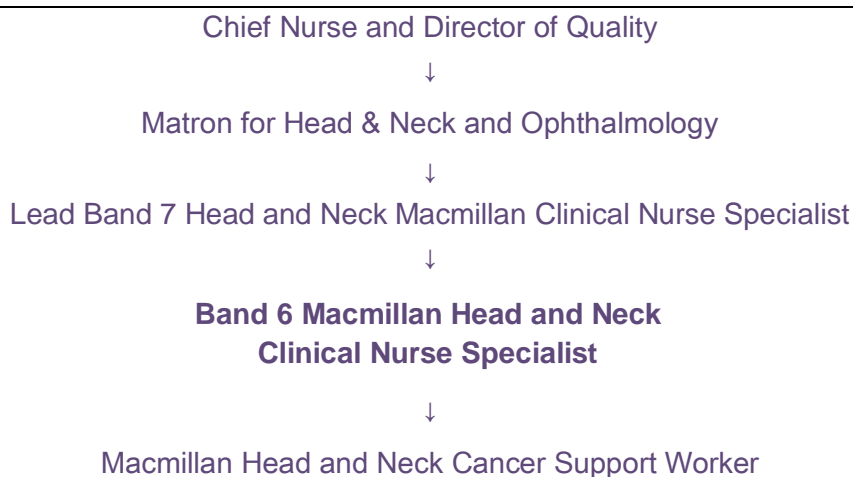
- The post holder will contribute towards service development issues in line with evidence-based practice and encourage and participate in local and national research projects.

Job Description

- To use excellent prioritising and time management skills to meet the unpredictable and conflicting needs of the role.

Main Responsibilities and Duties:

Organisational Arrangements:



Knowledge, Skills & Experience Required

- Registered General Nurse with the Nursing and Midwifery Council.
- Minimum of 5 years' experience in Head and Neck or related speciality.
- Enhanced levels of dexterity and accuracy pertaining to clinical skills e.g., Advanced tracheostomy care/Surgical voice restoration and valves.
- Enhanced IT skills.
- Ensure personal and professional development is progressed through Individual Performance Development Review.

Job Description

- Ability to communicate effectively with all members of the multi-disciplinary team involved in the care of Head and Neck cancer patients, closely liaising to provide a seamless service.
- To input and retrieve patient information from computer-based systems including Trak, EPR, Infoflex and PACS.
- To deliver safe care within a challenging and changing clinical environment, using equipment and resources safely and as appropriate.
- To manage own time effectively.

Patient Care

- Undertake nurse led assessment of patients' needs within the Head and Neck speciality, co-ordinating the patients journey from point of referral at time of diagnosis and beyond
- Demonstrate and promote a holistic, patient centred style of clinical practice.
- Ensure completion of holistic needs assessments and care plans as appropriate
- Act as patient advocate for those who have doubts over proposed treatment and those individuals without capacity to consent to treatment.
- Provide emotional and psychological support to head and neck cancer patients and their careers.
- Responsible for the delivery of accurate research-based information, for the administration of clinical procedures/treatments within the head and neck speciality.
- Maintain accurate and contemporaneous records in line with Trust Health Records Policy and Data Protection Act.
- To administer medication and treatment within the Procedure for the Ordering, Prescribing and Administration of Medication (POPAM) guidelines.
- To communicate effectively, especially where patient ability to do so is compromised.
- Managing the different aspects and boundaries of the role which may overlap with the roles of other members of the multi-disciplinary team.

Leadership and management

- Demonstrate proven change management skills.
- Provide advice, support and leadership within clinical teams.
- Facilitator for reflection for members of team involved in head and neck cancer patients care following emotional demanding and challenging situations.
- Ability to disseminate contentious and delicate information appropriately.
- Act as a resource for all staff, disseminating clinical skills and knowledge both to trust staff and within the primary care setting through verbal and written communication.
- To attend, in departmental service meetings to ensure involvement in decision making processes.

Education and training

- Appropriate teaching and assessment course/experience.
- Appropriate counselling course. A willingness to undertake or have level 2 Psychology Skills training. Have attended or be willing to attend the Advanced Communication Skills course.

Improving quality and developing practice

- Develop and share own clinical knowledge with other members of the local and wider clinical team.
- Participate in service audit, research projects and quality improvement initiatives.

Job Description

- Consider own practice and that of others to ensure standards of patient care and experience are continually evaluated and improved.
- Contribute to the Clinical Governance and Quality agenda
- Maintain close links with Macmillan Cancer Support, accessing resources for patient and service development.

Physical, Mental & Emotional Effort & Working Conditions

- The emotional impact of working with this specific client group and their carers.
- Lone worker.
- Required to work within the recognised Manual Handling Guidelines e.g., Heavy bags between departments.
- Frequent exposure to unpleasant working conditions and will be required to follow policies and procedures pertaining to bodily fluids, infection prevention and control, and COSHH regulations.
- Required to work in confined spaces.
- Ability to work where the work pattern may be unpredictable, but there is also a requirement for concentration e.g., counselling skills with newly diagnosed patients, inputting data.
- Required to work with computer-based systems daily.
- Exposure to highly distressing situations involving patients, relatives and staff.
- Working across-site whilst maintaining good communication within the CNS team.

Summary of position:

The Macmillan Head and Neck Clinical Nurse Specialist is a critical link between the patient and the medical teams. They should be driven with a deep desire to advocate for their patient, and to guide them through their cancer journey. We are looking for an individual who is highly motivated, enthusiastic, organised, compassionate, reliable and flexible who can prioritise their workload and demonstrate excellence in cancer care.

Job Description

General conditions

Confidentiality

In the course of your employment, you may have access to, see or hear confidential information concerning the medical or personal affairs of patients and or staff. Unless acting on the instruction of an authorised officer, on no account must such information be divulged or discussed except in the performance of normal duties. Breaches of confidence, including improper passing of registered computer data, will result in disciplinary action, which may lead to dismissal. You should be aware that regardless of any action taken by your employing authority, a breach of confidence could result in a civil action for damages. In addition, records, including VDU screens and computer printouts of registered data must never be left in such a manner that unauthorised persons can obtain access to them. Written records must either be destroyed or retained in safe custody when no longer required, VDU screens should always be cleared when unattended.

Terms and Conditions of Service

The principle terms and conditions of your appointment will be those set out in the Agenda for Change national agreement as amended from time to time by the NHS Staff Council. These terms and conditions are set out in the NHS Terms and Conditions of Service Handbook, which is available on the Trust's intranet and NHS Employers web site.

Health and Safety

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers.

Data Quality

As part of your employment you may be required to record Patient Information (computerised or on paper). You have a responsibility to ensure that information is entered accurately, completely and consistently. It is particularly important that patients' demographic details are kept up to date. Problems should be reported to your Manager.

No Smoking Policy

Gloucestershire Hospitals NHS Foundation Trust operates a no smoking policy. Smoking is not permitted anywhere within the buildings and grounds of all Trust sites. These restrictions include all areas up to the boundaries of all sites.

NB

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but is a good guide for information to the job. It will be periodically reviewed in the light of developing work requirements in the department. The officer in the post will be expected to contribute to that review.

Personal Specification:

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Macmillan Head and Neck Band 6 Clinical Nurse Specialist

Job Description

Base:	Cross sites GRH and CGH

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Key to terms: E: Essential, D: Desirable. How is it assessed? I: Interview, A: Application

Qualifications

Registered nurse on relevant part of the NMC register.	E	A
Evidence of ongoing professional development and clinical experience i.e. cancer or palliative care module.	E	A
Evidence of Masters level learning /demonstrate willingness to undertake.	D	A
Level 2 or above psychological skills training.	D	A
Non-medical prescribing or willingness to undertake	D	A
Recognised teaching qualification.	D	A

Experience

Extensive years at Band 5 with specialist clinical skills and experience within relevant area of practice e.g., head and neck/ oncology/palliative care.	E	A/I
Leadership and management experience	D	A/I

Knowledge, Skills, Abilities

Self-motivated and able to work under own initiative.	E	I
Able to make autonomous, critical, holistic decisions	E	I
Able to contribute to the development, implementation, monitoring and evaluation of policies/protocols/guidelines relevant to area of practice.	E	A/I
Acts as a role model and are able to lead by example to ensure the Trust's values and behaviours are reinforced throughout their area of practice.	E	A
Able to demonstrate advanced knowledge and clinical assessment skills.	E	I
Able to manage and prioritise own workload autonomously.	E	I
Personally resilient and able to manage complexity and work in a changing environment.	E	I
Excellent communication and interpersonal skills.	E	I
Demonstrates ability to keep up to date with professional issues that influence clinical practice, management, education and research.	E	A/I

Job Description

Qualities

Enthusiastic, highly motivated and self-aware.	E	I
Calm and objective.	E	I
Assertive, confident and approachable.	E	I
Reliable, Adaptable and Dependable.	E	I
Cope with frequent distressing situations	E	I