

JOB DESCRIPTION

JOB TITLE:	CGPN Lead Nurse
REPORTING TO:	Operations Manager
ACCOUNTABLE TO:	CGPN Nurse Director
HOURS of WORK:	22.5 to 30hrs pw
APPRAISED BY:	CGPN Nurse Director
REMUNERATION:	£26,910 - £35,880 Dependant on hours (22.5 to 30 hrs per week)
CONTRACT LENGTH:	Fixed Term 12 months with option to extend

Job Summary:

The Lead Nurse is an exciting new role within CGPN & will be a key member of the CGPN Operations Team supporting the development and delivery of CGPN's clinical services and initiatives within Cambridgeshire.

We are seeking an experienced and enthusiastic Primary Care Nurse with management experience and a strong understanding of quality assurance. Ideally will have worked in an advanced role clinically and will have experience in setting up new clinical services. You will provide leadership and supervision to CGPN Practice Nurses, Health Care Assistants (HCAs) & Phlebotomists who work within the CGPN Primary Care Hubs and support the development, implementation & delivery of new clinical services for the CGPN member practices.

This is an exciting and varied role that requires:

- Clinical oversight of Nurse led services
- Clinical input assessing new service opportunities
- Implementation of new services, including a Home Visiting HCA service
- Assuring clinical safety and driving excellent patient outcomes
- Supervising, mentoring and auditing CGPN Nurses, HCAs & Phlebotomists
- Quality assuring policies, protocols and practice
- Patient facing work where services require additional capacity

Duties and Responsibilities:

The duties and responsibilities to be undertaken by the CGPN Lead Nurse may include any or all of the items in the following list.

RESPONSIBILITIES:

Clinical Governance

- Working in partnership with the CGPN Clinical Lead & Clinical Governance Board to ensure services have robust clinical governance processes and procedures in place
- Develop and continuously review service policies and protocols to ensure they are following latest guidelines and best practice
- Mentoring and supervising staff to ensure they are following protocols and procedures through shadowing and supervision of staff during clinics & home visits
- Supervise staff regularly, both on a one-to-one basis and by holding clinical forums to ensure all staff are clear on processes and procedures
- Support the Operations Manager and GP Clinical lead to investigate complaints and serious incidents
- Ensure clinical staff are compliant regarding training and certification
- Instilling a culture of learning & quality improvement to service delivery

Quality Assurance

- Lead and deliver an effective governance and risk management programme to enhance the quality of services provided through evidence-based practice
- Ensure that all services adhere to statutory regulations incorporating best practice and national service guidelines
- Produce monthly, quarterly, bi-annual and annual reports including an annual Quality Account which demonstrates service quality, clinical outcome measures and statutory compliance
- Actively lead and engage with service users to monitor outcomes and service satisfaction

Primary Care Hubs

- Provide clinical supervision and leadership to Practice Nurses and HCAs working within the Hubs
- Provide training & mentoring to Phlebotomists working within the Hubs
- Act as point of contact for clinical issues affecting delivery of Extended Access/DES Practice Nurse and HCA-led clinics
- Identify new Nurse-led services and support their implementation
- Ensure CGPN Practice Nurses have the skills and competencies required to deliver a broad range of clinics in the GP Hub, supporting them to develop the skills where required
- The ability to be flexible within hours of work to visit hubs during operating hours

Communication

- Act as an advocate when representing patients and colleagues
- Communicate effectively, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating.

Management & Leadership

- Provide leadership and guidance to the Primary Care Hub Nursing staff
- Facilitate Clinical Meetings for the CGPN Nursing Team
- Take responsibility for own development, learning and performance, including participating in clinical supervision and acting as a positive role model for CGPN Practice nursing staff
- Support the development of others in order to maximise staff potential.
- Lead the CGPN Nursing team in the planning and implementation of CGPN guidelines, protocols and standards, and local project or initiatives.
- Lead on Nurse audits and service reviews, as guided by the CGPN Clinical Lead
- Responsible for Nursing Staff performance reviews for those staff based at the CGPN offices

Service Development

- Support the Service Delivery & Partnership Manager to identify and assess service development opportunities, providing clinical input into the scoping and design of potential services
- Work alongside the CGPN Clinical Lead and Operations Manager to develop and enhance existing services

Learning and Development

- Act as a mentor for the Phlebotomists, Health Care Assistants & Nursing staff, disseminating learning and information in order to share good practice, and inform others about current and future developments (e.g. courses and conferences).
- Ensure HCA and Practice Nurse teams' skills and knowledge levels are up-to-date and able to meet the changing needs of the business.

Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, CGPN staff and other healthcare workers. They may also have access to information relating to CGPN as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of CGPN may only be divulged to authorised persons in accordance with CGPN policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the CGPN Health & Safety Policy, to include:

- Using personal security systems within the workplace according to CGPN guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with CGPN procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

The post-holder will participate in any training programme implemented by CGPN as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
- Ensuring all clinical skills are maintained & current

Quality

The post-holder will strive to maintain quality within CGPN, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Communication

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

This role description is intended as a basic guide to the responsibilities of the post and is not exhaustive and may be subject to review in consultation with the post holder.

Person Specification

Job Title: **CGPN Lead Nurse**

This is a specification of the qualifications, knowledge, experience, skills and abilities, which are required to carry out effectively the responsibilities of the post (as outlined in the role description) and forms the basis for selecting a candidate.

Criteria	Awareness of accountability of own and others' roles in a Nurse-led service	Essential
	Knowledge of health promotion strategies	Essential
	Awareness of local and national health	Essential
	Knowledge of clinical governance issues in Primary Care	Essential
Knowledge	Knowledge of public health issues in the area	Desirable
	Ability to identify determinates on health in the local area	Desirable
	Awareness of the wider health economy	Desirable
	Management knowledge	Essential
	Knowledge of professional codes and guidelines and their implications for practice.	Essential
	Knowledge of the Care Standards Act and Care and Quality Commission Requirements.	Essential
	Knowledge of Quality Assurance tools	Essential
	Fully conversant with the NMC Code of Professional Conduct and associated national guidelines and abide by their guidance	Essential
	Minimum 5 years post registration experience	Essential
Experience	Experience of leading a team	Essential
	Experience of managing patient complaints/feedback	Desirable
	At least 2 years Community Nursing experience	Desirable
	At least 2 years' experience as a Practice Nurse in a Primary Care setting	Essential
	Experience in implementing protocols and clinical guidelines	Desirable
	Registered Nurse with valid NMC registration	Essential
	Community Nursing Specialist qualification or equivalent	Desirable
Qualifications	Mentor/teaching experience	Desirable
	Experience of clinical supervision/training	Desirable
	Management experience	Desirable
	Self-directed Practitioner	Essential
	Highly motivated	Essential
Other	Flexibility	Essential
	Enthusiastic	Essential
	Valid UK driving licence	Essential
	Proactive and driven to succeed with a proven track record of delivering against targets	Desirable
	Team player	Essential