**The Lodge Surgery**

# Nurse Manager Job Description

Hours of duty: 37.5 per week – Full time Responsible to: Practice Manager Accountable to: GP Partners

Salary scale: £45 - £50K dependent on experience

# Job summary

The post holder is responsible for ensuring the delivery of safe and effective nursing care to the whole practice population. As the team leader for the nursing team, the post holder is accountable for nursing service delivery. They will lead and manage all the nursing resource, working closely with the practice management and GPs to deliver the practice priorities.

Clinically, the focus of the role is the delivery of evidence-based practice for patients with long-term conditions and management and preventative nursing interventions to all patients. As an autonomous practitioner the nurse manager is responsible for the care delivered, demonstrating critical thinking and skills in clinical decision-making. They will work collaboratively with the whole general practice team to meet the needs of patients, supporting the delivery of policy and procedures and providing leadership and development for the nursing team.

# Key responsibilities:

**Leadership – personal and people development**

* Act as a clinical leader in the delivery of practice nursing services to patients, ensuring that the needs of the patient are the priority
* Lead the nursing team in the planning and implementation of local guidelines, protocols and standards, and of local projects or initiatives
* Promote the role of the nursing team in the provision of care
* Participate in practice team meetings, delivering the nursing agenda and run nurse department meetings
* Promote a learning environment with a no blame culture
* Lead the QOF Asthma / COPD strategy and delivery for LTC management, maximising income
* Responsible for managing and maximising ICB, PHE and NHSE driven targets (childhood immunisations, flu campaigns, smears etc)
* Support the development of staff to reach their full potential
* Lead others to make realistic self-assessment of their knowledge and skills, challenging any complacency and actions that are not in the interest of the public and/or users of service
* Take responsibility for own development, learning and performance including participating in clinical supervision and acting as a positive role model

# Delivering a quality service

* Plan and manage nursing appointments, adjust to seasonal need and oversee the working day including extended hours
* Interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice
* Deliver care as an individual and team according to NSF, NICE guidelines and evidence-based care, assessing effectiveness of care delivery through peer review, benchmarking and formal evaluation and leading on the maintenance of quality governance systems for the nursing team
* Lead and participate in shared learning across the practice and wider organisation and assess the impact of policy implementation on care delivery
* Prioritise, organise and manage own and other’s workload in a manner that maintains and

promotes quality Implementation and review the application of evidence-based practice in nursing

* Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required
* Evaluate patients’ response to health care provision and the effectiveness of care
* Work within safeguarding policies regarding vulnerable children and adults, substance abuse and addictive behaviour, and refer as appropriate
* Recognise and work within own competence and professional code of conduct as regulated by the NMC
* Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures

# Team working

* Work as an effective and responsible team leader, supporting others and exploring the mechanisms to develop new ways of working
* Lead nursing team activities that create opportunities to improve patient care
* Contribute nursing view to practice management
* Delegate appropriately, adopting the principles of safe practice and assessment of competence of nurses
* Ensure clear nurse referral mechanisms are in place to meet patient needs
* Prioritise own and others’ workload and ensure effective time-management strategies are embedded within the culture of the team
* Set specification and quality required from nursing admin support
* Participate in research programmes as directed by the management team

# Clinical practice

Assess, plan, develop, implement, provide and evaluate treatment programmes including, but not limited to:

* Prioritise health problems, intervening appropriately, to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care
* Manage and treat long-term conditions, in line with national and local policies and practice needs
* Support and manage health needs of women presenting for family planning and cervical cytology consultations
* Implement and participate in vaccination and immunisation programmes for both adults and children including patients travelling abroad
* Meet the needs of patients presenting for opportunistic wound care
* Health promotion and well-being plus individual plans for patients with, or at risk of, a long term condition
* Make professionally autonomous decisions and be accountable for safe, evidence based, cost effective, individualised patient care
* Make appropriate referral to other members of the primary, community and secondary team and signpost appropriately
* Where the post holder is an independent prescriber: to ensure safe, effective and appropriate medications as defined by current legislative framework and local and practice guidelines

# Communication

* Demonstrate sensitive communication styles to ensure patients are fully informed and consent to treatment
* Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating, including those receiving “bad news”
* Act as an advocate when representing patients and colleagues
* Produce written documents that evidence the contribution of the nursing team to the practice priorities

# Management of risk

* Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients
* Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines
* Ensure safe storage, rotation and disposal of vaccines and drugs
* Act as a role model to support members of the nursing team to undertake mandatory and statutory training requirements
* Apply infection-control measures in the practice according to local and national guidelines
* Participate in the local implementation strategies that are aligned to the values and culture of general practice

# Utilising information

* Use technology and appropriate software packages as an aid to day to day operations
* Review and process data using accurate read codes in order to ensure easy accurate information retrieval for monitoring and audit processes
* Adhere to statutory and practice requirements such as confidentiality and Freedom of Information Act
* Collate, analyse and present clinical data and information to the team using appropriate charts and/or graphs to enhance care

# Learning and development

* Undertake an annual appraisal for each member of the nursing team, ensuring CPD plans are monitored and executed in line with practice strategy
* Oversee the student nurse placement scheme, provide support for mentors
* Act as mentor for staff and students, assessing competence against set standards
* Disseminate learning and information to other team members in order to share good practice and inform others about current and future developments (eg courses and conferences)
* Assess own learning needs and undertake learning as appropriate
* Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning

# Equality and diversity

* Identify patterns of discrimination and take action to overcome this and promote diversity and equality of opportunity
* Support people who need assistance in exercising rights
* Monitor and evaluate adherence to local chaperoning policies
* Accept the right for individuals to choose their care providers, participate in care and refuse care
* Assist patients from marginalised groups to access quality care

# Person specification

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| Criteria | Essential | Desirable |
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|  | Skills in management of patients with long- term conditions including Asthma, COPD and Diabetes  Awareness of accountability of own and others roles in a nurse-led service  Knowledge of health promotion strategies Awareness of local and national health policy  Knowledge of clinical governance issues in primary care  Knowledge of patient group directions and associated policy  Leadership skills |  |
| Knowledge | Knowledge of public health issues  Ability to identify determinates on health in the local area  Knowledge of public health issues in the area  Wider health economy awareness Management knowledge |
|  |  |
|  | Clinical leadership skills  Skills in management of staff and teams Negotiation skills  Clinical skills – cervical cytology, immunisation and vaccination, ear care, wound management, minor illness, asthma, COPD, contraception and diabetes  Change-management skills and ability to support patients to change lifestyle  Communication skills, both written and verbal  Ability to communicate difficult messages to patients and families  Negotiation and conflict management skills  Teaching and mentorship experience in a clinical setting  IT skills |  |
| Skills | Minor Illness |
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| Experience | Minimum 5 years post registration experience  At least 2 years recent primary and community nursing experience  Experience in nurse-led management of long-term conditions  Team leader experience  Experience in implementing protocols and clinical guidelines  Experience in quality initiatives such as clinical benchmarking  Audit skills | Research Programmes |
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|  | Registered first level nurse  Relevant nursing degree Mentor/teaching qualification  Clinical supervision training and experience |  |
| Qualifications | Independent/supplementary nurse prescribing qualification |
|  |  |
|  | Self-directed practitioner Highly motivated Flexibility  Enthusiasm Team player  Ability to work across boundaries |  |
| Other |  |
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