JOB DESCRIPTION

Job Title:	**Lead Nurse - ED**
Band:	**Band 7**
Department:	**Emergency Department**
Responsible to:	**Matron**
Accountable to:	**Divisional Associate Director of Nursing**

JOB PURPOSE

The post holder within the Emergency Department (ED) is a senior professional managerial role responsible for leading on efficient and effective delivery of clinical nursing expertise, departmental management expertise and advice in all aspects of the ED. The Lead Nurse is accountable for the standard of nursing practice and the quality of patient care delivered by the ED workforce. With the other senior members of the Division of Medicine, the post holder will have a primary responsibility for improving patient flow within the ED and between ED and other admission routes. The post holder provides a high level of clinical, managerial skills and professional knowledge to the nursing teams within the remit of the role. Reporting to the Matron, they play a pivotal role in delivery of high quality care, and supporting service improvement and monitoring standards within the ED. To support the Matron in the development of the ED using quality improvement, innovation and evidence based practice.

MAIN DUTIES AND RESPONSIBILITIES

4.1 Leadership

The lead nurse is responsible for:

- Providing direction and leadership to all nursing staff across the ED and ensuring advancement of practice and development of nursing within those areas.
- Ensuring delivery of high quality, patient centred services across ED in line with the NHS national agenda, the Trust's Strategic Direction, the Nursing & Midwifery Strategy and Royal College of Emergency Medicine Standards.
- Ensure the development of compassionate and sensitive patient care by staff in an environment where patient experience is central, consistent informed through patient and service user feedback.
- Promoting and ensuring compliance of ED staff with the NMC Code of Conduct and other professional regulatory standards and guidelines.
- Maintaining a consistent, visible, high profile in clinical areas of responsibility, ensuring accessibility for patients, family, carers and staff. Acting as a positive role model through the provision of effective professional leadership, personal style and gravitas.
- Demonstrating knowledge of contemporary clinical practice that explores new ideas encourages and supports innovation, supports transformation of services, evidence-based changes in line with local and national initiatives.
- Collaborating and working effectively as a member of the multidisciplinary team.
- Undertake continued professional development in line with personal and trust objectives and learning needs identified through annual appraisal incorporating the Trust We Care Agenda and the true north objectives.

4.2 Management and Administration

The lead nurse is responsible for:

- To work with the Matron and other senior staff to form a nursing management cadre to give leadership, management and direction to ED nursing staff.
- To consider strategic issues, innovation, service development and as part of the leadership cadre to develop and deliver strategies to meet challenges and develop the ED service making best use of the ED resources.
- Ensuring an effective nursing contribution to meet ED performance targets and quality indicators, whilst maintaining a focus on clinical excellence, safety effectiveness and positive patient experience across the ED.
- To work with the Matron on issues such as workload, skill mix, recruitment, training, the retention of staff and contribute to the development of workforce plans.
- To lead and manage a designated team of nursing staff, maintaining standards to deliver the management, development and support education of staff nurses, support workers and other team members.
- To support the ED Matron in facilitating opportunities for the nursing workforce to work collaboratively to maximise the utilisation of resources and to ensure that patients are treated in the most appropriate setting.
- Ensuring a systematic approach to handling patient complaints related to nursing care to ensure that these are resolved in accordance with Trust and national

guidelines across the ED. Monitor any actions
arising until completion and facilitates sharing
any lessons learned both within ED and across the organisation.

- To manage issues with individuals including development needs, sickness and absences, concerns about performance and general administration and HR issues.
- Implement appropriate action to ensure shifts are covered at times of staff shortages or absence. Arrange cover and re-arrange rostering to plan for future shifts as problems arise.
- To support the Divisional initiatives around clinical governance, risk, education, complaints, contingencies and training alongside the ED Matron, patient experience team and clinical educators.

4.3 Shift Lead Role

- To support the Matron by deploying, overseeing and coordinating the department staffing to deliver effective and timely care and to provide clinical and managerial support to ED and other areas.
- To manage an unpredictable and rapidly changing clinical environment with consistent changing priorities and no upper limits to client numbers, ensuring the escalation plan is followed and enacted.
- To be aware of procedures and practices to safety respond to major incidents and CBRNe.
- Promote all quality initiatives and Divisional objectives; strive to meet national and internal quality indicators.
- Report and initiate investigation of any complaints, accidents and untoward incidents in support of the patient experience team.
- To apply trust policies and procedures with particular emphasis being given to grievance and disciplinary, health and safety at work, medicines management and infection, prevention and control.
- To act as change agent initiating managing and sustaining change to ensure the best evidence based practice.
- Promote a professional and happy environment/culture conducive to high patient and staff morale achieved by leadership, personal example and direct involvement in the activities of the ED environment.

4.4 Clinical

- To assess patients' needs, planning, implementing and evaluating the effectiveness of a programme of care for patients as required and to support others to implement this.
- To ensure the highest quality of evidence based nursing care with the resources available.
- Maintain accurate and comprehensive records, including patient and other records and use of IT and patient tracking systems.

- Keep up to date on current national developments in nursing practice and policies and encourage all staff to do the same.
- Exercise professional judgement in the requisition of drugs, their safe storage and accurate administration according to the NMC and Trust policy and procedure.
- Participate in research and clinical audit in accordance with the trusts ethical committee policies.
- To act as role model and expert resource, providing advice and support to departmental nursing staff.
- Actively participate in health promotion and accident prevention strategies.
- To use highly developed communication skills to deliver complex information. To use those skills in communicating with persons who are distressed or bereaved. To use negotiation and management skills in dealing with agitated, aggressive or highly emotional persons, and in managing potentially violent situations.
- To act sensitively, confidentially and with empathy in demonstrating an understanding of wide ranging physical and emotional needs.
- To carry out appropriate therapeutic or other patient procedures. These include suturing and other forms of wound closure, various techniques of dressing, splinting and bandaging and applying casts.
- To carry out physiological measurements and vital signs such as blood pressure, pulse, respiratory rate, temperature, blood glucose, oxygen saturation, cardiac monitoring and obtaining electro-cardiogram (ECG)
- To use safely and effectively the full range of patient monitoring and treatment equipment in the resuscitation room.
- To respond swiftly to medical emergencies, including paediatric emergencies.

4.5 Patient Safety and Infection Prevention and Control

The lead nurse will:

- Ensure a patient-centred approach to the delivery of care, which is safe, reliable and consistent.
- Ensure collaborative working with receiving areas in supporting smooth patient flow – working within the ED escalation plan at all times.
- Ensure compliance with best practice in infection prevention and control by all employees across their area of responsibility.
- Support the Matron in monitoring infection prevention performance within the ED and to manage incidents and outbreaks.
- Ensure relevant staff and volunteers with normal duties directly or indirectly concerned with patient care receive sufficient training, information, supervision on the measures required to prevent and control risks of infection.
- Clearly allocate responsibility and accountability for infection control within each clinical area of responsibility including individual accountability for protecting patients and public, particularly in minimising risks of infections and for effective management of risks.

- Create an environment and culture in which infection prevention and control is intrinsic to care delivery, monitoring environmental standards against national cleaning standards.
- Ensure the ED takes appropriate action to maintain compliance with IPC recommendations and can demonstrate high standards through audit, formal and informal inspections.
- Develop and maintain an infrastructure across the ED to support staff in understanding their role and contribution to patient safety and infection prevention and control, have knowledge and competencies to ensure optimal care delivery and have access to appropriate support from link professionals and champions.

4.6 Quality and Governance

The lead nurse will:

- Contribute to Clinical Governance to improve clinical practice and patient safety across their area of responsibility.
- Ensure that patient care is sensitive to the needs of a diverse population creating an environment, which takes account of individual patient wishes ensuring that all clinical staff treat the patients with respect and seek always to maintain their privacy and dignity.
- Work with the ED Nursing team to be the focus of front line resolution of patient problems involving the Patient Advice & Liaison Service (PALS) where appropriate to address these in a timely manner, monitoring and driving improvements.
- Work closely with ED Matron and PALS team to develop local strategies to seek and respond positively to patient/user feedback to learn from their experiences and improve the quality of care and service delivery.
- Develop the highest quality innovative nursing practice, which is evidence based and is able to demonstrate improved patient outcomes through pathways of care that are efficient and effective within area of responsibility.
- Ensure that workforce establishment / skill mix are appropriate to deliver consistent high quality clinical care.
- Demonstrate strong leadership skills and be a proactive member of the Lead Nurse team in achieving the required department quality accreditation tool standards.
- Support the department in achieving the national quality indicators.

4.7 Human Resources

The lead nurse will:

- Support the nursing staff within department to have an understanding of core workforce priorities and practices such as Equality, Diversity & Inclusion, Discipline, Recruitment, Organisational Change, and are competent to deal with first- line people issues;

- Ensure effective performance reviews take place to support staff in identifying learning needs and where necessary to address poor clinical and non-clinical performance, identifying appropriate development which is evaluated and fit for purpose across the department.
- Identify and manage education, training and support needs of all staff within their Departments in relation to service needs.
- Agree annual objectives and undertake Staff Appraisals with directly managed staff, ensuring that these reflect personal, professional and organisational objectives.
- Establish and maintain effective communication networks and strategies within the organisation, leading by example and ensuring that staff at all levels feel 'communicated with' and informed.
- Support the Emergency Department organisational development program and shared governance approach to the pillar groups.

4.8 Education and Research

The lead nurse will:

- Liaise with the ED Practice Development Leads and education and training team to promote and deliver training priorities.
- Pro-actively encourage involvement in nursing research and audit across ED ensuring that nursing practice is evidence based.
- Alongside the ED Practice Development Leads and Clinical Educator support induction, preceptorship, clinical supervision and mentorship.
- Feedback on the ongoing successes of the department.

4.9 Patient and Public Involvement
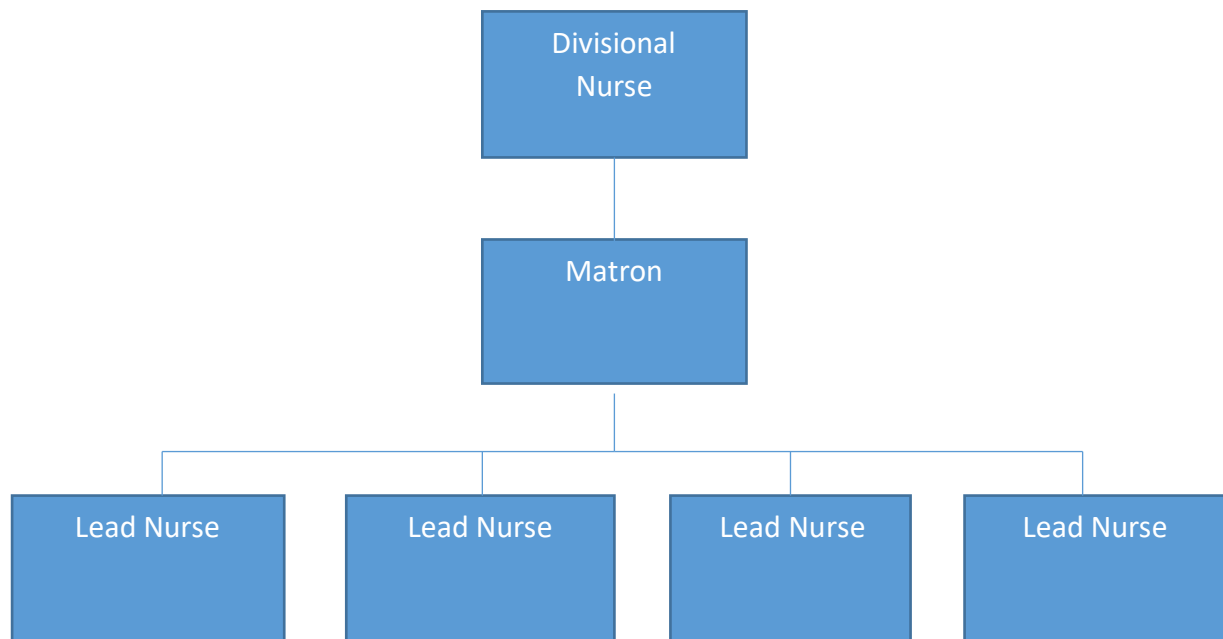
The lead nurse will:

- Establish and promote systematic patient and public involvement in the planning, review and development of the services.
- Ensure that patient-centred values are fully considered in any service change or development.
- Establish links and networks with other individuals and partner organisations relevant to their role, accessing diverse sources of information to drive innovation across ED.

SCOPE AND RANGE

To act as a clinical lead in the delivery of safe and high quality patient care within the departmental environment. To support the delivery of Trust objectives. To lead on managerial issues within the Emergency Department as required. To manage the department on a day-to-day basis including:

- People management including performance, sickness/absence, values and behaviours, appraisals.
- To provide ongoing and timely staff feedback, both informal and formal.
- To provide staff support on a daily basis and in response to clinical incidences including de-briefings and individual and team support.
- Lead the team to develop a just culture for patient safety and quality improvement at all levels. Exploring workforce issues and developing new ways of working to deliver the high quality, effective and efficient care at all times
- Enhancing and optimising effective communication channels across the Emergency Department.
- Working effectively and collaboratively as part of the Lead Nurse Team to provide compassionate, fair, unified and consistent leadership across the Emergency Department.
- To ensure incident / complaint investigation outcomes are shared widely and actions completed are evidenced and monitored
- Support the Practice Development Lead and Matron regarding work in conjunction with the Clinical Educator to ensure Training & Development of all staff matches the needs of service.
- Ensure that Patients receive safe and high quality care from all nursing staff within the ED team.
- Work collaboratively in meeting national / local specific outcome measures.

ORGANISATIONAL STRUCTURE

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APPENDIX 1 - SPECIFIC TERMS

- All staff and volunteers working within the trust have a duty to be aware of their own and the organisation's roles and responsibilities for safeguarding and protecting children and young people, and vulnerable adults. You must be competent to recognise abuse, respond appropriately and contribute to the processes for safeguarding, accessing training and supervision as appropriate to your role. The prevention and control of infection is an integral part of the role of all health care personnel. Staff members, in conjunction with all relevant professionals will contribute to the prevention and control of infection through standard infection control practices and compliance with the Trust's infection control policies in order to ensure the highest quality of care to patients. If your normal duties are directly or indirectly concerned with patient care you must ensure you receive sufficient training, information and supervision on the measures required to prevent and control risks of infection.

- You must be aware of and adhere to Health and Safety legislation, policies and procedures, to ensure your own safety and that of colleagues, patients, visitors and any other person who may be affected by your actions at work. You are reminded of your duty under the Health & Safety at Work Act 1974 to take reasonable care to avoid injury to yourself and others; to officially report all incidents, accidents and hazards using the Critical Incident Reporting Procedure; to use safety equipment provided for your protection at all times and to co-operate with management in meeting statutory requirements.

- Maintaining confidentiality of information related to individual patients or members of staff is a very important aspect of your work within the Trust. Failure to maintain confidentiality of such information may constitute a serious disciplinary offence. Staff should also bear in mind the importance of sharing essential information with carers and others, with the consent of each patient. There will also be circumstances where critical risk information will need to be shared with partner agencies, subject to guidance and advice available from your manager. You should remember that your duty, to respect the confidentiality of the information to which you have access in the course of your employment with the Trust, continues even when you are no longer an employee.

- This job description is not intended to be a complete list of duties and responsibilities, but indicates the main ones attached to the post. It may be amended at a future time after discussion to take account of changing patterns of service and management.