

JOB DESCRIPTION

JOB DETAILS

Job title:	Emergency Practitioner
Job code:	NA
Band:	6
Location:	Minor Injury Unit.
Accountable to:	MIU Manager

JOB PURPOSE

As an Emergency Practitioner, you will work as:

- An independent autonomous practitioner accountable for assessing, diagnosing, treating and referring or discharging patients as appropriate.
- Ensure that evidenced based, high quality, safe, appropriate and effective clinical care is provided to service users.
- Show expertise and a leadership role in developing patient care pathways across inter disciplinary boundaries.
- Work effectively as a member of the multidisciplinary team, in delivering patient care in a safe and healthy environment, promoting equality for all individuals.

Professionally lead the department and team in the absence of the department manager.

DIMENSIONS

We provide emergency care to adults and children from the age of one. Patients present either by a self-referral, 111 referral, conveyed by SWAST, Police or referred by various professional bodies including GP, Physio, dentist, optician and schools, etc.

We see and manage a wide range of Minor injuries and transfer acutely unwell and significant injuries to the appropriate specialist units.

CORE KEY RESPONSIBILITIES

Clinical

- To provide advanced, skilled, effective and evidenced based health care.
- To ensure patients are seen in priority order, utilising Manchester triage assessment
- To utilise advanced, specialist skills to undertake a thorough history, subjective and objective physical examination clinical decision making and safe treatment plan.
- To utilise advanced skills in x-ray request and interpretation to safely manage patients presenting with fractures.
- To utilise advanced clinical assessment and reasoning skills and knowledge to provide a safe service for all age groups including children and babies.
- When appropriate to safely discharge patients, taking into account both physical and social factors.
- To take the opportunity in every patient encounter to offer advice in health promotion and disease prevention and to advise and empower patients to self-care where possible.
- To undertake care and attention to the needs of vulnerable adults and children, to use advanced safeguarding knowledge.
- To undertake non-medical prescribing where qualified, or to utilise extensive PGD's when appropriate.

- To work in partnership with the wider urgent care team, acute trust, SWAST, OOH, social services, local GP's, ICT
- To act as the patients advocate, facilitating the patient's own choice in regard to care wherever possible. To ensure a concordant approach to care planning.
- To have an innovative approach to practice in response to changing service needs and priorities. Acting as a change agent and facilitating the change process.
- To have knowledge of, and be able to effectively refer to local services and resources to promote care.
- To communicate effectively with a wide variety of health and social care professionals.
- To provide and receive sensitive complex information related to patients and relatives. To maintain confidentiality.
- To demonstrate clinical leadership, to be seen as a senior decision maker. To act as a positive role model.

Leadership / Management

- To establish and maintain a good working relationship with colleagues and other health and social care professionals and service providers, so as to provide a comprehensive service to clients and carers.
- To be a change agent actively facilitating changes in practice, including the challenging of professional and organisational boundaries, which will improve clinical outcomes, and meet the needs of patients and carers.
- To supervise and co-ordinate the team on a day to day basis and to manage the team in the absence of the Senior Manager, ensuring efficient and effective use of resources. Ongoing management responsibilities include PDR, reviewing and supporting junior staff with their personal development plan and providing clinical supervision to more junior members of staff.
- To work with the team lead in the management responsibility for the team including rotas and work allocation.
- Assist and where appropriate lead on the recruitment and selection of staff to the team.
- To deputise for and undertake managerial responsibilities in the absence of the line manager.
- To monitor standards and performance of the team, in line with clinical governance and Trust objectives including documentation standards. Manage objectives set locally, as a team and individually.
- To participate in the development, implementation, and evaluation of policies, guidelines pathways and PGD's as required.
- To attend and actively participate in team and represent team lead at Governance meetings in their absence.
- To take appropriate action in regard to any accident or incident to patient, staff or visitor within the scope of the post holder's responsibility and in line with Trust policy.
- To be responsible for the use of equipment, raising maintenance requests as required.
- Applies equal opportunities in practice taking into account own behaviour and the needs of clients, carers and colleagues.
- To be a member of relevant working parties and groups considering aspects of the service and professional practice as required. .
- To initiate and where appropriate take lead responsibility for service development activities.
- To work on own initiative, planning, prioritising and organising own workload.
- To provide facilitative and supportive leadership to the team and colleagues.
- To actively encourage feedback from service users utilising friends and family feedback and seek ways to ensure the service is responsive to clients' and carers' needs.

- To manage complaints in accordance to Trust policy ensuring learning occurs and changes are made as appropriate.

Educational

- To actively participate in the teaching and support of junior staff and act as preceptor for new and less experienced colleagues in a comparable role.
- To provide training and mentoring support to the wider Multi-disciplinary team, including students
- To actively participate in clinical supervision on a regular basis in line with Trust guidelines.
- To participate in an annual PDR and maintain a personal development plan.
- To participate in and where appropriate identify and initiate research and audit to ensure the development of effective and innovative practice and maintenance of standards.
- To develop and ensure an active learning environment for all staff grades and disciplines
- To ensure that local induction programmes are in place for new members of staff.
- To initiate and where appropriate take lead responsibility for specific areas in the development and local implementation of the Trust's clinical and operational guidelines and policies
- To be aware of, and act in accordance with, the Trust's clinical and organisational policies and guidelines.
- To be aware of, and act in accordance with the relevant Professional Regulatory Body and National and Local policies and procedures.
- To maintain appropriate and up to date knowledge and skills by undertaking continuing education in accordance with personal and service needs.
- To be responsible for own professional development through active learning and reflective practice.
- To maintain accurate and contemporaneous records.
- To ensure all required statutory and mandatory training is completed including level 3 resuscitation for adults and paediatrics.
- Be responsible for ensuring that the environment and such that it inspires patient confidence at all times, e.g. cleanliness of clinical area and infection control measures.
- Order specialist supplies within budgetary constraints

Research and Audit:

- To participate in and lead on clinical and organisational audit activities related to the service.
- To critically evaluate and interpret evidence based research findings from diverse sources making informed judgements about their implications for developing or re-designing services and clinical practice.
- To contribute to the wider development of professional practice through networking locally and nationally.
- To participate in appropriate research projects.
- To monitor standards and performance of the service, in line with clinical governance objectives.

Communications:

- Be effective in communicating with patients including those that have learning disabilities or communication problems
- Ensure effective working relationships within the multi-disciplinary team and promote good communication within primary, secondary and relevant statutory and voluntary organisations

- Rapidly form therapeutic relationships with patients and carers who are experiencing emotional distress and be able to explain what is happening in a way they will understand.
- Continuously improve the patient experience based on the feedback of patients, carers and relatives.
- Be able to delegate clearly and appropriately.
- Through example demonstrate an understanding of the ethical issues involved with dealing with patients.

Quality Standards

- Be aware of the legal issues pertinent to working in an Unscheduled Care environment.
- To administer medication and treatment within the POPAM guidelines and within the Code of Professional Practice, Non- Medical prescribing, appropriate to role and use of PGDs following local Policy.
- To adhere to all Trust policies and procedures.
- To adhere to professional body guidelines and regulations.
- Maintain a professional portfolio. Ensure compliance with trust competencies for qualified staff.
- To maintain accurate and contemporaneous records.
- Maintain enhanced clinical skills and attend mandatory and regular training as required
- Integrate the principles of leadership and promote high quality practice to patient care, your own and others development.
- Involved in/lead on clinical audit as required.
- Contribute to maintenance of regulating standards for CQC.
- Contribute to Governance and ensure cascade and embedding of any actions.

Customer Service

- To lead and deliver safe care within a challenging and changing clinical environment, using equipment and resources safely and appropriately.

Service Development

- Work with others as appropriate on the development of current and new services and other initiatives
- To develop and contribute to research based protocols, guidelines, and patient group directions with reference to NICE guidance and best practice evidence
- To assist with training and supervision of team members in the use of IT related requirements.
- Involvement in conducting Patient Satisfaction questionnaires and responding to feedback (i.e. service development needs) from these.

Healthcare

- The ability to work autonomously/lead a team in the assessment, planning, implementation and evaluation of patient care.
- Triage patients effectively and prioritise safely, refer to appropriate health care practitioner as required.
- Safely manage patients' transfers as required. Order appropriate and timely transport for safe delivery of patients to acute care settings where indicated
- Follow Patient Group Directions to safely administer prompt and effective treatment or independently prescribe if qualified.

Information

- Use of Trak Care, System one, Adastr, ICS as required for job role.

Management of resources

- Involved in recruitment, retention and performance related issues of junior staff.
- Involved in the management of budgetary control and resource management including duty rota's, annual leave and skill mix requirements.
- Undertake personal development review as required.

Facilities Maintenance and Management

- To support the line manager with ensuring that all requirements for safe and effective service delivery meet regulatory requirements of the Care Quality Commission.
- To support the line Manager with clinical governance issues – including health and safety, and risk management/assessment.
- Maintain equipment and perform safety checks as required e.g. defibrillator/plaster saw and oxygen equipment.
- Report all clinical incidents and near miss events; cooperate with investigation of incidents and accidents/ complaints relating to staff, patients and visitors.
- To support and assist line Managers with patient public involvement ensuring it is integrated into service delivery.
- Ensure daily safety checks are carried out and evidenced appropriately.

Personal and People Development

- Regularly responsible for the supervision and mentorship for unqualified/qualified staff and students.
- Participate in educational programmes for students and unqualified/qualified staff.
- Act as a role model and resource for all staff disseminating clinical skills and knowledge.
- Advise on the promotion of health and prevention of illness.

Research and Development

- Demonstrate an understanding of research based practice and participate as required in audit / research projects.

COMMUNICATIONS AND WORKING RELATIONSHIPS

- Service users and carers
- Multidisciplinary teams (Primary Care Assessment & Treatment Team (PCAT), Crisis Resolution & Home Treatment Team (CRHT), Recovery, Gloucestershire Recovery in Psychosis Team (GRIP) and AOT
- Other specialist teams both within and outside the Trust
- Professional leads
- Inpatient staff
- Community staff
- Voluntary and statutory agencies including employment, education, housing and leisure services
- Police and probation services and county and district councils services
- Educational departments
- Accident & Emergency Department
- Child Protection Unit

- Approved Social Workers
- Transport providers
- All those associated with the Minor Injuries and Illness units at other community hospitals.

EFFORT AND HEALTH & SAFETY FACTORS

- Contact with blood and body fluids, respiratory sensitizers, and skin sensitizers.
- Significant Manual handling - with and without mechanical aids, especially in emergency situations.
- Potential of violence and aggression from services users and/or their families.
- This post will involve sitting and entering patient data, in between seeing patients.
- Potential contact with fleas and lice.
- Intermittent work at a visual display unit.
- Willingness to work flexible hours when required.
- High levels of concentration.
- Frequent conversations of a sensitive nature which may be upsetting with service users and their families.
- Exposure to distressing and emotional situations.
- Flexibility in a constantly changing environment where the role holder is expected to remain empathic, caring and responsive to the needs of the patient.

MOST CHALLENGING PART OF THE JOB

Working within a rapidly changing service, managing unplanned urgent care.

GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES

The following are applicable to all posts and all employees:

Trust Values

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

General Duties

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

Professional and Personal Development

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Infection Control

All staff has a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

Health and Safety

All staff has a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff has a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Clinical Incident forms.

Confidentiality

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

Safeguarding: Adults and Children (Section 11 of the Children Act 2004)

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

Freedom of Information

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

Working on Non-Trust Premises

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

Smoke Free Premises

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

Diversity and Promoting Dignity at Work

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

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Generic job descriptions are a general outline for a given banding for a number of related posts. The detail of how the role is delivered and areas of application can therefore change from post to post.

PERSON SPECIFICATION

Job title: Emergency Practitioner

Band: 6

Location: Minor Injury unit

Accountable to: Tetbury Hospital Trust

QUALIFICATIONS	ESSENTIAL OR DESIRABLE
Registered Nurse or Allied Health Professional Council	Essential
Degree in Nursing (or any other relevant clinical degree such as a Degree in Paramedics) or equivalent experience	Essential
Relevant post Registration Qualification i.e. Emergency Nurse Practitioner, Emergency Care practitioner or equivalent	Essential
Teaching and assessment qualification or equivalent experience at Level 3	Essential
Qualification in Minor Illness Management	Essential
Non-medical X ray referrer and up to date calrad/irmer	Essential
Safeguarding adults and children course at appropriate level	Essential
Resuscitation Level 3 adult and children	Essential
Non-medical prescribing – registered Nurses only	Desirable
Evidence of management training or equivalent experience	Desirable
Minor injury Minor illness in children course	Desirable

LENGTH AND / OR NATURE OF EXPERIENCE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Experience in using Patient Group Directions	Essential	
Recent clinical experience	Essential	
Portfolio evidence of recent professional development and commitment to CPD	Essential	
Experience of using clinical software programs e.g. Trak Care, System one ,PACS.	Essential	

PROFESSIONAL / MANAGERIAL / SPECIALIST KNOWLEDGE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Effective clinical leadership	Essential	
Ability to work as an Autonomous Practitioner	Essential	
Safeguarding vulnerable people	Essential	
Ability to empower patients by appropriate health teaching and advice	Essential	
Knowledge of Health and Safety within clinical practice and associated areas	Essential	
Knowledge of local and national policies relevant to clinical area	Essential	
Experience of clinical audit	Essential	
Knowledge of clinical quality standards, i.e. CQC and evidence of implementing and monitoring these in practice	Essential	
Evidence of extended clinical skills relevant to level of practice and recent clinical processes	Essential	
X-ray requesting and interpretation	Essential	
Required to deal with undifferentiated and undiagnosed patients	Essential	

Experience of developing protocols, guidelines and policies	Desirable	
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PERSONAL SKILLS ABILITIES AND ATTRIBUTES	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Experience in management of patient and public involvement	Essential	
Ability to organise and prioritise workload and meet service performance requirements	Essential	
Knowledge of information governance	Essential	
Ability to deal with complaints in accordance to Trust protocol	Essential	
Experience of change management	Essential	
Recruitment and induction and appraisal of new staff	Essential	
Effective management of clinical and non-clinical resources	Essential	
Good Communication skills	Essential	
To work effectively in multi-disciplinary/multi agency groups	Essential	
Commitment to ongoing training, education and mentoring to develop clinical skills	Essential	

OTHER REQUIREMENTS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Ability to work flexibly to cover the service	Essential	
Able to attend and participate in all mandatory and statutory training events	Essential	

