# Springhead Health

# Nursing Associate

# Job description and person specification

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| **Job title** | Nursing Associate |
| **Line manager** | Nurse Lead |
| **Accountable to** | Nurse Lead |
| **Hours per week** | To be agreed |

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| **Job summary** |
| The Nursing Associate works alongside a team within general practice. The post holder will be an integral part of the general practice team, working as and when required in Springhead Health.  Their principal task is to support registered nurses to enable them to be able to focus on the more complex clinical care of patients.  Springhead Health will ensure that the post holder has access to appropriate clinical supervision and an appropriate named individual to provide general advice and support on a day-to-day basis. |

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| **Mission statement** |
| To be the partner of choice for patients, and to provide them and the wider population of north Kent with high quality, local services which facilitates their best health and wellbeing outcomes.  We will achieve our vision by   * Working as a provider with a culture of continuous improvement * Providing a great place to work for our staff * Delivering holistic services of the highest standard * Offering timely access in a caring and professional environment |
| **Generic responsibilities** |
| All staff at Springhead Health have a duty to conform to the following:  **Equality, Diversity and Inclusion**  A good attitude and positive action towards [Equality Diversity & Inclusion](https://www.england.nhs.uk/about/equality/workforce-eq-inc/) (ED&I) creates an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons – it improves operational effectiveness; it is morally the right thing to do and it is required by law.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.  Patients have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire (SHEF)**  This organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.  The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and 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.  All personnel have a duty to take reasonable care of health and safety at work for themselves, their team, and others and to cooperate with employers to ensure compliance with health and safety requirements.  All personnel are to comply with the:   * [Health and Safety at Work Act 1974](https://www.hse.gov.uk/legislation/hswa.htm), * [Environmental Protection Act 1990](https://www.legislation.gov.uk/ukpga/1990/43/contents), * [Environment Act 1995](https://www.legislation.gov.uk/ukpga/1995/25/contents), * [Fire Precautions (workplace) Regulations 1999](https://www.legislation.gov.uk/uksi/1999/1877/contents/made) * [Coronavirus Act 2020](https://www.legislation.gov.uk/ukpga/2020/7/contents/enacted) * Other statutory legislation which may be brought to the post holder’s attention.   **Confidentiality**  The organisation is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality.  It is essential that, if the legal requirements are to be met and the trust of our patients is to be retained, all staff must protect patient information and provide a confidential service.  **Quality and Continuous Improvement (CI)**  To preserve and improve the quality of the organisation’s outputs, all personnel are required to think not only of what they do but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work.  The responsibility for this rests with everyone working within the organisation to look for opportunities to improve quality and share good practice and to discuss, highlight and work with the team to create opportunities to improve patient care.  Springhead Health continually strives to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.  All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.  **Induction**  You will be provided with a full induction programme at Springhead Health on arrival.  **Learning and development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake in and complete mandatory training. It is an expectation for this post holder to assess their own learning needs and undertake learning as appropriate  The post holder will undertake mentorship for team members and disseminate learning and information gained to other team members to share good practice and inform others about current and future developments (e.g., courses and conferences).  The post holder will provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.  **Collaborative working**  All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.  Teamwork is essential in multidisciplinary environments and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working and work effectively with others to clearly define values, direction and policies impacting upon care delivery  Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.  All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.  Plans and outcomes by which to measure success should be agreed.  **Managing information**    All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care and presenting and communicating information.  Data should be reviewed and processed using accurate SNOMED codes to ensure easy and accurate information retrieval for monitoring and audit processes.  **Service delivery**  Staff will be given detailed information during the induction process regarding policy and procedure.  The post holder must adhere to the information contained within organisation and local practice policies and regional directives, ensuring protocols are always adhered to.  **Security**  The security of the organisation is the responsibility of all personnel. The post holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.  Under no circumstances are staff to share the codes for the door locks with anyone and are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and are not to be shared.  **Professional conduct**  All staff are required to dress appropriately for their role.  Staff members are to familiarise themselves and comply with dress codes for Springhead Health.  **Leave**  All personnel are entitled to take leave. Line managers are to ensure all their staff are afforded the opportunity to take a minimum of 28 days’ leave each year and should be encouraged to take all their leave entitlement.  Public holidays will be calculated on a pro-rated basis dependent on the number of hours worked. |

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| **Primary key responsibilities** |
| The Nursing Associate is to undertake the following key responsibilities in delivering health services:   1. Delivery of high quality, compassionate care whilst undertaking specific clinical and care tasks under the direction of a registered nurse a focus on promoting good health and independence 2. To provide high-quality holistic and person-centred care to individuals 3. To provide routine care to patients as required in accordance with clinical based evidence, NICE and the NSF 4. To provide wound care, dressings and other clinical tasks as required 5. To work as part of the organisation’s MDT to provide and monitor care, under direct or indirect supervision 6. To improve safety and quality of care at every opportunity 7. To contribute to the delivery of integrated care 8. To work with the organisation’s MDT to ensure delivery of nursing associate duties to complement existing workforce 9. To work with a supervisor to take responsibility for developing own clinical competence, leadership and reflective practice skills within the workplace 10. To provide support and supervision to training nursing associates, healthcare assistants, apprentices and those on learning assignments/placements as required 11. To support registered nurses to enable them to be able to focus on the more complex clinical care. 12. To develop relationships across the MDT to support integration of the role across health and social care including primary care, secondary care and mental health 13. To perform and record clinical observations such as blood pressure, temperature, respirations and pulse 14. After undertaking additional training, to provide flu vaccinations, ECGs and venepuncture and other relevant clinical tasks as required by the organisation in line with the competencies of the role 15. To promote health and wellbeing to all patients, for example undertaking the NHS health check 16. To care for individuals with dementia, mental health conditions and learning disabilities 17. To provide wound care (ulcer/Doppler etc.) to patients 18. To provide support during minor operations as required 19. To advise patients on general healthcare and promote self-management where appropriate, including signposting patients to personalised care colleagues and local community and voluntary sector services 20. To communicate proactively and effectively with all MDT colleagues attending and contributing to meetings as required 21. To maintain accurate and contemporaneous patient health records ensuring that clinical data is appropriately recorded with SNOMED codes 22. To process pathology results as required 23. To enhance own performance through continuous professional development, imparting own knowledge and behaviours to meet the needs of the service 24. To work with your line manager to access regular clinical supervision to enable you to deal effectively with the difficult issues that people present 25. To contribute to and embrace the spectrum of clinical governance 26. To attend a formal appraisal with your manager at least every 12 months. Once a performance/training objective has been set, progress will be reviewed on a regular basis so that new objectives can be agreed 27. To contribute to public health campaigns (e.g., COVID-19 or flu clinics) through advice or direct care 28. To support and deliver health promotion and wellbeing programmes including any opportunistic delivery 29. Maintain a clean, tidy, effective working area |

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| **Secondary responsibilities** | | |
| In addition to the primary responsibilities, the Nursing Associate may be requested to:   1. Be an accountable professional 2. Support delivery of QOF, incentive schemes, QIPP and other quality or cost effectiveness initiatives enhancing service delivery and patient care 3. Assist with COVID-19 tasks as required 4. Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner 5. Duties may vary from time to time without changing the general character of the post or the level of responsibility 6. To understand practice and departmental policies 7. Undertake all mandatory training and induction programmes 8. To act as a chaperone 9. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels | | |
| **Person specification – Nursing Associate** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Registered nursing associate and on the [NMC register](https://www.nmc.org.uk/Search-the-register/) | ✓ |  |
| Meets the specific qualification and training requirements as specified in the Nursing Midwifery Standards of proficiency by having undertaken and completed the [two-year Foundation Degree](https://www.nmc.org.uk/education/approved-programmes/) delivered by a Nursing and Midwifery Council (NMC) approved provider | ✓ |  |
| Is registered with the NMC and revalidation is undertaken in line with [NMC requirements](https://www.nmc.org.uk/about-us/our-role/who-we-regulate/nursing-associates/information-for-employers/) | ✓ |  |
| **Experience** | **Essential** | **Desirable** |
| Experience of working in a primary care environment |  | ✓ |
| Ability to work effectively as a team player under appropriate supervision and as part of a multi-disciplinary team |  | ✓ |
| Understanding of the scope of the role of the nursing associate in the context of the nursing and interdisciplinary team and the organisation and how the role may contribute to service development |  | ✓ |
| Evidence of time management skills and ability to prioritise | ✓ |  |
| Intermediate IT skills |  | ✓ |
| Ability to communicate with members of the public and health and care providers | ✓ |  |
| Experience of providing and receiving complex, sensitive information |  | ✓ |
| Experience of working in teams under appropriate supervision as part of a multi-disciplinary team |  | ✓ |
| Understand the importance of following procedures and treatment plans | ✓ |  |
| Insight into how to evaluate own strengths and development needs, seeking advice where appropriate |  | ✓ |
| Chaperone procedure |  | ✓ |
| Ability to record accurate clinical notes | ✓ |  |
| **Skills** | **Essential** | **Desirable** |
| Ability to take part in reflective practice and clinical supervision activities |  | ✓ |
| Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities |  | ✓ |
| Ability to organise and prioritise own delegated workload |  | ✓ |
| Knowledge of IT systems including ability to use word processing skills, emails and the internet to create simple plans and reports |  | ✓ |
| EMIS/SystmOne/Vision user skills |  | ✓ |
| Ability to work as a team member and autonomously | ✓ |  |
| Understanding of the importance of the promotion of health and wellbeing ([Making Every Contact Count](https://www.england.nhs.uk/wp-content/uploads/2014/06/mecc-guid-booklet.pdf)) |  | ✓ |
| Ability to communicate effectively (written, verbal and non-verbal communication) with patients/relatives and carers and all members of the multi -disciplinary team | ✓ |  |
| Ability to support, supervise, assess and act as a role model to nursing associate students, other learners and healthcare support workers as required within the clinical setting |  | ✓ |
| Ability to develop effective and appropriate relationships with people, their families, carers and colleagues | ✓ |  |
| **Personal qualities** | **Essential** | **Desirable** |
| Ability to listen, empathise with people and provide person centred support in a non-judgemental way | ✓ |  |
| Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity | ✓ |  |
| Commitment to reducing health inequalities and proactively working to reach people from all communities | ✓ |  |
| Able to support people in a way that inspires trust and confidence, motivating others to reach their potential |  | ✓ |
| Ability to use own initiative, discretion and sensitivity | ✓ |  |
| Ability to identify risk and assess/manage risk when working with individuals |  | ✓ |
| High levels of integrity and loyalty | ✓ |  |
| Knowledge of when to seek advice and refer to a registered care professional | ✓ |  |
| Demonstrate personal accountability, emotional resilience and work well under pressure | ✓ |  |
| Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines | ✓ |  |
| Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance and health and safety | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Willingness to work flexible hours when required to meet work demands | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own home | ✓ |  |

Notes:  
  
The job description and person specification may be amended following consultation with the post holder to facilitate the development of the role, and the organisation.

All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the organisation.