

**Saving *lives*,  
Improving *lives***



**Northern Care Alliance**  
NHS Group

Salford | Oldham | Bury | Rochdale | North Manchester

# **Salford Care Organisation**

## **Job Description & Person Specification**



## **Choose to make a Difference**

Be developed • Be supported • Be inspired • Be empowered • Be rewarded • Make a difference

## **We're thrilled you're thinking of joining us!**

Our new Northern Care Alliance NHS Group unites five local hospitals to deliver high quality care across the North East of Greater Manchester.

The Alliance provides the benefits of scale but delivers this locally through multiple hospital sites which make up four new Care Organisations – Bury/Rochdale, North Manchester, Oldham and Salford. Using our mantra of 'Saving lives, Improving lives', the aim is for our Care Organisations to work closely with the communities they serve to deliver safe, high quality and reliable care, which are trusted, connected and pioneering.

Our Care Organisations are designed to operate within our group arrangement of hospitals, community and healthcare services which bring together over 17,000 staff and the services of The Pennine Acute

Hospitals NHS Trust and Salford Royal NHS Foundation Trust. Our size and geographical reach means we are creating an environment each individual will be inspired and empowered by to be the best they can be. This is a really exciting time to join our new team.

Salford Royal NHS Foundation Trust was rated an 'Outstanding Trust' for the second time by the Care Quality Commission (CQC) in 2018. This achievement marked Salford Royal as the only NHS acute and community Trust in the UK to be rated as Outstanding on two consecutive occasions.

The Trust is consistently rated as one of the best places to work in the NHS and here are just a few of the reasons why:

- Major teaching hospital for the Universities of Salford & Manchester.
- Recent investment of £200 million to develop our main hospital site.
- Leading Major Trauma Centre for Greater Manchester, largest Dermatology Centre in Europe, leading UK centre for Neurosciences, leading centre for clinical trials and other studies.
- Identified as a Global Digital Exemplar, a key part of the NHS Driving Digital Maturity programme.

The Trust has many nationally and internationally renowned clinicians who

are pioneering the latest techniques and treatments. The Trust has an excellent reputation for quality and innovative clinical services, teaching and research.

In Salford the NCA was proud to be able to develop one of the country's first integrated health and social care services. This joins up the best of health, social care and support within the integrated care division of Salford Care Organisation. Focussing on person centred approaches for better outcomes, improved service user experience and utilising local resources to support people to live independently and with the highest possible quality of life.

## **Our Values**

We have four core values which are a focus for how our staff and volunteers work with each other to provide care for our patients and service users. We think of our values as a set of guiding principles to refer to when making decisions and interacting with people and they help us to work together to continuously improve the organisation and ourselves.

These core values form part of the Organisations Performance Framework which regularly reviews how staff are performing.

### **Patient & People Focus**

This value enables us to place the patient and service user first with everything we do.

All staff are required to demonstrate that they:

- Communicate effectively with patients, service users, families and colleagues
- Pro-actively personalise the service, connecting with patients and carers
- Adopt and practice the 'safe, clean, personal' ethos.

### **Continuous Improvement**

This value ensures that the organisation including individual staff are always moving forwards and improving the ways things are done.

All staff are required to demonstrate that they:

- Look at ways of measuring and auditing improvements
- Pro-actively develop goals and objectives in support of the Trust's vision
- Identify opportunities to reduce waste and inefficiency.

### **Accountability**

This value enables us all to recognise our own part in keeping our organisation 'safe, clean and personal' in the way we care for people.

All staff are required to demonstrate that they:

- Are transparent and results focused
- Display personal accountability towards problem-solving
- Recognise and accept accountability beyond job role.

### **Respect**

This value is about respecting patients and colleagues alike, and also the on-going reputation of the organisation.

All staff are required to demonstrate that they:

- Are supportive and empower staff involvement
- Are consistent and understanding of others and their needs

# Job Description

**Job Title: Highly Specialist Nurse (Clinical Immunology)**

**Band: 7**

**Reports to: 8a Advanced Clinical Nurse Specialist**

**Responsible to: 8a Advanced Clinical Nurse Specialist**

**Base/Department: Immunology Dept, Clinical Support services**

**Main purpose of the job:**

**Deliver nurse-led services within the specialty of primary immunodeficiency and allergy. Work in close conjunction with the medical and clinical management team to deliver high quality care to patients. Also further develop the services within the trust.**

**Accountable for their own professional actions, not directly supervised. In addition, act as a highly specialist resource of knowledge providing relevant education and training to patients, other staff and learners linking in with the service. To undertake research and act as a clinical audit lead within the specialty**

## Main Tasks & Overview of Responsibilities

1. Establish and maintain effective communication with various individuals and groups on highly complex, potentially stressful topics in a range of situations
2. Develop own and others knowledge and practice in the specialty across professional and organisational boundaries
3. Monitor and maintain the health, safety and security of self and others in the work area
4. Develop and improve primary immunodeficiency and allergy services within the trust
5. Consistently improve the quality of the patients experience

6. Promote peoples equality, diversity and rights
7. Assess and address people's health and wellbeing needs when those needs are complex and change across the caseload

## **Communications and Relationships**

### Communications

1. To provide highly specialist advice to effectively communicate with a wide range of people in a manner consistent with their level of understanding, culture and background to explore complex issues and to make complex decisions
2. To be empathetic and reassuring when communicating highly sensitive condition related information and advice to patients, carers and relatives
3. To agree the arrangements for communication with the patient/family/carer, and to document these in accordance with Trust policy and the patients right to confidentiality
4. To influence and prioritise the development of knowledge, ideas and work practice in self and others
5. To encourage others to seek advice and solutions to problems
6. To competently receive sensitive information concerning patients medical condition
7. To use a range of skills to adapt the delivery of information through changing the environment, methods of communication or delivery of content using persuasive, reassuring skills as required.e.g. Breaking bad news/special needs/ dealing with anxious relatives.
8. To identify and manage challenging behaviours
9. To ensure that essential information on the patients' condition and progress is recorded by self and team members appropriately according to NMC guidelines


### Leadership

1. To identify the wider benefits, and influence and prioritise the development of knowledge, ideas and work practice in self and others
2. To inspire others and encourage them to seek advice and solutions to problems
3. To challenge others to take an active part in developing knowledge, ideas and work practice
4. To challenge tradition and take risks accepting joint responsibility for any arising problems and tensions and using these to inform future practice

### Analytical and Judgmental Skills

1. To identify, interpret and analyse complex situations and utilise judgemental skills across a range of options
2. To be able to assess and interpret specialist acute and other patient conditions to advise on the appropriate course of action
3. To utilise the appropriate judgemental skills when assessing and advising patients and relatives in crisis situations
4. To undertake data collection effectively using the agreed systems.

### Planning and Organisational Skills

1. To plan and lead specialist nursing service provision including education and training
  2. To prioritise workload of themselves and others, assess performance and provide clear constructive feedback to team members
  3. To monitor progress of work recognising changing priorities and implement corrective actions where necessary
  4. To plan staff off duty rota where appropriate
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## **Physical Skills**

1. Perform and interpret skin-prick and intradermal testing for allergy tests
2. Deliver treatments and training for patients including Immunotherapy injections, Omalizumab injections, Immunoglobulin infusions (including cannulation and bloods) and treatments for Hereditary angioedema
3. Perform food and drug challenges which are low to high risk and could require resuscitation in very rare events
4. Driving to visit patients in their own homes on occasion to deliver home therapy training/assessment
5. The applicant must have a good knowledge of computers/databases

## **Responsibility for Patient Care**

To assess, develop, plan, implement and evaluate specialist nursing care programmes

### **Primary Immunodeficiency service**

Lead and develop the nurse-led Immunoglobulin infusion clinics/nurse led immunodeficiency clinic.

Liaise closely with Consultants to formulate/review policies and protocols for immunology related procedures and practices within the Trust.

Further develop and ensure delivery of existing training programmes for patients and their families to enable them to receive home-based immunoglobulin or C1 inhibitor treatment in the home environment.

### **Allergy service**

Perform skin-prick and intradermal testing.

Be involved in and further develop existing nurse-led follow-up clinics to review patients with anaphylaxis and food/drug allergies and advise on patient-administered treatments (i.e. adrenaline pens) and devising and implementing patients own management of their allergies. New patients referred to service can also be seen by band 7 immunology/allergy nurse by following agreed proforma



for selected conditions.

Further develop a direct referral nurse-led allergy clinics.

### **Drug and food challenge and desensitisation (Allergen Immunotherapy) Services**

Be involved in the preparation and delivery of drug and food challenge clinics, nurse and consultant led clinics and further develop and improve the service.

Coordinate with pharmacy colleagues regarding the procurement of drugs and substances for testing.

Deliver Immunotherapy injections, provide monitoring post injection and manage allergic reactions.

Develop and maintain relevant databases for all patients using the service

1. Discuss and agree with colleagues the assessment and care delivery process incorporating current practice, evidence base, future trends and developments in care, timeliness of interventions and their related risks
2. To undertake and evaluate the effectiveness of nursing interventions which are consistent with evidence based practice, whilst transferring and applying knowledge and skills to meet the patients needs
3. To analyse and rigorously review all aspects of the patients programme of care interpreting information and using knowledge and judgement to provide highly specialist advice to recommend new course of action where necessary
4. To monitor the effectiveness of the patients programme and renegotiate where indicated to meet the patients needs
5. To obtain people's informed consent and discuss with them the implications of the programme of care
6. To explain clearly to patients/carers the benefits and risks of different interventions, the alternative approaches available and the role of

individual members of the team

7. To discuss and agree short, medium or long term goals, prioritise care and develop plans with the patient, family carer and health care team
8. To utilise highly developed physical skills where accuracy is important e.g.in preparing and giving IV, IM and s/c injections and maintaining infusions.
9. To refer people to other specialists when needs and risks are beyond one's own scope of practice or require longer term support
- 10.To liaise with the multidisciplinary team, co-ordinating and participating in case discussions recommending best course of action as necessary
- 11.To support patients/carers encouraging them to promote their own health and wellbeing and to express their interests and concerns
- 12.To provide support and care for the patient and his/her family respecting their need for privacy and dignity
- 13.To utilise specialist knowledge to enable colleagues to develop their competence in using different interventions
- 14.To maintain accurate and legible patient notes (written and electronic) in accordance *with Trust and national professional policies and guidelines*
- 15.To prescribe any treatments in accordance with the Nurse Prescribing qualification guidelines, once the course has been completed and the qualification achieved

## **Responsibility for Policy/Service Development**

1. To adhere to trust policies, procedures and current legislation which relate to own workplace and contribute to service development
2. To evaluate current service provision and identify how this impacts on their specialist role(s), the clinical environment and nursing services
3. To contribute to future service design from identification to implementation of service development projects

4. To identify outcomes of service evaluation and offer constructive views on how they should change as a result
5. To develop specialist protocols, standards and guidelines in own specialist area
6. To evaluate with others the effectiveness of any changes and how these have improved services
7. To propose policy or service changes which impact beyond own area of activity
8. To participate in local/regional groups related to own specialist area

## **Responsibilities for Financial and Physical Resources**

1. To ensure efficient and effective use of material resources/supplies within the team
2. To monitor, control and store resources/supplies according to the requirements and specifications of the clinical environment
3. To identify any problems with resource use/availability and make recommendations for corrective action which are consistent with team objectives and organisational policies
4. To ensure patients valuables and belongings are documented and managed according to trust policy
5. To order specialist supplies and maintain accurate records of resource use

## **Responsibilities for Human Resources**

### Personal and people development

1. To assess, identify and evaluate own specialist knowledge and practice needs in relation to knowledge and skills required to meet the demands of the job
2. To understand their own role and scope, identify own development needs and

- take responsibility for their continuing professional development and performance whilst maintaining a personal development plan
3. To work with others to develop, identify and implement appropriate learning opportunities and apply learning to practice and any future developments
  4. To reflect on overall learning and development opportunities in order to improve learning strategies and opportunities and how this can contribute to the development of services and the organisation
  5. To undertake annual mandatory training updates and other relevant courses in-line with Trust and local policies
  6. To act as a role model providing mentorship and/or clinical supervision to other staff/learners supporting them in applying theory to practice
  7. Support the development of a learning organisation alerting managers to resource issues which may affect this
  8. To provide specialist education and training programmes to other staff and learners
  9. To provide specialist advice at a strategic level to develop specialist practice across professional and organisational boundaries e.g. regional/national working groups, informing national policy

#### Management of people

10. Lead specialist for a defined area
11. Responsible for management and professional updating/clinical supervision to other staff and/or learners
12. To lead the appraisal process for themselves and others
13. To identify, report and address poor performance issues
14. To diffuse challenging behaviour, ensuring that the situation is managed in a sensitive way.
15. To lead in the recruitment and selection process
16. To lead in the identification of future workforce requirements
17. To lead in disciplinary and grievance procedures if required

## **Responsibility for Information Resources**

To record data accurately using the agreed systems i.e Patient Centre (PAS), Electronic Patient Record (EPR), Immunoglobulin national database, Trendcare, Medisec and local databases.

## **Responsibilities for Research and Development**

1. To act as a role model ensuring own actions promote quality and identify and manage any risks
2. To lead in setting and maintaining optimal standards of care in the service
3. To keep up to date and act consistently with quality standards and guidelines within their own clinical area and associated areas
4. To alert others to new developments and lead them in understanding how their practice should change to improve quality
5. To audit, evaluate and review the quality of their own work and others, and where necessary make the appropriate improvements
6. To understand the quality agenda and how standards of care can be maintained utilising current quality systems and standards
7. To assess and monitor the quality of work in own area, raise quality issues and related risks and bring to the attention of others
8. To identify and investigate poor quality and performance promptly, identify contributing factors and agree methods for addressing them
9. To raise quality issues and related risks with relevant people and follow this up and address poor performance as per Trust policy
10. To inform and influence Clinical Governance Issues
11. To informally and formally network and share achievements

1. To undertake research and lead on audit/benchmarking within own specialist area
2. To ensure research and audit conclusions and recommendations are communicated to the appropriate people
3. To lead in the promotion and implementation of evidence based care ensuring that good Practice within SRHT is disseminated locally and nationally
4. To assist the wider professional development team in identifying areas within nursing which require evaluation/research
5. To contribute effectively to evaluation studies (e.g. patient satisfaction surveys)

### **Equality and Diversity**

1. To recognise and promote the importance of people's rights and interpret them in a way that is consistent with trust procedures, policies and legislation
2. To challenge behaviour that infringes the rights of others
3. To identify and take action where necessary to address discrimination and oppression

### **Freedom to Act**

1. Is accountable for own professional actions undertaking all duties having regard to the NMC 'Code of Professional Conduct' for the nurse, midwife and health visitor and their professional contribution to Clinical Governance.
2. Not directly supervised.
3. Is guided by Trust protocols and codes of conduct.

## **Partnership Working**

1. To adhere to Trust policies and procedures relating to own workplace
2. To contribute to service development
3. To evaluate current policies and procedures and identify the impact they have within their specialist role, the clinical environment and nursing services
4. To identify outcomes of evaluation and offer constructive views on how the service should change as a result
5. To contribute to the development of specialist protocols and maintenance of standards/guidelines within the immunology/allergy service
6. To evaluate with others the effectiveness of any changes and how these have improved services
7. To participate in local/regional groups related to own specialist area

## **Equality and Diversity**

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## **Making Every Contact Count**

Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing

Staff should use their interactions with the public to give them additional advice on health and wellbeing

Staff will be given training and support to help them to signpost people to other services which may improve their health and wellbeing.

## **Health & Safety**

### **All people (including consultants) who manage others**

You are accountable for the effective deployment of activities that ensure that your

department/ward/clinical team is reducing hospital acquired infection. You will ensure that you and your staff comply with the Trust's policies on infection, prevention and control. You will ensure that you and your staff receive the training required to maintain competence to execute the Trusts policies on infection, prevention and control. You have a responsibility to bring deficiencies in the deployment of such policies to the attention of your line manager.

## **Safeguarding**

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to fulfill your mandatory safeguarding training at the level applicable to this role.

## **Electronic Patient Record**

Salford Royal uses an Electronic Patient Record (EPR). All Clinicians must use EPR as the primary patient record. It supports delivery of Safe, Clean and Personal patient care. Paper is used only for clinical record components (e.g. fluid charts) that do not at present have an EPR replacement.

The majority of clinical documentation is entered directly on the EPR including health issues, case histories and continuation notes, condition specific structured records and risk assessments. EPR also provides systems for prescribing, requesting most tests and some services, and for viewing results, a local integrated record and correspondence.

Access to this comprehensive EPR is via a unique login and password. All Clinicians working at Salford Royal must receive EPR training.

## **Code of Conduct**

Professional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all time.



## Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
<b>Registration</b>	Registered Nurse with current NMC registration (Part 1 Adult/General Level 1 or 2)	✓		
<b>Qualifications</b>	Degree/diploma in nursing studies (or equivalent nursing qualification and experience)	✓		Application form
	Three years post registration	✓		Application form
	Two years' experience within the specialty (or with a specialty which provides transferable skills)	✓		Application form
	Have achieved or be working towards Master's level		✓	Application form
	Evidence of professional/clinical knowledge in area supplemented by specialist clinical, managerial training and CPD	✓		Application form

<b>Knowledge, Skills, Training and Experience</b>	Evidence of relevant involvement in meeting clinical governance objectives		✓	Application form, interview
	Demonstrates specialist expertise underpinned by theory acquired through CPD	✓		Application form, interview
	Effective communicator able to communicate complex and sensitive information	✓		Interview
	Can demonstrate assertiveness, tact and diplomacy appropriately	✓		Interview
	Evidence of involvement and leadership in teaching and mentoring learners	✓		Interview, references
	Evidence of involvement in the development of protocols and clinical audit	✓		Interview, references
	Evidence of involvement in policy and practice change	✓		Application form and references
	Evidence of involvement in the development of programmes of care, protocols and clinical audit	✓		Application form, Interview, references
	Demonstrates effective communication/negotiation skills	✓		Interview
	Computer literacy	✓		Application form
	Car owner/driver		✓	Application form

## Physical & Mental Requirements

<p><b>Physical effort:</b></p> <ul style="list-style-type: none"> <li><i>Physical effort: The post holder will be required to exert occasional light moderate physical effort</i></li> </ul>	<p><b>Emotional effort:</b></p> <ul style="list-style-type: none"> <li><i>Emotional effort: the post holder will at times be exposed to distressing and occasional highly distressing and emotional circumstances.</i></li> </ul>
<p><b>Mental effort:</b></p> <ul style="list-style-type: none"> <li><i>Mental effort: To exert frequent concentration –daily concentration on patient assessment/scheduling of visits and focused work on databases and patient communication over e-mail and telephone</i></li> </ul>	<p><b>Working conditions:</b></p> <ul style="list-style-type: none"> <li><i>Office and ward/Day case/Outpatient work with occasional visits to patients homes and other hospitals/care homes/hospices</i></li> </ul>