

JOB DESCRIPTION

Job Title:	Multiple Sclerosis Support Nurse
Band:	Band 6
Accountable to:	MS Nurse, band 7
Hours:	22.5
Work Base:	County Wide Service.

Main Purpose of the Post

The post holder will support the clinical nurse specialists in MS. The role includes working as part of a multidisciplinary team to facilitate the care of patients with Multiple Sclerosis (MS) in outpatient clinics and the community.

- To support the MS CNSs managing a caseload of pwMS
- To support the MS CNSs to ensure that patients and their families are fully informed of therapies and treatments and supported by providing clinical and social support
- To support the MS CNSs in providing a high quality of care and knowledge in order to empower pwMS
- To assist in the development of evidence based clinical nursing practice in line with current research and guidelines
- To work together with the MS multi-disciplinary teams. To establish clear lines of communication within the specialty team to ensure cohesive multidisciplinary management of patients
- To manage own caseload of progressive patients, and review at home, and in care homes in line with NICE guidelines.

The post holder will work closely and supportively with the Clinical Nurse Specialists and directly with the Department teams. This will improve nursing practice; improve staff morale and patient experience.

1. Clinical and Professional

- To support the CNSs with their patient caseloads.
- To support the CNSs in out patient clinics providing information to patients and their families.

- To monitor and assess all patients including those on MS therapies.
- To ensure continuity of a high standard of evidence based nursing care, assessing health, health related and nursing needs of patients by identifying and initiating appropriate steps for safe effective care.
- To review patients at home as required
- To ensure all documentation and planned care related to MS treatment is managed in accordance with recognised local protocols and national guidelines.
- To participate in the identification and development of clinical protocols and strategies to enhance both the continuity and standard of specialist care whilst ensuring equity of access to the service.
- To attend Multidisciplinary team meetings.
- To work with the MS team to develop, implement and evaluate integrated care pathways for all pwMS.
- To actively involve service users in providing feedback of their experience of the current service and suggestions for improvements.
- Establish open lines of communication with relevant staff.
- To comply with the NMC 'Code' and to ensure that all the elements of the code are adhered to.

2. Management and Leadership

- To maintain and monitor a safe and clean environment within the clinical area in accordance with the Trust Health and Safety, Clinical Risk and Infection Control Policies.
- To be familiar with and use the Trust computerised systems integral to the running of the service.
- To proactively contribute towards the broader nursing and quality agenda within the division.
- To have an awareness of clinical governance and the processes in place to facilitate this within the directorate.
- Ensure effective evidence based use of medication and equipment resources.
- Participate in BHT and Health Economy planning for managing demand that MS makes on acute and primary care resources

3. Specialist specific.

- To act as a resource for patients, their carers and other health professionals to improve the management of pwMS.
- Provide assessment for pwMS.
- In collaboration with the team to provide a point of contact for an identified caseload, liaising as appropriate with CNSs, health professionals, social care and the voluntary sector.
- Provide a link between acute, intermediate care and primary care in managing exacerbations and deteriorations of MS.
- Provide medicine management support and advice in accordance with national and local guidance.
- Liaise closely with General Practitioner, secondary care consultants, adult community healthcare teams and others to provide an integrated care plan in which the patient and carers participate.
- Plan, implement and evaluate on an ongoing basis care delivery.

- Ensure mechanisms in place for escalation of care at times of clinical deterioration.
- To initiate and make referrals to GP, consultant and other professionals and services in agreement with individual patient.
- Provide empowerment and support, acting as an advocate to enable individuals and their carers to actively engage in agreed treatment programmes.
- Facilitate goal setting with individual patients to maximise their independence.
- Evaluate treatment programmes and provide ongoing audit and outcome information
- To raise awareness and promote evidence-based practice to colleagues in relation to MS management.
- Participate in clinical networks nationally and locally to develop clinical links.

4. Education and Training

- The post holder will assist the CNSs in promoting a clinical environment that supports learning, ensures safe practice, maintains the integrity of the nursing profession and is conducive to the recruitment of students and decrease in turnover of staff.
- Mandatory study days need to be maintained and monitored, lapsing of mandatory study days may have an impact on service delivery and any problems should be escalated to the department manager.
- The post holder would be expected to coach staff in the clinical environment, mentor and supervise.
- The post holder will be expected to assist the CNSs in ensuring that a learning environment for patients allowing the facilitated discussion around health promotion and prevention of illness is provided.

5. Research and Development

- The post holder will be expected to stay abreast of current changes in the clinical speciality and work alongside the CNSs to review latest evidence based practice.
- Support and contribute to clinical improvement projects and to support the co-ordination of audit programmes and the continuous development of evidence based nursing practice with the clinical area
- Work alongside the CNSs in supporting and promoting the development of reflective practice, clinical supervision and clinical incident analysis amongst the staff.

6. Clinical Governance

- To improve learning from clinical incidents and complaints in collaboration with other staff ensuring that review of education standards are completed, trends are monitored and actions are evaluated.
- To monitor and manage risk, undertaking assessments in local areas of responsibility in accordance with the Trust's Risk Strategy.
- Ensure that internal and external audits are completed in a timely manner and that appropriate documented actions are implemented and evaluated to enhance performance and positive outcomes for patient care.

- To review patient care pathways by ensuring patient involvement and feedback is encouraged and peer reviews are welcomed.
- Work to National and Local policies, procedures and guidelines of the NMC, in relation to MS.
- Take all measures to ensure that staff put the safety of the patient first – reporting all accidents and incidents, completing relevant documentation and undertakes further investigation as required.

7. Communication

- The post holder will communicate and liaise effectively with other health and social care providers within primary, secondary and community care to ensure effective management, leadership and co-ordination of care/services for people with MS.
- It is expected that the post holder will need to effectively communicate both verbally and in writing with nurses, other members of staff at all levels, patients, relatives and carers, internal and external stakeholders.
- It is expected that the post holder will provide and receive complex, sensitive or contentious information.
- Develop and foster effective support networks locally, regionally and nationally and attend appropriate meetings relevant to the role. To maintain links with MS support networks and local MS CNSs.
- To record and monitor accurate data and information relating to the service which will be utilised in the provision of care and the development of the service.
- Effectively utilise IT support systems to collect, collate, analyse and interpret data

8. Finance

To adhere to the Trusts standing financial instructions, procurement, charitable funds, fraud and the receiving of gifts instructions and guidelines.

9. Additional Information

• Health & Safety at Work Act

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with and adhere to the statutory and departmental safety regulations of Buckinghamshire Healthcare NHS Trust.

• Confidentiality

The post holder has a responsibility to maintain confidentiality and ensure the principles of the Data Protection Act 1998, the Confidentiality: NHS Code of Practice and Trust policy on confidentiality and Data Protection are applied to patient, staff and Trust business/information.

• Equal Opportunities

The Trust welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

- **Managing risk: maintaining skills and learning from problems**

Reducing risk is everyone's responsibility. All staff in the Trust must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them.

The Trust has designated the prevention and control of infection as a core issue in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- Be aware of all Trust infection control guidelines and procedures relevant to their work.
- Participate in mandatory training

- **Governance**

Post holders will aim to ensure that areas of the trust under their responsibility comply with "Standards for Better Health" Core and Developmental Standards and bring deficiencies to the attention of their Director"

- **Information Management/ Data Quality**

The post holder must ensure that Trust records are documented, secured, stored and disposed of appropriately and in accordance with the Records Management: NHS Code of Practice and Trust policy. In addition, information recorded must be fit for purpose - accurate, relevant, and up to date and complete.

- **Freedom of Information**

The post holder must be aware that any information held by the Trust in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Trust's policies.

- **Travel to other sites**

You will be required to travel to different Trust locations. Please complete the travel expenses form. Details of allowances can be obtained from the Human Resources Department.

- **Smoking statement – Smoke Free Sites**

Smoking is not permitted on our sites. All staff are required to comply with this policy.

**PERSON SPECIFICATION
(& SHORTLISTING FORM)**

Job Title: MS support nurse____ **Name of Applicant:**_____ **REF NO:** ____

WEIGHTING - Criteria in each section are ranked in order of importance 3 – 1, with 3 being the most important

Category	Criteria	Weight (a)	Score (b)	Total (a x b)	How Assessed
Education, Qualifications and Skills	RN (adult)	3			
	Relevant post registration experience	2			
Speciality Specific	Post registration experience in MS	2			
EXPERIENCE e.g. Breadth of occupational	Significant experience at a Band 5/6 nursing level Minimum of 3 years post registration experience	3 3			

Category	Criteria	Weight (a)	Score (b)	Total (a x b)	How Assessed
SKILLS, ABILITIES & KNOWLEDGE e.g. Communication skills, excellent organisation skills, keyboard skills, high motivation, Special knowledge requirements e.g. NMC Code of Conduct, regulations etc.	Excellent communication and interpersonal skills	3			
	Ability to prioritise workload and work independently	3			
	Demonstrate an understanding of MS and current therapies	2			
	Computer literate	3			
	Evidence of participation in audit, research and development of staff	2			
	Ability to manage own caseload	3			
	Have excellent written and verbal communication skills	3			
	Adaptable and responsive to changing needs	3			
	Able to use own initiative	3			
	Demonstrates a caring and sensitive approach to patients	3			
SPECIAL CIRCUMSTANCES e.g. Ability to travel to other sites.	Good team worker	3			
	The post holder will be required to work across all sites and will be required to travel	3			

Category	Criteria	Weight (a)	Score (b)	Total (a x b)	How Assessed
	between sites				
	Car driver-access to a car	3			