

## Job Description

**JOB TITLE:** Family and Discharge Sister

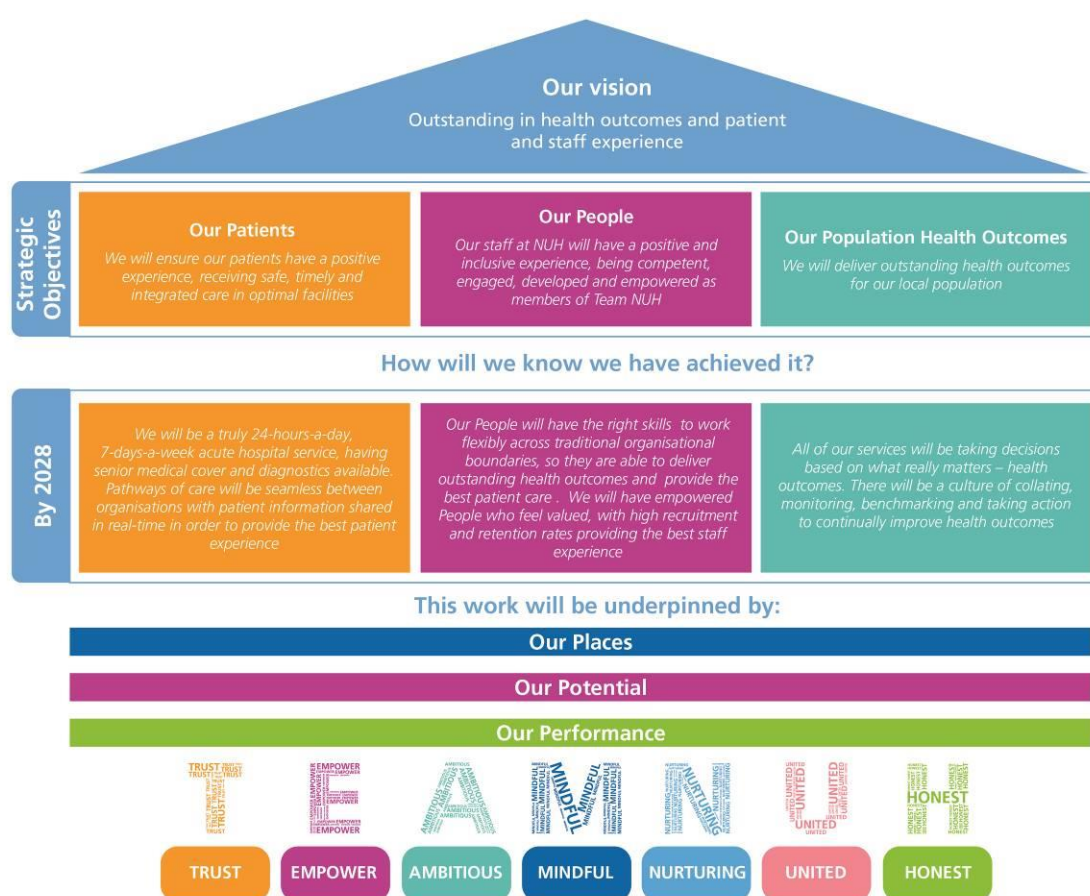
**DIVISION:** Family Health

**GRADE:** Band 7

**REPORTS TO:** Lead Nurse for Neonatal Home Care and Family Care

**ACCOUNTABLE TO:** Lead Nurse for Neonatal Home Care and Family Care

### VALUES AND BEHAVIOURS



### ABOUT NUH

Every day, our teams at Nottingham University Hospitals NHS Trust (NUH) make a difference. We save lives, we improve lives and we usher in new life. We are proud to play a central role in supporting the health and wellbeing of people in Nottingham, Nottinghamshire and our surrounding communities.

With more than 18,000 colleagues, we are the largest employer in Nottinghamshire and one of the biggest and busiest NHS Trusts in the country, serving more than 2.5m residents of Nottingham and Nottinghamshire and a further four million people across the East Midlands and beyond.

We provide a range of national and internationally renowned specialist services and we are at the forefront of new surgical procedures and research programmes. We are home to the East Midlands Major Trauma Centre, the Nottingham Children's Hospital and in partnership with the University of Nottingham we host a Biomedical Research Centre carrying out vital research into hearing, digestive diseases, respiratory, musculoskeletal disease, mental health and imaging.

As a teaching hospital, we are instrumental in the education and training of doctors, nurses and other healthcare professionals. We are proud of our strong relationships with universities across the East Midlands, including the University of Nottingham, Nottingham Trent University and Loughborough University.

The last year has been challenging for our teams. Alongside our continued recovery from Covid, our maternity services are subject to an independent review and we must do more to improve our culture. We are more focused than ever on making sustained improvements across our services.

As one of the NHS Trusts identified in the New Hospital Programme, a programme of investment in NHS hospitals, we have extensive plans to improve our hospitals and the services we deliver for patients. As well as the redevelopment of the Queen's Medical Centre and City Hospital, plans for a new 70 bed NHS rehabilitation facility set to be built on the Stanford Hall Rehabilitation Estate near Loughborough, are currently going through the approvals process.

We have recently become home to the latest series of Channel 4's award-winning series 24 Hours in A&E, which takes a look inside one of the country's busiest emergency department at QMC and showcases the dedication, passion and skill of our teams.

This is an exciting time to join NUH and help support our future ambitions.

## **JOB SUMMARY**

The Postholder will consolidate and disseminate expert Family /Continuing care practice throughout the whole service and Trent Perinatal network.

Leading a specialist team they will plan and organise complete activities and programmes, including Family/Continuing care nursing service provision; develop and implement Family/Continuing care; regularly undertake research activities and lead clinical audits in the Family/Continuing care area; and deliver core training in a range of subjects

They will also support the nursing rota to the value of one clinical shift per week pro rata in line with Trust Guidance on the management of the nursing establishment.

The post holder will develop and implement informational, educational, emotionally supportive and



inspirational programmes to families of NICU babies and to NICU staff within the NICU setting.

The post holder will be based at either campus to deliver service need

In undertaking this role, all employees will be expected to behave at all times in a way that is consistent with and actively supports the principles listed in the Consultation Document on the creation of the Nottingham University Hospitals NHS Trust. These are:

- *The principles of the NHS, where high quality care is provided on the basis of need rather than the ability to pay.*
- *The contribution of the local community to the development of our services.*
- *Preserving and developing our reputation as a caring organisation.*
- *Developing services that are designed around the patient.*
- *Working co-operatively with others in the interests of patients and their families.*
- *Valuing the contribution of staff and investing in their development.*
- *Valuing the diversity of all our staff, patients and carers and demonstrating a zero tolerance of discrimination.*
- *The importance of developing innovative approaches to teaching, research and service provision, which allows us to be at the forefront of developments in patient care.*
- *Responsible and wise stewardship of public money and effective use of resources.*

## **KEY JOB RESPONSIBILITIES**

### **1. Clinical**

- 1.1 *Work autonomously to deliver a specialist service, based on principles that are research based and which enhance the quality of patient care.*
- 1.4 Be a visible point of contact for patients, visitors, relatives, and staff, acting as a resource for problems and able to clearly present the patients' / clients' points of view to others. Receive and investigate any complaints received.
- 1.5 Ensure that patient care plans are regularly updated, and changes implemented and that patients' records and documentation are maintained and current.
- 1.6 Organise meetings to discuss patient management as required.
- 1.7 Lead in the development of evidence – based patient care policies and procedures. Develop and contribute to clinical guidelines and protocols and lead the implementation process as required.
- 1.8 Provide specialist support to clinical teams in dealing with the complex needs of different client groups and when imparting or receiving sensitive, complex or contentious information.
- 1.9 Lead the identification and facilitation of clinical audits to promote clinical effectiveness, as part of the Trust's/Directorate's Clinical Governance Framework.
- 1.10 Identify and implement innovative ways of working within the speciality
- 1.11 Work at least 20% of time in clinical practice, with the emphasis on delivery of a quality service to patients.
- 1.12 Support the Matron as appropriate.

### **2. Communication**

- 2.1 Liaise closely with other health and social care professionals to ensure a coordinated approach and high quality care is provided for patients.
- 2.2 Convey and present specialist information, written or verbal, formally or informally, as appropriate. Report appropriate clinical information to senior staff. Ensure that written documentation is kept in respect of all investigations and incidents.
- 2.3 Establish professional relationships and maintain effective communication.
- 2.4 Link with professional networks across the Trust and wider health community, in order to develop and exchange ideas for improving clinical care.

- 2.5 Convey complex and sensitive information in a comprehensible and empathic manner.
- 2.6 Discuss all alternative treatment options and facilitate clinical management decisions.
- 2.7 Obtain informed consent for procedures as required, in accordance with the Trust consent policy.
- 2.8 Provide ongoing liaison and support for patients / clients across functional boundaries.

### **3. Professional Leadership**

- 3.1 Provide a credible source of specialist clinical knowledge and advice, taking an active role in the development of self and others.
- 3.2 Review the performance of self and others, identifying development needs and taking active measures to meet those needs.
- 3.3 Carry out formal and informal teaching to a range of health care professionals and in a range of subjects. Develop and deliver educational and training programmes as requested and as appropriate.
- 3.4 Create a positive learning environment within clinical settings, to encourage and facilitate individual and shared learning and professional development.
- 3.5 Participate, where appropriate, in the education of patients and the general public.
- 3.6 Maintain an awareness and understanding of relevant, up to date research studies within the clinical field.
- 3.7 Critically analyse and evaluate research findings and apply these to clinical practice.
- 3.8 Participate in research studies in conjunction with the specialty team.
- 3.9 Lead practice developments, through specific research and audit projects.
- 3.10 Collect and analyse information related to patient and carer satisfaction and evaluation of the service.
- 3.11 Share and promote good practice through involvement with local groups, including presentations, publication and dissemination of role evaluation.
- 3.12 Monitor and reflect on own performance, identifying and addressing own professional needs.

3.13 Lead on clinical governance initiatives.

#### **4. Professional Development**

4.1 Lead on the development of team objectives.

4.2 Participate in interviewing and selection of new staff.

4.3 Be aware of the impact of service changes across the organisation.

4.4 Contribute to the monitoring and control of expenditure and the use of resources.

4.5 Comply with Health & Safety and Infection Control policies and ensure that staff, patients and visitors are appropriately informed and advised. Maintain a clean and safe environment. Ensure equipment used and techniques employed by staff comply with the Directorate Health & Safety policies.

4.6 Participate in objective setting and business planning for the directorate.

4.8 Implement change in response to clinical, organisational and national demands, in agreement with appropriate others in the unit. Support others to lead or participate in the management of change.

4.9 Respond to change initiatives in a positive manner.

#### **5. Role Specific**

5.1 Manage the Family care Team ensure peak performance through Individual Performance review and KSF

5.2 Become involved in Network and National Family Care initiatives

5.3 Act as a member of the senior neonatal nursing team

5.4 Review the current patient journey and facilitate service redesign to improve the experience and

outcomes for babies and their parents.

- 5.5 Encourage new ways of working that support reduction in variation in admission and discharge.
- 5.6 Proactively promote a positive image of Family centred care to staff and parents.
- 5.7 Meet predefined objectives through autonomous working and the provision of a range of leadership styles in a range of environments.
- 5.8 Implement programs developed for NICU Family Support and utilise evaluation tools to assess effectiveness and success of programs.
- 5.9 Collaborate with NICU staff and volunteers to implement NICU Family Support; recruit, interview, train and coordinate volunteers to provide support to NICU families.
- 5.10 Cultivate and maintain relationships with NICU administrators, physicians, nurses, social workers, and other staff, as well as NICU parents and extended family members.
- 5.11 Participate in fundraising, media, and publicity efforts and events

#### **6. Neonatal Specific**

- 6.1 Promote and demonstrate contemporary and proactive approaches to neonatal intensive care nursing practice and in collaboration with other senior nurses facilitate the advancement of this practice.
- 6.2 Act as the baby and families advocate ensuring that their best interests come first.
- 6.3 Facilitate a breast-feeding culture.
- 6.4 Facilitate partnership with parents/carers in all aspects of caring for their baby in hospital and at home.
- 6.5 Facilitate a family centred culture within the neonatal intensive care unit.

## **GENERAL DUTIES**

In addition to the key job responsibilities detailed in this job description all employees at Nottingham University Hospitals NHS Trust are expected to comply with the general duties detailed below.

- **Infection Control**

To maintain a clean, safe environment, ensuring adherence to the Trust's standards of cleanliness, hygiene and infection control.

The post holder is accountable for minimising the risks of infections and for the implementation of the Code of Practice for the Prevention and Control of Healthcare Associated Infections as outlined in the Health Act 2006. This includes receiving assurance of risk and embedding evidence-based practice into daily routines of all staff.

- **Health and Safety**

To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions

To co-operate fully in discharging the Trust policies and procedures with regard to health and safety matters

To immediately report to their manager any shortcomings in health and safety procedures and practice

To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible and submit a completed accident/incident form.

To use protective clothing and equipment where provided

Whilst the aim of the Trust is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible



disregard for safety matters may give rise to disciplinary proceedings.

- **General Policies Procedures and Practices**

To comply with all Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

### **WORKING CONDITIONS**

Describe the post holder's normal working conditions (*such as exposures to hazards, requirement for physical effort etc*). *Insert specialty specific information.*

### **ACCESS TO PATIENTS**

In undertaking the duties outlined above the post holder will have access to patients. This means that the post is exempt from the Rehabilitation of Offenders Act 1974 and all post holders must disclose any criminal conviction including those considered as spent under the Act. Post holders appointed to this will be required to consent to a check through the Criminal Records Bureau.

## **REGISTERED HEALTH PROFESSIONALS**

All persons appointed to the post are required to hold registration with their appropriate professional Regulatory Body and to comply with their professional code of conduct. Evidence of on-going registration will be required.

## **JOB REVISION**

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment

## **Service Review**

A strategic review of all Trust services is taking place, as a result of which some services, or parts of some services, may transfer from one campus to the other. This will be decided in accordance with the most appropriate way to provide the best healthcare for patients in the future and all staff will be fully consulted on about the impact of any such decisions.

## **Nottingham Treatment Centre**

At the end of 2007 the new Nottingham NHS Treatment Centre will be opening on the QMC campus. The Treatment Centre will be managed by Nations Healthcare - an Independent Sector Provider - however a percentage of the activity within the centre will be transferred from Nottingham University Hospitals NHS Trust. As a result of this, the work that you do may be affected in one of several ways.

1. Your work may not be affected at all
2. You may be required to undertake work on behalf of the Treatment Centre
3. You may be required to undertake some of your existing work in the Treatment Centre
4. You may be seconded to work in the Treatment Centre.

Only a small group of staff will be seconded to the Treatment Centre and throughout the secondment these staff will remain the employees of Nottingham University Hospitals Trust. Full consultation will take place with affected staff well in advance of the Treatment Centre opening.

## **KEY JOB RESPONSIBILITIES**

### **1.0 Clinical**

- 1.1 Utilising a highly developed specific body of knowledge, works within a clinical team to deliver a service based on principles that are research based and which enhance the quality of patient and family based care.
- 1.2 Undertakes high level complex decision making, managing risk but may defer to others for overall plan.

- 1.3 Be a visible point of contact for patients, visitors, relatives, and staff, acting as the patients advocate
- 1.4 Ensure that the rights, dignity and confidentiality of the child and family are protected at all times in line with safeguarding policies and within the philosophy of family centred care.
- 1.5 Ensure that patient' records and documentation are maintained and current, with changes implemented, in accordance with NUH 'Clinical record keeping policy'.
- 1.6 Organise meetings to discuss patient management as required.
- 1.7 Provide highly specialist support to clinical teams in dealing with the complex needs of dying patients and bereaved families.
- 1.8 To ensure families and multidisciplinary staff are able to access further support where requested such as SANDS, Petals and Bliss.
- 1.9 Liaise closely with other health and social care professionals to ensure a coordinated approach and high quality care is provided for patients.
- 1.10 To refer families for formal bereavement counselling, at the request of the parents, or where identified by healthcare professionals.
- 1.11 Discuss alternative treatment options and facilitate clinical management decisions. To promote parallel planning during antenatal care planning and inpatient phases of care.
- 1.12 Obtain informed consent for procedures as required, in accordance with the Trust consent policy.
- 1.13 Participate in research studies in conjunction with the specialty team and lead studies as appropriate.
- 1.14 Promote and support personalised care in line with the NHS long term plan including the components of the comprehensive model for personalised care.
- 1.15 Provide clinical support to wards/departments in times of increased clinical pressure or staffing shortages as requested, ensuring that patient safety is the priority at all times.

## **2.0 Education, Learning & Development**

- 2.1 Provide a credible source of highly specialist clinical knowledge and advice, taking an active role in the development of self and others. Review the performance of self and others, identifying development needs and taking active measures to meet those needs.

- 2.2 Carry out formal and informal teaching to a range of health care professionals and in a range of subjects. Develop and deliver educational and training programmes as requested and as appropriate
- 2.3 Create a positive learning environment within clinical settings, to encourage and facilitate individual and shared learning and professional development.
- 2.4 Participate, in the education of patients and the general public, developing resources as necessary.
- 2.5 Maintain an awareness and understanding of relevant, up to date research studies within neonatal services and bereavement care.

### **3.0 Leadership and Management**

- 3.1 Support the senior team as appropriate.
- 3.2 Respond to and lead as necessary on clinical governance initiatives eg complaints, datix
- 3.3 Initiate and implement change effectively in response to clinical or organisational demands. React positively to, lead and facilitate the process of effective change through a culture of Shared Governance and frontline leadership.
- 3.4 Be a representative at a local level and participate as a member of the senior neonatal nursing team, making positive contributions to the strategic planning of the service.
- 3.5 Ensure clinical supervision within the clinical area or department is actively supported and staff encouraged to avail themselves of it.
- 3.6 Lead on the development of team objectives.
- 3.7 Participate in interviewing and selection of new staff.
- 3.8 Be aware of the impact of service changes across the organisation.
- 3.9 Participate in the managerial duties at Specialty level as required in the absence of the Matron.
- 3.10 Audit the service to aid in the improvement of continuous patient care.
- 3.11 Work closely with the appropriate teams and individuals eg case manager/PALS to ensure any concerns raised by families are dealt with quickly and effectively and through the processes.

### **4.0 Service Development and Use of Resources**

- 4.1 Identify and implement innovative ways of working within the neonatal bereavement service.
- 4.2 Share and promote good practice through involvement with local groups, including presentations, publication and dissemination of role evaluation.
- 4.3 In collaboration with the Lead nurse and other members of the MDT, take a leading role in ensuring that the family has a satisfactory experience by assessing and evaluating family care processes and redesigning the pathway of care when appropriate.
- 4.4 Contribute to the monitoring and control of expenditure and the use of resources.
- 4.5 Participate in objective setting and business planning for the family care team.
- 4.6 Implement change in response to clinical, organisational and national demands; in agreement with appropriate others in the neonatal unit. Support others to lead or participate in the management of change.
- 4.7 Respond to change initiatives in a positive manner
- 4.8 Lead and participate in audits, research and the development of evidence – based patient care guidelines, protocols, policies and procedures where appropriate and ensure they are implemented.
- 4.9 Ensure that the neonatal unit and wider team is kept informed of the policies, direction and strategy of the family care team.
- 4.10 Critically appraise and evaluate research findings and lead on the application of these to clinical practice.
- 4.11 Lead practice developments, through specific research and audit projects.
- 4.12 Collect and analyse information related to patient and carer satisfaction and evaluation of the service initiating service development strategies as indicated.
- 4.13 Develop mechanisms to measure outcomes and evaluate the service to assist with service development
- 4.14 Lead on the production of an Annual Report each year, ensuring it is submitted to Matrons and Divisional Team.
- 4.15 To represent NUH at a regional and national level relating to neonatal bereavement care.

## 5.0 Communication and Professional Behaviour

- 5.1 Be a role model to ensure that the dignity, rights and confidentiality of the patient and individual team members are protected and maintained in accordance with Trust and national policy on Information Governance.
- 5.2 Convey and present complex and sensitive information, written or verbal, formally or informally, as appropriate. Report appropriate clinical information to senior staff. Ensure that written documentation is kept in respect of all investigations and incidents.
- 5.3 Establish professional relationships and maintain effective communication
- 5.4 Link with, and where required lead, professional networks across the Trust and wider health community, in order to develop and exchange ideas for improving clinical care
- 5.5 Provide ongoing liaison and support for patients /clients within care pathways.
- 5.6 To establish and maintain an effective working relationship with the neonatal team, spiritual care team, mortuary staff, pathologist, wider bereavement team and other healthcare professionals and outside agencies where appropriate.

## Working Conditions

### Mental Effort

- Concentrate for frequent periods with a predictable work pattern i.e. clinics, assessments, report writing etc.,
- Be able to support bereavement families and cope with the death/dying of patients.

### Physical Effort

- Lift and manoeuvre patients as required
- Handle equipment as required

### Emotional Effort

- Handle challenging behaviour from patients – this may be frequent
- Share and impart unwelcome news

### Working Conditions

- There may be some exposure to unpleasant working conditions i.e. body odours, body

fluid etc.,

## **GENERAL DUTIES**

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### **Infection Control**

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The post holder is accountable for minimising the risks of infections and for the implementation of the Code of Practice for the Prevention and Control of Healthcare Associated Infections as outlined in the Health Act 2006. This includes receiving assurance of risk and embedding evidence based practice into daily routines of all staff.

### **Safeguarding children, young people and vulnerable adults**

Nottingham University Hospitals is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.

### **Information Governance**

All staff have an individual responsibility for creating accurate records of their work and for making entries into and managing all NHS records effectively in line with the Health Record Keeping Policy and other Health Records and Corporate Records Management policies and procedures in order to meet the Trust's legal, regulatory and accountability requirements.

### **Health and Safety**

To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions.

To co-operate fully in discharging the Trust policies and procedures with regard to health and safety matters.

To immediately report to their manager any shortcomings in health and safety procedures and practice.

To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible and submit a completed accident/incident form.

To use protective clothing and equipment where provided.

Whilst the aim of the Trust is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

## **Governance**

To actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

## **Health and Wellbeing**

Employees are expected to take all reasonable steps to look after both their physical health and mental health. To support employees to achieve this NUH offers a wide range of health and wellbeing activities and interventions. The full programme can be viewed at on the staff intranet.

Line managers are expected to encourage and support staff to look after their health and wellbeing, including the release of staff to attend health and wellbeing activities and interventions.

## **General Policies Procedures and Practices**

To comply with all Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

## **JOB REVISION**

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

**Job description reviewed by: Lucy Panesar**

**Date: 17/01/2024**