

Putting patients
at the **HEART**
of everything we do

London
University

Clinical Nurse Manager Integrated Sexual and Reproductive Healthcare Services (ISRH).

Job description and person specification

Department: Integrated Sexual and Reproductive Healthcare Services

Division: Integrated medicine

Responsible to: Matron – Integrated Sexual and Reproductive Healthcare Services

Accountable to: Lead Nurse Sexual Health and HIV Services

Band: Band 7

Hours: 37.5 hours per week

Location*: Hillingdon Sexual Health – Wakely Centre

*To meet the needs of the Trust's services you may be required from time to time to work at different locations to your normal place of work.



Our vision and values

Our vision is quality **at our HEART**

Quality...

Delivering quality means consistently meeting requirements and exceeding expectations.

We strive to deliver quality in everything we do – from the clinical care we provide and the employment opportunities we offer, to the support services and systems that underpin our care.

And in delivering high-quality clinical care, we mean services that are safe, effective, offer a good patient experience, are timely, equitable, and sustainable.

...at our HEART

By placing quality at our heart, everything we do as an organisation should further our ability to deliver quality.

This includes the people we hire, the skills our employees develop, the behaviours we celebrate, how we think and act, the investments we make, our systems and processes, and our organisational values.

Our vision also encompasses our **HEART** values, which were shaped and developed in 2017 by more than 2,500 employees as well as many patients. The values describe how we interact with each other and our patients and underpin everything we do and say to achieve our vision:

♥ **Honesty:** we're truthful, we're open, and we speak up

♥ **Equity:** we're kind and caring, we act with fairness, and we're understanding

♥ **Accountability:** we're professional, we strive for excellence, and we improve

♥ **Respect:** we're attentive and helpful, we're appreciative, and we act with

empathy ♥ **Teamwork:** we involve others, we support our colleagues, and we set clear goals.

You can read more about our vision, values and objectives at lnwh.nhs.uk/OWF.

Our objectives

Our objectives set out how we plan to realise our vision. They offer our employees, partners and our communities clarity about what we will do.

- We will provide high-quality, timely and equitable care in a sustainable way.
- We will be a high-quality employer where all our people feel they belong and are empowered to provide excellent services and grow their careers.
- We will base our care on high-quality, responsive, and seamless non-clinical and administrative services.
- We will build high-quality, trusted ways of working with our local people and partners so that together we can improve the health of our communities.

You can read more about our vision, values and objectives at lnwh.nhs.uk/OWF.

Job Summary

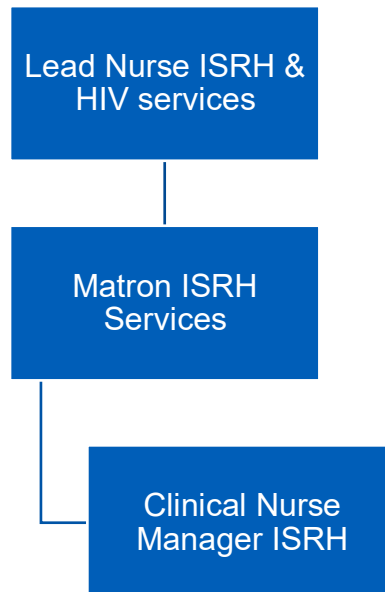
Working within a robust clinical governance framework, the post holder will work in partnership with the multidisciplinary healthcare team to provide expert sexual and reproductive healthcare to the diverse population of North West London.

The post holder will provide day-to-day operational management of the ISRH clinics within the community of Hillingdon, to ensure the delivery of safe, effective, and efficient care. The post holder will work collaboratively within the senior nursing team and will be responsible for the line management of the junior nursing staff within the Hillingdon service.

The post holder will be expected to work autonomously within the ISRH clinics delivering both sexual health and contraceptive care in a variety of hospital and community-based healthcare settings and will be a source of support and role model within the service.

The post holder will work with and support the Matron with the implementation of national and local policy across the service.

Structure



Key responsibilities

Clinical responsibilities

- To offer a high standard of confidential, sensitive, and non-judgemental contraceptive and sexual health nursing care within the clinical setting, while respecting the cultural beliefs and practices of the local population.
- To be able to work autonomously and obtain and document accurately all relevant aspects of the patients medical, sexual, obstetric, gynaecological, social and family history and deliver sexual and contraceptive care accordingly.
- To inform and counsel individuals and/or couples about the methods of contraception available to them, the detection of sexually transmitted infections (STIs) and risk reduction strategies, supporting junior colleagues with complex cases, referring onwards where necessary.
- To interpret and discuss STI results with patients and junior colleagues as appropriate.

- To adhere to the trusts medicines management policy and work to patient group directives (PGDs) or as an independent nurse prescriber within the ISRH Service.
- To perform male and female clinical examinations, including the collection of male and female genital swabs, the review and removal of intrauterine contraception and the fitting and checking of female barrier methods as appropriate.
- To be able to undertake enhanced skills including the insertion and removal of subdermal implants and intrauterine techniques.
- To have an awareness of their limitations, work within their boundaries or practice always, and seek support from senior colleagues when applicable.
- To teach the chosen method of contraception and re-appraise appropriateness at follow- up visits.
- To participate in the teaching and promotion of positive sexual and reproductive healthcare, addressing complex issues that may arise.
- To provide an empathetic and supportive service for young people and be aware of issues in relation to child sexual exploitation and children's safeguarding.
- To be competent in discussing/recording/cascading issues related to FGM, including children's and adults safeguarding. Referring appropriately where applicable and provide support junior colleagues when required.
- To comply with LNWH mandatory and statutory training schedule, including safeguarding children and adults.
- To be aware of and always maintain confidentiality.
- To communicate effectively and establish good working relationships while working as part of a multidisciplinary team.
- To provide operational clinic management to ensure the delivery of safe, effective, and efficient care.
- To work with the Matron in the maintenance of standards and the implementation of local and national policy within the ISRH service.

- To be punctual and work flexible hours including weekends and evenings, covering clinics across the LNWH Integrated Sexual and Reproductive Healthcare Service when required.

Supervisory / Managerial responsibilities

- To provide clinical leadership within the ISRH service.
- To provide line management responsibilities for nursing staff, appraising performance, supporting staff development and monitoring sickness, absence, and annual leave in line with trust policy.
- To have a progressive attitude and work with the senior leadership team towards the improvement and development of the service, participating in audit and quality improvement processes.
- To delegate tasks among the junior nursing team as appropriate.
- To provide mentoring support and act as a role model within the ISRH service, supporting the development of junior members of the team.
- To ensure accurate data collection and reporting and promote good communication and clinical governance within the service.
- To participate in risk management and the implementation of health and safety practices across the service.
- To promote and maintain patient safety across the ISRH service.
- To work with the Matron in the development and maintenance of local policy, guidelines, and teaching pathways.

Professional Responsibilities

- To always work within the framework of the NMC Code for Nurses and Midwives and to participate in the process of NMC revalidation and registration.

- To prioritise individual workload to ensure effectiveness and streamlined service delivery.
- To update personal knowledge in relation to Sexual and Reproductive Healthcare to ensure evidence-based practice.
- To participate in all aspects of clinical governance, quality assurance, standard setting, audit, and appraisal.
- To maintain and develop good working relationships with all members of the multidisciplinary healthcare team.
- To attend departmental meetings and participate in the distribution of relevant information to the team.
- To always adhere to LNWH and relevant national policies and guidelines, including guidance from BASHH and FSRH.
- To act as a professional role model, leading and developing clinical practice.
- To work with and support the Matron accordingly.

Administrative Responsibilities

- To maintain detailed and accurate documentation, in line with trust policy.
- To complete statistical returns and/or written reports when required.
- To participate in research, audit, and quality improvement processes.
- To understand and competently work with all IT communication and EPR systems within the ISRH service.

Teaching / Audit Responsibilities

- To participate in the development and delivery of specific educational programmes/activities across the ISRH service locally and trust wide.
- To participate in research programmes which aim to contribute towards the development of sexual and reproductive healthcare.

- To support and assist with post-registration training in contraception and sexual health, and work collaboratively with the MDT to facilitate a conducive learning environment within ISRH service.
- To supervise, teach, assess, and mentor new starters, pre-registration, postregistration and non-registered staff within the service.
- Work with MDT, Matron and Lead Nurse in audit and quality improvement processes, ensuring any findings and recommendations are distributed within the team and implemented appropriately.

Professional Development

- To engage in the process or yearly appraisal with the Matron and seek out personal professional development activities to support their role within the service.
- To identify individual learning needs and seek out appropriate learning opportunities locally, trust wide and nationally.
- To participate in internal and external training specific to sexual and reproductive healthcare.
- To ensure compliance with regards to LNWH mandatory training and professional development requirements.

Additional responsibilities

Information governance

In accordance with the Trust's privacy notice for employees, the Trust will hold computer records and personnel files relating to you which contain personal data.

The Trust will comply with its obligations under the General Data Protection Regulation and all other data protection legislation. The data the Trust holds will include employment application details, references, bank details, performance appraisals, holiday and sickness records, salary reviews and remuneration details and other records, (which may, where necessary, include special category data and criminal offence data relating to your health, data held for ethnic monitoring purposes, and regarding DBS checks).

The Trust requires such personal data for personnel administration and management purposes and to comply with its obligations regarding the keeping of employee records. The privacy notice sets out the Trust's legal basis for processing your personal data. Your rights of access to this data are prescribed by law.

You will familiarise yourself with the Trust's data protection policy which sets out its obligations under the General Data Protection Regulation and all other data protection legislation.

You must always comply with the Trust's data protection policy, and you agree that you will only access the systems, databases or networks to which you have been given authorisation.

The Trust will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal.

You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the Trust's Data Protection Officer.

Information security

All staff must adhere to the requirements of the Trust's information security policy, which covers the deployment and use of all the Trust's electronic information systems (i.e. all computers, peripheral equipment, software and data). In serious cases, failure to comply with the policy may result in disciplinary action and could also result in a criminal offence.

Health and Safety at Work Act (1974)

You are required to take reasonable care for your health, safety and welfare and that of other people who may be affected by your actions or omissions. These responsibilities apply at all times whilst you are at work or on duty, and apply to all Trust premises, also whilst working in the community or on any other Trust business.

Equal opportunities and equalities legislation

It is the policy of London North West University Healthcare NHS Trust that no user of service, present or future employee or job applicant receives less favourable treatment on the grounds of their sex, perceived or actual sexual orientation, marital status, race, religion or belief, age, creed, colour, nationality, national origin, ethnic origin, or disability, or on the grounds of their association with someone in one of these groups; nor is disadvantaged by any conditions or requirements which cannot be shown to be justified.

Patient and public involvement

Section 11 of the Health and Social Care Act 2001 places a duty on NHS organisations to involve and consult patients, the public and other stakeholders in the planning and ongoing development of services. It is the responsibility of each member of staff, clinical and non-clinical to appropriately involve and consult patients, the public and other stakeholders.

Risk management

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

Corporate/clinical governance

It is the duty of every employee to fulfil their individual clinical governance responsibilities and their expected contribution to ensuring that the Trust complies with benchmarked standards for quality of clinical care.

Infection control and hospital-acquired infection

Infection control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's infection prevention and control policies and make every effort to maintain high standards to infection control at all times thereby reducing the burden of healthcare associated infections including MRSA. All staff have the following key responsibilities:

- staff must wash their hands or use alcohol hand rub on entry to or exit from all clinical areas and between each patient contact
- staff members have a duty to attend infection control training provided for them by the Trust
- staff members who develop an infection that may be transmissible to patients have a duty to contact occupational health.

Safeguarding children and vulnerable adults

Everyone has a personal and a professional responsibility to identify and report abuse. The abuse may be known, suspected, witnessed or be limited to raised concerns.

Early recognition is vital to ensuring the patient is safeguarded and any other people (children and vulnerable adults) who may be at risk.

The Trust's procedures must be implemented, working in partnership with the relevant authorities. The sharing of information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

As an employee of the Trust, you have a responsibility to ensure that:

- a) you are familiar with and adhere to the Trusts procedures and guidelines for safeguarding children and vulnerable adults
- b) you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Staff commitment to patient care

You are expected to ensure that patients' needs, experience and safety come first and to treat patients, carers, visitors, and colleagues with dignity and respect.

Health records

Clinical staff must keep accurate and clear information which is essential for the proper care of patients. Clinical and non-clinical staff who handle or use, case notes

are individually responsible for the confidentiality, tracking, filing and good order of the case note at all times as outlined in the Medical Records Policy and the Information Lifecycle Management Policy.

For further information refer to Records Management Code of Practice via gov.uk.

NHS constitution and code of conduct for managers

Staff are required to act in accordance with the legal duties and expectations relating to their responsibilities to the public, their patients and colleagues set out in section 3b of the NHS Constitution and pages 98-109 of the Handbook to the NHS Constitution. For Managerial staff, including anyone with supervisory responsibility, the core standards of conduct set out in the NHS Code of Conduct for NHS Managers (2002) or any subsequent amendments.

This list is only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to amendments to take account of changing circumstances.

The Trust reserves the right that you may be required to undertake such other duties and/or hours of work as may reasonably be required of you commensurate with your grade at your normal place of work or from another location within the Trust.

Person specification

Job title: Clinical Nurse Manager ISRH Hillingdon

Division/department: Integrated Medicine / Integrated Sexual and Reproductive Healthcare.

Requirement Essential		Desirable
Education/ qualifications	<ul style="list-style-type: none"> • NMC registered adult nurse • BSc in adult nursing • DFSRH • Letter of Competence in SDI insertion and removal • Letter of Competence in IUT or a willingness to undertake. • STIF gateway / intermediate competencies or a willingness to undertake. • Mentorship or Practice assessor status 	<ul style="list-style-type: none"> • MSc relevant to the speciality • Leadership qualification • Non-medical prescriber. • FRT trainer • STIF advance competencies

Requirement Essential	Desirable
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<p>Knowledge and experience</p>	<ul style="list-style-type: none"> • 4 years post registration experience working within a CaSH, GUM or Integrated Sexual Health Services with 2 years at band 6 or above. • Experience working autonomously in nurse led clinics within sexual health / contraception services. • Knowledge and experience with the provision of sexual health promotion, and contraceptive and sexual health advice and treatment for patients from a variety of cultural backgrounds. • Comprehensive understanding of Fraser guidelines in relation to consent for medical advice and treatment. • Experience working with vulnerable patients, including young people. • Experience working with Patient Group Directions (PGDs). • Experience of collaborative working and the ability to work effectively as part of the multidisciplinary team. • Understanding of clinical governance pertaining to sexual and reproductive healthcare. 	<ul style="list-style-type: none"> • Experience in Audit and research • Experience with quality improvement processes.
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Requirement Essential

Desirable

<p>Skills, abilities and attributes</p>	<ul style="list-style-type: none"> • Ability to apply knowledge appropriately to a variety of complex clinical situations. • Ability to work independently as a specialist practitioner within sexual and reproductive healthcare and undertake the assessment of the contraceptive and sexual health needs of the local population. • Ability to prioritise individual workload. • Ability to undertake a range of clinical skills specific to contraception and sexual health services, including the provision of LARC. • Commitment to developing individual knowledge of a wide range of contraceptive and sexual health issues and support the development of others. • Good interpersonal skills and the ability to maintain effective communication with a variety of colleagues, patients and relatives. • Ability to work within the multidisciplinary team and collaborate with a wide range of providers within health and social care. • Ability to maintain punctuality and work flexible hours across a variety of sites within the ISRH service 	<ul style="list-style-type: none"> • Evidence of implementing change in clinical practice.
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Requirement Essential		Desirable
HEART values	<p>Demonstrate commitment to Trust HEART values: honesty, equity, accountability, respect, and teamwork.</p> <p>Demonstrate commitment to place Quality at our HEART</p>	