

Job description

Senior Nurse/ODP

Reports to: Lead Nurse

Working with:

- Patients
- Clinical Colleagues
- Non-Clinical Colleagues
- Endoscopy Senior Staff
- Head Office Support Functions
- Suppliers
- Contractors

Introduction

Inhealth_Endoscopy is a well-established independent provider in the community. The patient is at the core of everything we do, and the Lead Nurse/ODP role is a vital part of the Endoscopy management structure, ensuring those patients receive the best standard of care.

As a Senior Nurse in our Endoscopy clinics, you will work as a senior member of the clinical team delivering a professional and efficient service, working alongside your colleagues and supporting the Lead Nurse in the day to day management of the service in our dynamic and fast-paced sites. As an integral part of our clinical team, your skills as a Senior Nurse help us to deliver on our vision to make healthcare better.

What you will do:

Clinical

- Maintain a professional profile and develop skills, knowledge and competencies adhering to the NMC professional code of conduct and the organisations policies and procedures
- Report complaints and untoward incidents on the incident reporting system. Support the Lead Nurse by undertaking investigations as required
- Maintains and works to a set standard of care
- Act as a positive role model for the clinical team
- Support the Lead Nurse in providing oversight of day to day activities across the endoscopy unit, ensuring that key processes (decontamination, health and safety, procedure room, admission, recovery and Controlled Drugs) are all adhered to

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- Support the Lead Nurse to deliver a safe, effective, caring, and well-led environment, responsive to our patient, customer and staff requirements in line with CQC requirements.
- Maintenance and Cleanliness of site including defect reporting through regular site evaluation such as HQAs and the National Cleanliness Standards.
- Ensure all equipment meets clinical standards and is serviced according to manufacturer's recommendations
- Effective clinical stock control
- Support the Lead Nurse to oversee and ensure a consistent approach in clinical working practices across the team
- Support the Lead Nurse in overseeing purchase orders, making sure they are appropriately created, and the goods receipted in line with InHealth policies
- Support the Lead Nurse on the submission of the JAG GRS Annual Report Card for each unit to maintain accreditation. Lead on the 5 yearly re-accreditation inspection. Apply for accreditation for non-accredited sites at the earliest opportunity. This will be done in collaboration with your Regional Operations Manager/ Operations Manager and the Clinical Quality Team.
- Support the Lead Nurse to ensure that the overall Unit you are leading is fit for purpose by undertaking audits of practice and ensuring action plans follow where appropriate, also ensuring action plans are completed in time frame set.
- Maintaining ability to be technically competent in endoscope diagnostic and minimal therapeutic procedures
- Undertaking regular nursing shifts in the unit on a 25/75 split as the service requires. Our expectation is this is managed locally with your Lead Nurse.
- Support the Lead Nurse to complete and delegate (where appropriate) clinical audits
- Safeguarding children and vulnerable adults
- Carry out pre, peri and post endoscopy care for patients and/or provide clinical support to clinicians performing endoscopic procedures
- Uses a model of care that recognises the psychological, physical and social needs of the patient including evaluating and responding to changes in patient's condition.
- Participates in clinical audit
- Fully competent in the decontamination and disinfection of endoscopes and accessories, including the safe handling and safe storage of equipment.
- Follow strict security and health and safety protocols when returning a damaged scope for repair, liaising with the Lead Nurse as appropriate.

People

- Support the Lead Nurse to manage the team across units
- Promote equal opportunities for staff.
- Ensure all staff are compliant with mandatory training.
- Ensure all staff are working towards completed competencies in a timely manner, and ensuring all competencies are reviewed annually.

Development

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- Conduct and co-chair regular Team Meetings that focus on development and continuous improvement.
- Undertake regular manager training online to continuously develop management skills sets e.g. performance management, difficult conversations, managing change and digital.
- Support the Lead Nurse in investigating any Disciplinary, Grievance and Conduct issues - addressing performance issues quickly, escalating as appropriate and conducting disciplinary investigations where necessary
- Monitor and ensure mandatory and clinical/competency training is up to date for all clinical staff.
- Ensure a strong competency assessment process is carried out across all unit(s)
- Coach and mentor staff where required.

Commercial and Operations

- Support the Lead Nurse in raising and gaining PO approvals through finance systems and ensuring receipting activity is completed on time.
- Support the Lead Nurse in ensuring appropriate staffing levels to reduce agency costs, agency usage is to be approved by Regional Operations Manager/ Operations Manager.
- Ensure overtime is approved in line with policy.
- Finding efficiencies in every activity wherever possible i.e.:
 - Stock cost savings
 - Agency spend
 - Stock rotation
 - Minimum stock levels checked to ensure stock doesn't run out.
- Provide a safe environment including preparing and clearing up rooms and equipment with particular reference to infection control and maintaining a safe working environment for patients, visitors and staff
- Participate in the "nurse in charge" rota, taking on a lead role for managing patient flow through the unit during a shift
- Handle sensitive information with care, accuracy and in a timely manner, ensuring confidentiality at all times
- Maintain effective communication with the whole unit team, patients, carers, relatives and visitors
- Promote a culture of constant quality and performance improvement
- Maintain the Health and Safety measures at the unit
- To maintain an awareness of the need for good housekeeping, helping to ensure that ward stock levels are kept to optimum agreed limits.
- Support the Lead Nurse by undertaking appraisals with or on their behalf for members of the nursing team.
- Support the Lead Nurse by undertaking competency assessments of members of the nursing team
- Support the Lead Nurse by participating in interviews and recruitment of new staff members to the team

Compliance and Governance

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- Contribute to the local risk register in collaboration with the Lead Nurse/ Regional Operations Manager/ Operations Manager and Head of Nursing, Clinical Quality Nurse Specialists for Risk and Governance, and ensure underpinning risk assessments are reviewed annually or when required. Ensuring that risk assessments are completed factually and thoroughly in line with the Risk Register requirements.
- Ensure all incidents are recorded correctly and closed in a timely manner.
- Provide action plans developed in response to the healthcare quality audits.
- Support the Lead Nurse on the review and development of local clinical policies; ensuring the SOP list is observed for reviewing documents and introducing new written processes when required.
- Support the Lead Nurse to ensure audit calendar is completed for the unit monthly
- Ensure compliance with the PSIRF framework for all PSII's (Patient Safety Incident Investigations), this includes but is not limited to SWARM meetings, AAR (After action reviews) and Incident reporting

What you are responsible for:

- Maintaining a high level of professionalism, customer care, and service provision
- Providing a safe care environment, including preparing and clearing up rooms and equipment, with particular care over infection control and safe working environments for patients, visitors and staff
- Taking part in clinical audits
- Following strict security and health and safety protocols when returning damaged scopes for repair, liaising with the Lead Nurse as appropriate
- Adhering to the requirements of the Data Protection Act
- Making sure information is handled and exchanged with care and accuracy, in a timely and sensitive manner, maintaining patient confidentiality at all times
- Promoting a culture of constant quality and performance improvement
- Effectively communicating and appropriately responding to all visitors
- Maintaining an awareness of the need for good housekeeping, helping to make sure that unit stock levels are kept to optimum agreed limits
- Complying with ISO standards in respect of Information Security Management
- Adhering to all operational procedures as outlined by InHealth (daily returns, timesheets, private mileage returns, etc)
- Support the Lead Nurse in the completion of staffing rotas and allocations
- Oversee the unit compliance calendar with support of the Lead Nurse
- Managing the unit when Lead Nurse is off duty, with complete accountability for the day to day running in line with policies and procedures.

What people see in you:

- A team player who is supportive, reliable and trustworthy, who gets stuck in and creates a positive atmosphere
- Someone who takes pride in their work and delivers great customer service
- A person who naturally instils confidence in everyone they work with

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- Someone who thrives on and is calm in challenging situations, working well under pressure
- Someone who has self-awareness and is self-motivated to develop themselves
- A colleague who is flexible and adaptable
- A person who makes good decisions
- Someone who is approachable, dedicated and hardworking, and presents a professional image
- A great communicator at all levels
- A positive influence on their work

You will:

- Be a Registered Nurse/ODP with valid registration, you are required to hold an Advanced Diploma of Higher Education in Nursing BSc - with experience in gastroenterology and endoscopy within secondary care or community based unit is essential
- You will be responsible for clinically supporting the patient pathway in the Admissions Room, Procedure Room and Recovery Room through to discharge and be responsible for administering the consent in the Admissions process and all aspects of medicines management
- Be able to demonstrate an appreciation of patient care and confidentiality
- Have the ability to work in a multidisciplinary team
- Understand the implications of the Data Protection Act and Caldicott Principles
- Be computer literate, with accurate data entry skills and attention to detail
- Have great interpersonal skills
- Demonstrate an understanding of the Primary Care agenda
- Be willing to participate in daily chores and ask for help if unsure
- Actively participate in the individual performance appraisal review system
- Have undertaken mentorship training - desirable
- Actively engage with your colleagues to foster an environment where clinical excellence and high morale flourishes
- Have strong attention to detail
- Have a demonstrable aptitude towards improving quality
- Have really good communication skills – written, verbal and listening
- Have a professional and cooperative attitude towards patients, customers and colleagues

You have experience of:

- Nursing experience in gastroenterology and endoscopy
- Proven safety awareness skills when it comes to examination equipment
- Working within a hospital or mobile environment
- Working within a multi-disciplined team
- An awareness of managing a team of staff

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This is not a restrictive list of duties and all members of InHealth may be required to carry out additional tasks within their capability. All members of staff are required to participate in appraisals, self development, mandatory and statutory training.