North East Ipswich Primary Care Network

**Job Description**

**Job Title:** Trainee Nurse Associate

**Responsible To:** Nurse Team Leader

**Location:** Two Rivers Medical Centre and Felixstowe Road Medical Practice

**Accountable to:** PCN Lead Employer

**Job Purpose**

The PCN Nurse Associate works within a primary care network to support the delivery of comprehensive healthcare services to patients. This role involves collaborating with other healthcare professionals, including general practitioners (GPs), nurses, pharmacists, and allied health professionals, to ensure the provision of holistic and patient-centered care. The Nurse Associate performs a wide range of clinical and administrative duties to facilitate the efficient operation of the PCN and enhance patient outcomes

**Job Responsibilities**

1. Clinical & Administration
2. Professional Development
3. Code of Conduct
4. Confidentiality
5. Health and Safety
6. Infection control
7. Security
8. Equality and Diversity
9. Complaints
10. Clinical Governance and Risk Management
11. Information Quality Assurance
12. Freedom or Information
13. Communication

# **Clinical & Administration**

* 1. Perform and record clinical observations such as blood pressure, temperature, respirations, and pulse
  2. After undertaking additional training, provide flu vaccinations, ECGs, and venepuncture, and other relevant clinical tasks as required by the PCN, in line with the competencies of the role
  3. Promote health and well-being to all patients, for example undertaking the NHS health check
  4. Care for individuals with complex conditions such as dementia, mental health conditions, and learning disabilities
  5. Advise patients on general healthcare and promote self-management where appropriate, including signposting patients to personalised care colleagues and local community and voluntary sector services
  6. Communicate proactively and effectively with all MDT colleagues across the PCN, attending and contributing to meetings as required
  7. Maintain accurate and contemporaneous patient health records
  8. Support registered nurses to enable them to be able to focus on the more complex clinical care

# **Professional Development**

* 1. Pursue self-directed learning: identifying areas of weakness and taking steps to improve.
  2. Complete significant event forms when these occur
  3. Maintain continued education by attendance at appropriate courses and study days as agreed with the Practice Management team and Partners.
  4. Educational meetings as arranged within the practice.
  5. Provide support and supervision to Training Nursing Associates, Healthcare Assistants, Apprentices, and those on learning assignments/placements as required

1. **Code of Conduct**

All staff are required to work in accordance with the code of conduct for their professional group (e.g. Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers)

1. **Confidentiality**

Any matters of a confidential nature in particular any information relating to patients must under no circumstances be divulged or passed onto any unauthorised person or persons.

* 1. The data must be held under the terms of the Data Protection Act and binding its principals.
  2. Any matters of a confidential nature in particular any information relating to patients must under no circumstances be divulged or passed onto any unauthorised person or persons.
  3. In the performance of the duties outlined in the Job Description, the post-holder will have access to information relating to the business. All such information from any source is to be regarded at strictly confidential. All information relating to the business of the North Ipswich East PCN is strictly confidential and must not be divulged to any unauthorised person.

1. **Health, Safety and Welfare**

In accordance with the Health & Safety at Work Act 1974 you have a duty to take reasonable care to avoid injury to yourself and to others by your work activities.

The post holder will assist in promoting and maintaining their own and others Health, Safety, Welfare and security as defined in the Practices Health & Safety Policy and in accordance with The Health and Safety at Work Act to include:

* 1. Using personal security systems within the workplace according to practice guidelines.
  2. Identifying the risk involved in work activities and undertaking such activities in a way that manages those risks.
  3. Making effective use of training to update knowledge and skills.
  4. Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
  5. Managing risks and reporting.
  6. You will be issued with an identity badge which you must wear at all time on site.
  7. You are responsible for the security of any keys, smartcards, passwords, etc., issued to you.

1. **Infection Control**

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection.

Clinical staff, on entering and leaving clinical areas and between contacts with patients, must follow the practice’s handwashing policy. Staffs are required to communicate any infection risks to the practice manager.

1. **Security**You will be issued with an identity badge which you must wear at all times on site.
2. **Complaints**

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

1. **Equality and diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

• Acting in a way that recognizes the importance of people’s rights, interpreting them in a way that is

consistent with practice procedures and policies, and current legislation

• Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues

• Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

1. **Clinical Governance and Risk Management**

The Practice believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the practice you are expected to take a proactive role in supporting the Practice’s clinical governance agenda by:

* Taking part in activities for improving quality such as clinical audit
* Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
* Following polices, guidelines and procedures
* Maintaining continued professional development
* Clinical staff making entries into patient health records are required to follow any Practice standards of record keeping

1. **Information Quality Assurance**

As an employee of the Practice it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Practice requirements and instructions

1. **Freedom of Information**

The post holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that the Practice complies with the Act when handling or dealing with any information relating to Practice activity.

1. **Communication**

The post-holder should recognise the importance of effective communication within the team and will strive to:

• Communicate effectively with other team members

• Communicate effectively with patients and carers

**•** Recognise people’s needs for alternative methods of communication and respond accordingly

**Key competencies for the Post**

* Registered Nursing Associate on the NMC register
* Clinical experience in primary care, community health, or a related setting preferred
* Strong interpersonal, communication, and teamwork skills
* Proficiency in using electronic health record systems and other healthcare technology
* Commitment to patient-centered care, empathy, and cultural competence
* Ability to work independently, prioritise tasks, and adapt to changing environments
* Compliance with professional standards, ethical guidelines, and legal requirements

**Personal Specification**

PROVEN CAPABILITIES, COMPETENCIES AND PERSONAL QUALITIES

The post holder will need to be able to demonstrate the following competencies as part of their daily work

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| Communication  Confident in communication methods and able communicate effectively with a wide variety of people with different skill sets, verbally and in writing  Needs to be able to remain calm in fraught circumstances.  Diplomatic when dealing with sensitive information or managing potential conflict  Understanding of the need to maintain confidentiality and data security |
| Teamwork  The ability to work as part of an integrated multi-skilled team  An understanding, acceptance and adherence for the need to work to set guidelines and procedures with having work checked directly and indirectly by other members of the practice health care team  Show professional attitude and demeanour including courteous interaction with team members and managers.  Ability to work effectively and build relationships with a wide variety of people with different skill sets  Able to use initiative and develop new ideas to improve services |
| Patient Focus  Ability to use own judgement, resourcefulness, common sense and local knowledge, to respond to enquiries and requests while adhering to practice limitations.  Must be non-prejudicial |
| Problem Solving  Ability to make decisions appropriate to the situation while adhering to practice policies.  Ability to investigate and resolve discrepancies while adhering to practice policies.  Ability to apply common sense when dealing with situations which do not fit the norm.  Able to demonstrate innovation and resourcefulness |
| Planning and organisation  Self-motivated and able to work independently, resourcefully and under pressure, without direct supervision and determine own workload priorities.  An understanding and acceptance of ones capabilities and awareness of own limitations  Must be reliable and accurate in all aspects of work. |
| Flexibility and Adaptability  Flexibility of working hours to cover changes in service demand as required by business needs  Must be adaptable and comfortable dealing with changing priorities  Able to work in a challenging and changing environment, responding quickly and flexibly to new developments  Highly organised, able to plan and prioritise and monitor progress |

**Knowledge and Skills**

**Scope and Purpose of Job Description**

The above statements are intended to describe the general nature and level of work performed by employee assigned to this classification and are not intended to serve as an exhaustive list of all responsibilities, duties and skills required.

The PCN is a fast moving organisation and therefore changes in employees’ duties may be necessary from time to time. Duties of the post could vary from time to time as a result of new legislation, changes in technology or policy. In this event, appropriate training will be provided.

This Job Description does not form part of a contract of employment and may be amended from time to time in agreement with the post holder.

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| Post Holder |  |
| Date issued | February 2024 |
| Reviewed |  |

**Knowledge and Skills**

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