

## JOB DESCRIPTION

**TITLE:** Registered Nurse – Outpatient Department

**REPORTS TO:** Outpatient Department Sister

**ACCOUNTABLE TO:** Associate Director of Clinical Operations

**KEY RELATIONSHIPS** Outpatient Department Manager  
Nursing Staff and Healthcare Assistants  
Consultants and GPs  
Pharmacist  
Other Healthcare Professionals

**LOCATION:** OSD Healthcare (OSDH), Hemel Hempstead

**SUMMARY OF POSITION**

- To deliver safe, effective and evidence-based nursing care to patients and their families within the Outpatient Department.
- To work closely with the multidisciplinary team to achieve/maintain an outstanding, patient-focused service.
- To provide support/ education to more junior members of staff and supervise Healthcare Assistants.
- To act as a shift leader or deputise for the Outpatient Sister, as required.

## SPECIFIC RESPONSIBILITIES

### Clinical

- To demonstrate sound knowledge and high standards of clinical practice.
- To ensure all patients are treated with dignity, respect and equality.
- To be responsible for the assessment, planning, implementation and evaluation of patient care.
- To act as an advocate for patients, ensuring patients' views are considered in the decision-making process.
- To deliver high quality, patient focussed, evidence-based care.
- To consistently deliver excellent communication skills enabling patients and their family/carers to understand their condition, management and discharge.
- To provide advice and information to patients and their family/carers about care, how to adopt healthy lifestyles, and look after their own health and wellbeing.
- To ensure patients are effectively monitored and that appropriate action is taken to manage any arising complications or emergency situations with composure, seeking immediate support, as required.
- To ensure the safe and appropriate storage and administration of medicines to patients.
- To ensure compliance with all procedures relating to the collection, storage and dispatch of pathological specimens.

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- To ensure the environment is kept clean, safe and tidy and participate in the maintenance and decontamination of medical equipment.
- To ensure all patient records and associated documentation is accurate, contemporaneous, complete and processed as per OSD Healthcare requirements.
- To participate with other team members to ensure the effective maintenance of equipment and stock levels relating to patient care.
- To supervise, mentor, support and educate less experienced and non-registered staff in the clinical practice setting.
- To maintain effective working relationships with all key stakeholders.

### Quality

- To ensure the values, culture, and behaviours of OSD Healthcare are consistently demonstrated in daily practice.
- To support the clinical governance agenda and ensure a culture of continuous quality improvement is embedded within nursing practice.
- To support CQC compliance for the hospital, ensuring standards relating to quality and safety are met.
- To contribute to the development and/or revision of nursing policies/procedures/guidelines, ensuring that they are applied in practice.
- To contribute toward audits being undertaken in the department, as directed by the Outpatient Manager.
- To provide timely feedback to the management team of any quality issue that may impact on the continued delivery of a high-quality nursing service.
- To participate in risk management processes.
- To ensure that all complaints, concerns, near-misses, incidents or non-compliances are reported, as per OSDH policy (Datix system).
- To participate in investigations which may be required ensuring appropriate statements are produced in a timely manner.

### Professional

- To provide high quality nursing care at all times and in accordance with NMC code of conduct and scope of practice and provide evidence of current registration and revalidation.
- To keep up to date with current research, practice development, national guidance, or legislation.
- To ensure personal and professional development, maintaining a professional portfolio.
- To participate in developmental opportunities, as agreed with the Outpatient Manager.

## ADDITIONAL RESPONSIBILITIES (For all Staff)

In addition to the specific responsibilities set out within this job description, OSD Healthcare has the following expectations of all staff:

### Customer Care

The post-holder must act in such a way to promote a positive image of OSD Healthcare at all times. It is expected that all staff members reflect the values of the organisation:

- **Collaborative:** We work together towards common goals.
- **Compassionate:** We always put our patients first.
- **Confident:** Our experience, expertise and compassion set us apart.
- **Dependable:** We share a strong sense of duty and dedication.
- **Driven:** we always go the extra mile.

### Confidentiality

Staff must at all times maintain confidentiality on information gained in the course of their duties.

### Information Governance

All staff have a personal responsibility to ensure that person identifiable, confidential or sensitive information is processed in line with the Data Protection Act (2018), General Data Protection Regulations (EU) 2016, the Human Rights Act (2000) and other requirements such as the Caldicott principles.

All staff must be aware of the requirements to ensure there is no breach or unauthorised disclosure.

### Health & Safety at Work

In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and to others by their work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

### Infection Prevention & Control

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control. All staff must fully co-operate in achieving compliance with safe systems of work when undertaking activities that present a risk of the spread of infection.

### Safeguarding of Children and Adults at Risk

Post holders have a general responsibility for safeguarding children and adults at risk in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role.

### Statutory & Mandatory Training

All staff are required to complete mandatory training as deemed appropriate by OSD Healthcare.

### Appraisal

All staff have a responsibility to participate in regular appraisal with their manager / team leader.

### Meetings

Staff are expected to attend meetings, as required.

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### **Policies, Procedures & Guidelines**

All staff must be aware of and adhere to all relevant OSD Healthcare policies, procedures, and guidelines.

### **Whistleblowing - Raising Concerns**

It is the responsibility of all staff to raise any concerns if they reasonably believe that one or more of the following is either happening, has taken place, or is likely to happen in the future relating to the company's business:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.
- Any other legitimate concerns

### **For all posts requiring professional registration**

Staff required by law to maintain professional registration must ensure that registration does not lapse at any stage of employment with OSD Healthcare.

### **Additional Information**

#### **Equality & Diversity**

OSD Healthcare is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, nationality, marital/parental status, disability, gender, gender reassignment, sexual orientation or age. The Company values the diversity of its work force as strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

This list is not to be regarded as exclusive or exhaustive as there may be other duties and requirements associated with the post which you may be called upon to perform from time to time.

### **Outpatient Manager**

**June 2023**

## PERSON SPECIFICATION

### POST: Registered Nurse

SELECTION CRITERIA	ESSENTIAL	DESIRABLE
<b>Educational/Qualifications</b>	Registered Nurse  Post registration relevant clinical course	Mentor/teaching qualification or equivalent
<b>Experience</b>	Current and relevant experience as an outpatient nurse  Experience of supervising HCAs  Evidence of continuing professional development, up to date on current nursing practice.	Private healthcare experience
<b>Knowledge/Skills</b>	Articulate and knowledgeable of skills needed to deliver a high standard of care in the area of practice.  Able to communicate effectively with patients/relatives/carers and all members of the multi-disciplinary team.  Good interpersonal skills, with the ability to work effectively across professional disciplines.  Able to organise and manage own/others workload to meet care requirements within boundaries of role.  Able to supervise non-registered and less experienced staff to ensure effective care delivery.  Awareness of CQC requirements  Awareness of clinical governance issues  Competent IT skills	Non-medical prescriber  Phlebotomy skills
<b>Quality/Attributes/Other</b>	Ambassador for the brand, who puts the patient first in all they do.  Able to work on own initiative and flexibly across 7 days a week when required.  Self-motivated  High standards of personal presentation	

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