

Nurse Manager - Job Description

Key Responsibilities

Clinical – Home Visiting Service

- Carry out home visits to housebound patients, shadowing HCAs to ensure quality.
- Act as Nurse Manager for the GPN Home Visiting Service, providing an escalation point for HCAs who visit patients where observations exceed agreed tolerances.
- Visit more complex housebound patients on behalf of the service.
- Quality assure the updating of patient records, ensuring communication back to Practices is clear and concise to mitigate risk of duplication of effort.
- Escalate patients that require immediate attention to the appropriate service.
- Work with the GP Clinical Lead, investigating and responding to clinical issues, patient and staff feedback and national guidelines and regulations.

Clinical – GP Hub

- Provide clinical supervision and leadership to the Practice Nurses and HCAs working in the GP Hub.
- Act as point of contact for clinical issues affecting delivery of extended hours Practice Nurse and HCA-led clinics.
- Identify new Nurse-led services and support the Operations Manager and GP Lead to implement.
- Ensure GPN Practice Nurses have the skills and competencies required to deliver a broad range of clinics in the GP Hub, supporting them to develop the skills and quality to assure the services.

Nurse Manager for GPN

- Provide guidance and expertise to the GPN Board on how the GP Federation can support local Primary Care Nurse and HCA workforce.
- Lead on the development of support networks and initiatives to attract and retain nurses and HCAs to Primary Care.
- Support the GP Federation to share best practice in General Practice nursing across the network.

Communication

- Act as an advocate when representing patients and colleagues.
- Communicate effectively, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating.
- Lead regular GPN Practice Nurse team meetings to discuss clinical and operational issues and update the team on service developments.

Leadership

- Provide support and guidance to the HCA team conducting home visits.
- Manage the referrals and work plans for the Home Visiting Service

- Provide leadership and guidance to the GP Hub nursing and HCA team.
- Take responsibility for own development, learning and performance, including participating in clinical supervision and acting as a positive role model for GPN Practice nursing staff.
- Support the development of others in order to maximise staff potential.
- Lead the Practice Nurse team in the planning and implementation of GPN guidelines, protocols and standards, and local project or initiatives.
- Promote the role of the Practice Nurse team in the provision of care.

Team Working

- Work as an effective and responsible Team Leader, supporting others and exploring the mechanisms to develop new way of working.
- Work closely with the GPN team, including GPN Clinical Leads and Operations Manager to review requests for new ways of working across the whole Greater Peterborough area.

Management of Risk

- Manage and assess risk within the area of responsibility, ensuring adequate measures are in place to protect staff and patients.
- Act as a role model to support members of the Practice Nurse team to undertake mandatory and statutory training requirements.

People Management

- Support and supervise GPN Practice Nurses and HCA staff.
- Work collaboratively with GPN and the Practice Nurses through effective leadership and motivation skills.
- Take responsibility for annual appraisals and performance management of GPN Practice Nurses.
- Contribute to GPN Clinical Governance meetings and clinical reviews.

Learning and Development

- Act as a mentor for the Practice Nurse team, disseminating learning and information in order to share good practice, and inform others about current and future developments (e.g. courses and conferences).
- Ensure Practice Nurse teams' skills and knowledge levels are up-to-date and able to meet the changing needs of the business.