**JOB DESCRIPTION**

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| **Job details** |
| **Job Title:** | Advanced Nurse Practitioner (ANP) |
| **Salary:** | £41 - £59 per hour  |
| **Hours/Contract:** | Part-time and full-time positions available |
| **Department:** | Cornwall 111 Integrated Urgent Care Services |
| **Managerial Accountable to:** | Clinical Manager |
| **Professionally Accountable to:** | Director for Integrated Urgent CareMedical Director |
| **Location:** | Various bases across the county |
| **Key Relationships:** | Clinical Assessment Service team, Clinical team, Cornwall 111 IUCS Management team, Governance Team |

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| **Job Summary / purpose** |
| This role will see the post holder, as an experienced practitioner, working as a frontline clinician within the Integrated Urgent Care Service alongside other colleagues to provide excellent patient care. Within professional boundaries, the post holder will undertake advanced history taking, assessment, diagnosis, management, treatment, and referral (where appropriate) of patients either via telephone/video or face**-**to**-**face in our treatment centres and home visiting appointments.This may involve the management of acute, undiagnosed/ undifferentiated illness alongside management of long-term conditions whether in a chronic or ‘acute on chronic’ manifestation. The role will include supporting the delivery of policy, procedures and leadership as required. The post holder will be registered with the NMC and hold an independent prescribing qualification. |
| **Organisation chart** |
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| **Primary duties and responsibilities** |
| **General:** * To act as an advanced nurse practitioner, demonstrating advanced clinical competence and a knowledge base beyond those associated with conventional nursing and paramedic roles.
* To clinically examine, assess, diagnose, plan, implement and evaluate efficacy of treatment/interventions for all patients presenting with a range of acute, non-acute and chronic medical conditions in the urgent care setting.
* Hold and utilise a prescribing qualification to initiate or support the management of patients in the urgent care setting.
* Rapidly recognise deteriorating patients who require emergency intervention and arrange appropriate treatment accordingly.
* Assist in the development of an integrated approach to the delivery of urgent care involving all relevant stakeholders including health and social care organisations.
* Deliver evidence based, contemporary clinical practice by utilising applied knowledge of clinical audit, critical appraisal of research, research methodology, ethical review and research governance.
* Undertake assessment of patients within the community and those attending treatment centres, using appropriate diagnostic skills and initiation of investigations where appropriate.
* Supply, administer and prescribe drugs in accordance with national and local guidelines, or relevant guidance issued by the organisation.

**Organisational Responsibilities:*** Unless there is a locally agreed operational process, the post holder will be expected to adhere to all Kernow Health CIC/NHS Cornwall 111 policies, procedures and guidelines which are on the organisational intranet.
* To report any incidences of safety breaches, including but not limited to accidents, complaints and defects in equipment.
* Demonstrate a proactive approach to self-development, including a commitment to Continuing Professional Development in accordance with NMC guidance.
* Troubleshoot simple computer problems and initiate repair or recovery.
* Complete all paperwork and maintain administrative systems appropriate to Company needs.
* Provide assistance to colleagues, ensuring smooth operations and to provide effective responses to both individual and group needs.
* Regularly check the rota website and carry out duties and shift patterns as agreed and detailed by the rota team.
* Undertake all mandatory and statutory training, and other training as required by the organisation and / or Line Manager.
* Attend staff meetings, check e-mails regularly and read all communications from the organisation in order to keep up to date with operational practices.
* Wear identification badges when on duty / carrying out duties on behalf of the organisation.
* Where supplied, wear the organisational uniform when undertaking duties on behalf of the organisation. Where uniform is not supplied, adhere to the organisational Dress Code.
* Be conversant with local and organisational regulations and Health and Safety responsibilities.
* The post holder must maintain a safe environment, taking care to avoid injuries and assist the Company in meeting statutory requirements.
* To conform to and actively commit to and promote Cornwall 111 (Kernow Health CIC) Customer Service Standards both with internal and external stakeholders.
* Apply infection control measures within the organisation according to local and national guidelines and Standard Operating Procedures
* Abide by the NHS Code of Conduct
* Comply with the Duty of Candour
* Comply with all IP&C standards.

**Communication:*** Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment.
* Communicate effectively and work collaboratively with clinicians and operational staff to ensure delivery of a co-ordinated service.
* Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating.
* Anticipate barriers to communication and take action to improve communication.
* Maintain effective communication within the organisation and with external stakeholders.
* Ensure awareness of sources of support and guidance and provide information in an acceptable format to all patients, recognising any difficulties and referring where appropriate.

**Internal Communication and Professional Conduct**The Advanced Nurse Practitioner (ANP) is expected to maintain the highest standards of professionalism and courtesy in all internal and external communications. This includes, but is not limited to, interactions with colleagues, management, and external partners. Effective communication is a cornerstone of professional practice and is essential in ensuring the delivery of high-quality patient care and fostering a positive working environment.* **Professionalism in Communication**: All written and verbal communications must reflect the professionalism of the organisation. This includes using a respectful tone, being clear and concise, and avoiding any form of language or expression that could be perceived as unprofessional.
* **Email Etiquette**: Emails should be used judiciously and constructively to support collaborative working. The ANP will:
	+ Use emails primarily for sharing information, coordinating care, and addressing issues in a professional manner.
	+ Avoid using emails as a platform for expressing frustration, making sarcastic remarks, or engaging in negative discourse. If issues need to be raised, they should be done so constructively, ideally in person or through a formal, structured process.
	+ Ensure that email content is appropriate, considering the audience and potential for misinterpretation.
	+ Refrain from sending emails in anger or frustration; instead, take time to reflect and, if necessary, seek advice before responding.
* **Constructive Feedback and Issue Resolution**: When addressing concerns or providing feedback to colleagues or management, it is crucial to do so in a manner that is solution-focused and constructive. The emphasis should always be on improving service delivery and supporting team cohesion.
* **Collaboration and Teamwork**: The ANP is expected to foster a culture of collaboration, supporting colleagues and contributing positively to the team dynamic. This includes being receptive to feedback, engaging in open dialogue, and participating in team meetings and discussions in a constructive manner.

**Delivering a Quality Service:*** Recognise and work within own competence and professional code of conduct as regulated by the NMC/HPC etc. Understand own role and scope and identify how this may develop over time.
* Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures.
* Prioritise, organise and manage own workload in a manner that maintains and promotes quality.
* Ensure professional revalidation requirements are met.
* Deliver care according to NSF, NICE guidelines and evidence-based care.
* Assess effectiveness of care delivery through self and peer review, benchmarking and formal evaluation.
* Initiate and participate in the maintenance of quality governance systems and processes across the organisation and its activities.
* In partnership with other clinical teams, collaborate on improving the quality of health care responding to local and national policies and initiatives as appropriate.
* Support and participate in shared learning across the organisation and wider organisation.
* Understand and apply guidance that supports the identification of vulnerable and abused children and adults and be aware of statutory child/vulnerable patient’ health procedures and local guidance.
* Exhibit standards of personal and professional conduct and performance to maintain professional registration by the Nursing and Midwifery Council (NMC)
* Maintain accurate, contemporaneous patient healthcare records appropriate to the consultation.
* Adhere to organisational, national and regulatory codes of confidentiality in regard to all patient information.

**Leadership – Personal and People Development:*** Take responsibility for own learning and performance including participating in clinical supervision and acting as a positive role mode.
* Support staff development in order to maximise potential.
* Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice.
* Encourage others to make realistic self-assessment of their application of knowledge and skills, challenging any complacency or actions that are not in the interest of the public and/or users of services.
* Critically evaluate and review innovations and developments that are relevant areas of work.
* Take a lead role in planning and implementing changes within the area of care and responsibility.
* Work with senior clinical and management teams to ensure sufficient staff of appropriate ability, quality and skill-mix is available to meet current and future service delivery, that selection and recruitment processes are effective and that equality of treatment of the team incorporates quality HR principles and processes.
* Contribute to the development of local guidelines, protocols and standards.
* Maintain effective communication with those responsible for the overall commissioning and procurement process.
* To attend and be proactively involved in professional meetings at base and corporately.
* Take the lead/ develop a special interest within certain areas to allow the sharing of clinical knowledge and expertise.

**Management of Risk:*** Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients.
* Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.
* Apply infection-control measures within the organisation according to local and national guidelines.

**Managing Information:*** Use technology and appropriate software as an aid to management in planning, implementation and monitoring of care, presenting and communicating information.
* Review and process data in order to ensure easy and accurate information retrieval for monitoring and audit processes.

**Learning and Development:*** Undertake mentorship where appropriate.
* Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments (e.g. courses and conferences).
* Assess own learning needs and undertake learning as appropriate.
* Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.
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| **Freedom to act** |
| The post holder will be expected to be able to undertake and perform tasks and duties to deliver independently within their roles and responsibilities, in turn supporting the delivery of agreed team targets and performance indicators, which are measured against clear specifications. |
| **Working conditions / effort** |
| Unavoidable adverse working conditions: * Long term VDU use.
* Mental Effort (concentration, dealing with interruptions, need to meet deadlines)
* Emotional Effort (exposure to distressing/emotionally demanding situations)

The team are based in a large open plan office with some noise levels from other voices/telephones etc. There are frequent interruptions which would require the post holder to change tasks immediately. Work will require frequent and intense concentration on IT systems.  |
| **Values** |
| Kernow Health CIC expects all employees to demonstrate the organisation’s Values as part of their day to day working lives. Our shared values guide our actions and describe how we behave and how we make our business decisions:* **Integrity:** Be real, honest, and authentic.
* **Ambitious:** Seek new opportunities and not afraid to push boundaries.
* **Responsive:** Be proactive, and responsive to our own and partner needs now and in the future.
* **Reliable:** Be the trusted partner and for partners to know that we will deliver what we say we will.
* **Creative:** Look at different ways of working in the present and the future.
* **Professional:** What we do, we do well. High quality standards in all that we seek to achieve.
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| **Corporate requirements and Responsibilities** |
| **General:*** **Confidentiality:** In line with the Data Protection Act (2018).  and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left Kernow Health CIC. The post holder may access information only on a need-to-know basis in the direct discharge of duties and divulge information only in the proper course of duties.
* **Health and Safety:** The post holder is required to ensure health and safety duties and requirements are complied with. It is the post holder’s personal responsibility to conform to procedures, rules and codes of practice. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
* **Risk Management:** The post holder will be required to comply with Kernow Health CIC’s Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
* **Safeguarding Children and Adults:**  Kernow Health CIC is committed to safeguarding children and adults and therefore all staff must attend/ complete the required level of safeguarding children and adults training.
* **No Smoking:** To give all patients, visitors, and staff the best chance to be healthy, all Kernow Health premises and grounds are smoke free.
* **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying by others. The post holder will be responsible for promoting diversity and equality of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people’s human rights as part of your everyday practice.

**Please note – Rehabilitation of Offenders Act:*** This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a DBS check from the Disclosure and Barring Service (DBS) before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions
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| **PERSON SPECIFICATION** |
| **Post** | Advanced Nurse Practitioner |
| All requirements listed in this specification are essential to the post and will be assessed during the selection and interview process. |
| **Attributes** | **Requirements** | **Method of Assessment** |
| **Essential** | **Desirable** |
| **Qualification, training & professional membership** | * NMC registration
* Educated to Masters level or equivalent.
* University qualification in autonomous practice/clinical skills (e.g. Advanced Clinical Practice Masters/Advanced Clinical Skills PGCert).
* Non-medical independent prescribing qualification.
 | * Dip UMC
* Leadership qualification
* Teaching/assessment/mentoring qualification
 | Application form / certificates |
| **Knowledge & experience** | * 5 years post-registration experience
* 1 years’ experience as a prescriber.
* Experience of working in urgent care setting (e.g. primary care, MIU, UCC, WIC, ED).
* Evidence of continuing professional development, last revalidation portfolio.
* Willingness to undertake training as required.
 | * Able to develop and support all grades of staff and deliver specialist training
 | Application form /Interview |
| **Skills & abilities** | * Ability to prioritise and manage own workload.
* Able to organise own learning and development.
* Excellent communication skills.
* Ability to perform effective interpersonal relationships with colleagues across health and social care.
* Able to present information to professional groups.
* Demonstrate dexterity and accuracy in undertaking clinical skills, use of equipment / documentation.
* Competent and capable of using medical equipment.
* Able to undertake patient manual handling manoeuvres and non-patient manual handling manoeuvres.
 |  | Application form /Interview |
| **Behaviours & aptitudes required to demonstrate the Values** | * Able to respond to, prioritise and analyse complex health conditions and ensure effective interventions are actioned.
* Able to respond to problem situations and to ensure effective interventions are put in place.
 |  | Interview |
| **Additional requirements** | * DBS check satisfactory to the organisation.
* OH clearance.
* Post-holder must comply with professional code of conduct and / or code of conduct for NHS managers where applicable.
* Able and willing to travel and attend local, regional and national meetings.
* Flexibility around working times and commitments.
* Able to travel to sites as required for the role.
 |  | Application form / interview/pre- employment checks |

**The attached job description has been agreed by the post holder(s), where appropriate, as an accurate reflection of the roles and responsibilities of the post.**

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| Postholder Name: |  |
| Postholder Signature: |  |
| Date: |  |

**The attached job description has been agreed by the line manager.**

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| Line Manager’s Name: |  |
| Line Manager’s Signature: |  |
| Date: |  |