

Job Description

Job title:	Clinical Nurse Specialist Multiple Sclerosis
Division:	Queen Square
Board/corporate function:	Specialist Hospitals
Salary band:	Band 6
Responsible to:	Band 7 CNS
Accountable to:	Chief Nurse
Hours per week:	37.5
Location:	National Hospital for Neurology and Neurosurgery (NHNN)

University College London Hospitals NHS Foundation Trust

University College London Hospitals NHS Foundation Trust (UCLH) is one of the most complex NHS trusts in the UK, serving a large and diverse population. In July 2004, we were one of the first NHS trusts to achieve Foundation Trust status.

We provide academically-led acute and specialist services, to people from the local area, from throughout the United Kingdom and overseas.

Our vision is to deliver top-quality patient care, excellent education and world-class research. We provide first-class acute and specialist services across eight sites:

- University College Hospital (incorporating the Elizabeth Garrett Anderson Wing)
- National Hospital for Neurology and Neurosurgery
- Eastman Dental Hospital
- Royal National Throat, Nose and Ear Hospital
- Heart Hospital
- Royal London Hospital for Integrated Medicine
- University College Hospital Macmillan Cancer Centre
- The Hospital for Tropical Diseases

We are dedicated to the diagnosis and treatment of many complex illnesses. UCLH specialises in women's health and the treatment of cancer, cardiac, infection,

neurological, gastrointestinal and oral disease. It has world class support services including critical care, imaging, nuclear medicine and pathology.

We are committed to sustainability and have pledged to become a carbon net zero health service, embedding sustainable practice throughout UCLH. We have set an ambitious target of net zero for our direct emissions by 2031 and indirect emissions by 2040

This post is based at the National Hospital for Neurology and Neurosurgery (NHNN) which is the largest division within the Specialist Hospitals Board of the University College Hospital Foundation NHS Trust. NHNN is an internationally renowned hospital for clinical practice and world-class clinical research in neurosciences. It is also closely associated with the Institute of Neurology (ION). Together, NHNN and ION are regarded as the premier neurosciences centre in the UK. In addition to Neurology and Neurosurgery, the NHNN provides comprehensive services in Neuro-rehabilitation, Neuro-critical care and Neuropsychiatry. The NHNN receives secondary, tertiary and quaternary referrals from across the UK and internationally.

Job Purpose

The core service consists of a Consultant Nurse in MS, 5 MS Clinical Nurse Specialists and administration support. They work alongside other professionals and experts in MS care including Neurologists and other Allied Health Professionals.

The service provides input across the disease trajectory from education at onset, through mild, moderate and complex disability to terminal care at the end of life. The safe running of this service requires an expert multidisciplinary team where the different disciplines work both autonomously and collaboratively within a detailed clinical governance framework. The team need to continually develop and review the service and this framework as the knowledge about the management of Multiple Sclerosis through scientific inquiry and clinical practice is rapidly developing and is an area of health care which is now recognised as extremely important

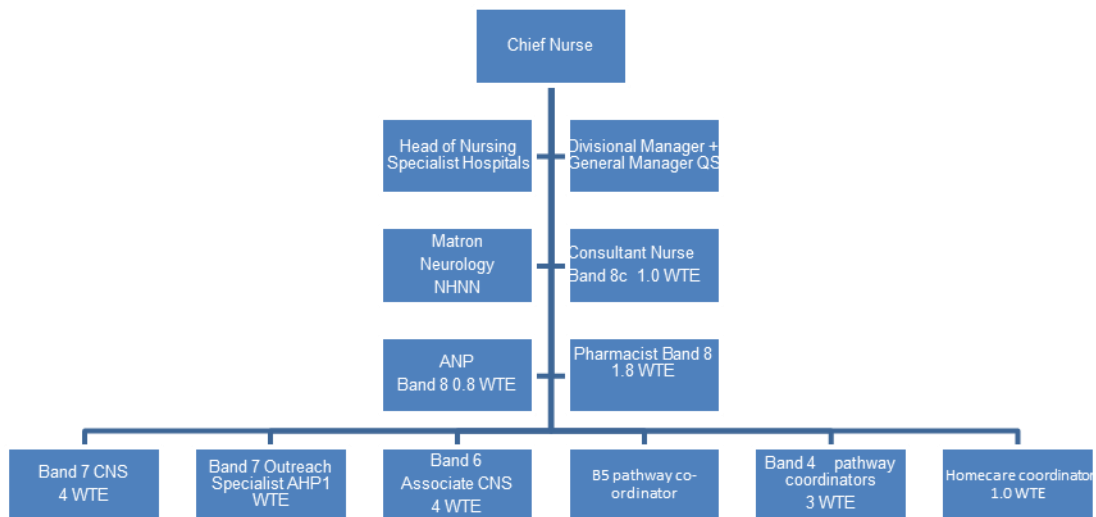
The service runs numerous clinics daily to include tele-triage, nurse led clinics and different multidisciplinary clinics all contributing to best care for people with Multiple Sclerosis.

Key Working Relationships

Service users:	People with Multiple Sclerosis (PWMS) and their carers
Nursing and medical staff	Nursing and Medical staff working with in the MS service: MS Consultant nurse ,Nursing and Medical staff in the Spasticity service, Therapy and rehabilitation staff, Radiologists, Ward and day care unit staff, other nursing and medical staff across UCLH, Camden and Islington PCT and Health or Social care teams working with people who are referred to the service.
Professions allied to medicine	Physiotherapy and Occupational Therapy Specialists in Multiple Sclerosis, Inpatient/ Outpatient Rehabilitation, multidisciplinary team, Radiographers, Primary and social health care teams, other Professionals allied to medicine across UCLH, Camden and Islington PCT and those nationally working with people who are referred to the service.
Other	Therapy services/ Neurology manager, Pharmacy, Transport personnel,

appropriate agencies

Visitors to the service; Bed managers, related charities, BUPA Home Healthcare, Healthcare at Home and a range of pharmaceutical companies pertinent to MS management.



Key Results Areas

- To assess the health and well-being needs of people with MS
- To promote a patient focused approach to care in collaboration with all relevant health professionals
- To monitor and maintain health, safety and security of self and others in own work area
- To contribute to the development of services for people with MS
- To promote equality, diversity and rights for people with MS
- To plan and deliver programmes to address the complex and changing health and well-being needs of people with MS, with support and supervision
- To provide expert advice to patients and health professionals using the MS@QS telephone service
- Arrange (in consultation with the lead clinician) baseline investigations necessary prior to initiation of treatment
- To undertake specific training and complete relevant qualifications to perform intravenous cannulation to patients receiving intravenous therapies.

Main Duties and Responsibilities

- Participate and lead in co-coordinating the MS Relapse service (including face-to-face and telephone interventions) and MS Disease Modifying Treatments (DMTs).
- To develop and maintain nursing skills to participate in tele-triage and MS assessments.
- Enhance the care given to PWMS by providing expert nurse education on the management of relapses and MS DMT's to them and their family.
- Participate in the professional leadership on relapse and MS DMT management to the NHNN nursing, therapy and medical teams and the individual's primary care teams.
- Participate in Multidisciplinary assessment clinics
- Develop skills and experience in management of MS services and facilitate the implementation of the UCLH Nursing & Midwifery strategy.
- To review MS nursing practice and implement appropriate changes based on research/best practice
- Develop and implement Audit, Quality and Risk Management initiatives within the MS service.
- Participate in a programme of self-development, clinical supervision and individual performance review (IPR).
- Work within the guidelines established by the Nursing and Midwifery Council (NMC) including the Code of Professional Conduct and Scope of Professional Practice and all Trust guidelines.
- Promote and maintain effective communication.

EDUCATION AND RESEARCH

- To develop own knowledge, skills and practice of MS and contribute to the development of others
- To assist with research and development activities
- To ensure own actions promote quality and alert others to quality issues

CONSULTATION/COLLABORATION

- To contribute to the development of the MS service
- To participate in partnership working with other individuals and groups within the MS arena

LEADERSHIP

- To establish and maintain communication with people about routine and daily activities, overcoming any differences in communication between the people involved

Communication

- Participate in the promotion and maintenance of effective communication with the patient, their carer(s) and outside agencies
- Develop and apply communication skills in order to convey complex and sensitive information effectively to patients, carers and other staff, overcoming any barriers to understanding and providing support during distressing or emotional events
- Complete patient documentation correctly, appropriately and in a timely manner
- Maintain patient confidentiality
- Maintain professional boundaries and working relationships with patients and colleagues
- Develop and maintain others' awareness of the role within the specialty, maintaining mechanisms for contact and referral
- Attend multidisciplinary team meetings and appropriate forums in order to gain and disseminate appropriate information to others in the specialty
- Work collaboratively and in partnership with other practitioners
- Develop awareness of organisational structures within the Trust and how to communicate with them
- Develop links with peer support network of nurse specialists at UCLH
- Communicate the vision and rationale of the service provided

Personal and People Development

- Participate in annual staff appraisal, staff development and in-service training activities in line with the Knowledge and Skills Framework
- Attend Trust/local orientation programmes, mandatory training sessions and annual updates
- Be appraised at least annually and contribute to own personal development plan (PDP)
- Be responsible for developing and sustaining own knowledge, clinical skills and professional awareness relevant to the post, in accordance with CPD requirements and maintain a professional profile
- Take part in reflection and appropriate learning from practice, in order to maintain and develop competence and performance
- Participate in Clinical Supervision as appropriate
- Develop effective prioritisation, problem-solving, time-management and delegation skills
- Identify objectives for own professional development which reflect local and national service needs, including the MS Trusts Competency Framework.

Health, Safety and Security

- Maintain a clean environment that is conducive to safe, therapeutic and ethical practice
- Be accountable for and ensure own competence in practice
- Assist in promoting nursing practice and care delivery in line with relevant research and evidence base and with reference to trust policies and guidelines
- Identify potential risks for all staff, patients and visitors and adhere to relevant incident reporting procedures
- Ensure the safe custody and administration of drugs in accordance with local and Trust policy and legal requirements
- Handle and dispose of all body fluids in accordance with universal precautions

Service Improvement

- Assist in the development, implementation and monitoring of evidence based nursing practice standards, guidelines, protocols, policies and care pathways
- Deliver care based on current evidence, best practice and validated research when available
- Assist with research and development programmes within the specialty with guidance and supervision from other health professionals
- Contribute to fostering a climate of continuous service improvement by maintaining awareness of developments and best practice elsewhere
- Consider the views/needs of users when determining priorities for service development
- Support the implementation of specialist practice initiatives
- Participate in developing a shared vision of the service and work collaboratively to achieve this

Quality

- Ensure a welcoming, caring and supportive environment is provided for the patient and their family/visitors/carers
- Maintain own and others' awareness of the national, professional and local quality issues relevant to the delivery of the specialist service
- Uphold quality initiatives that improve 'customer care' and enhance the interface between staff, patients and visitors within the trust
- Participate in audit processes for monitoring and reviewing nursing quality
- Be aware of the role of the nurse in handling complaints in accordance with UCLH policy
- Support quality improvement through provision of advice and support to others
- Maintain own and others' awareness of relevant research evidence related to the specialty and work with others in applying this to practice

Equality and Diversity

- Carry out duties and responsibilities with regard to the Trust's Equal Opportunity policy
- Recognise the importance of people's rights and act in accordance with legislation, policies and procedures
- Act in ways that acknowledge and recognise peoples' expressed beliefs, preferences and choices; respecting diversity and valuing people as individuals
- Take account of own behavior and its effect on others

Promotion of health and wellbeing and prevention of adverse effects to health and wellbeing

- Provide information which enables patients to make choices about adopting a healthier lifestyle
- Assist patients to gain access to health and social care, information and support relevant to their needs
- Offer advice and support to colleagues within the specialty

Provision of care to meet health and wellbeing needs

- Maintain accountability for assessing, planning, implementing and evaluating programmes of care

- Act as an advocate for the patient, providing them with information and directing them to the relevant support services where appropriate
- Take the appropriate action to address any issues or risks
- Respect people's dignity, wishes and beliefs; involve them in shared decision-making and obtain their consent before undertaking nursing procedures
- Promote a patient focused multidisciplinary approach to care in collaboration with carers, health care professionals and other agencies
- Ensure that prescribed treatments are carried out, and that multidisciplinary team members are informed of changes in the patient's condition
- Ensure safe discharge of patients in accordance with UCLH Discharge Policy
- Receive direct referrals within a defined specialty, and provide assessment of the patient's needs with support of other practitioners
- Refer to other health professionals when this will improve health outcomes or when risks and needs are beyond own competence and scope of practice
- Work with other practitioners in supporting patients' information needs, promoting their wishes and beliefs, and addressing their concerns

Assessment and treatment planning

- Assess, plan, implement and evaluate care to address complex and changing needs with support and supervision
- Develop effective decision making skills to address complex issues and use effective change management skills to implement these
- Produce care plans that are appropriate to the patient's needs, monitor and update them
- Plan and co-ordinate relevant aspects of discharge arrangements
- Monitor and review the effectiveness of interventions with the patient and colleagues, agreeing changes to meet needs and achieve established goals

Information collection and analysis

- Use electronic patient records (EPR) and develop other computer literacy skills.
- Collect/record data accurately in accordance with professional guidelines and UCLH Core Standards

Learning and development

- Develop and maintain knowledge of relevant research evidence relating to the specialty, applying it to practice and disseminating as appropriate
- Develop own teaching skills and participate in education programmes that develop others' competence and performance
- Participate in the development of evidence based standards, policies and guidelines at a local level
- Act as a preceptor/facilitator/mentor for junior staff
- Support junior staff in their learning and application of theory to practice
- Contribute to the development of practice knowledge within the specialty through internal presentation
- Assist with provision of specialist input to post-registration courses and professional development programmes
- Help to maintain a suitable learning environment
- Provide expert advice and support to colleagues internally and externally within specialty
- Educate patients and their carer(s) as required where a need has been identified

General

- Adhere to the UCLH Service Commitment "Putting Patients First" and adopt a professional approach to customer care at all times
- Comply with the Trust's Equal Opportunities Policy and treat staff, patients, colleagues and potential employees with dignity and respect at all times
- Take personal responsibility for promoting a safe environment and safe patient care by identifying areas of risk and following the Incident, Serious Incidents and Near Misses reporting policy and procedure
- Take personal responsibility for ensuring that UCLH resources are used efficiently and with minimum wastage, and to comply with the Trust's Standing Financial Instructions (SFIs)
- Comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps
- In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic
- Be aware of and adhere to all Trust policies and procedures, the Health and Safety at Work Act and the Data Protection Act
- Maintain confidentiality at all times

Other

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

You will be expected to actively participate in annual appraisals and set objectives in conjunction with your manager. Performance will be monitored against set objectives.

Our Vision and Values

The Trust is committed to delivering top quality patient care, excellent education and world-class research.

We deliver our vision through [values](#) to describe how we serve patients, their families and how we are with colleagues in the Trust and beyond.

We put your **safety** and wellbeing above everything

Deliver the best outcomes	Keep people safe	Reassuringly professional	Take personal responsibility
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We offer you the **kindness** we would want for a loved one

Respect individuals	Friendly and courteous	Attentive and helpful	Protect your dignity
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We achieve through teamwork

Listen and hear	Explain and involve	Work in partnership	Respect everyone's time
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We strive to keep improving

Courage to give and receive feedback	Efficient and simplified	Develop through learning	Innovate and research
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Person Specification

Requirements	Essential	Desirable	Assessment Criteria			
			A	I	R	T/P
<p>Knowledge and Qualifications</p> <p>Registered Nurse Part 1, 2 or relevant section of the register</p> <p>b. Teaching/Assessment programme</p> <p>c. Relevant post-registration programme</p> <p>d. Working towards or having completed the 148 neuro-course (or equivalent)</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>		<p>A</p> <p>A</p> <p>A</p> <p>A</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p>		
<p>Experience</p> <p>Demonstrate relevant experience in same specialty at Band 5 or above (SO)*</p> <p>b. Completed/completing first degree (SO/FO)*</p>	<p>E</p>	<p>D</p>	<p>A</p> <p>A</p>	<p>I</p> <p>I</p>		
<p>Skills and Abilities</p> <p>a. Demonstrates evidence of ability to educate others</p> <p>b. Demonstrates up to date knowledge and expertise in the specialty</p> <p>c. Willing to provide support to other clinical areas within the division</p> <p>d. Demonstrates awareness of resource management issues within boundaries of role</p> <p>e. Previous experience in audit and evaluation</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>		<p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>		
<p>Communication</p> <p>a. Demonstrates awareness of the importance of working in a multi-disciplinary team</p> <p>b. Communicates effectively verbally, in writing and in</p>	<p>E</p> <p>E</p>		<p>A</p> <p>A</p>	<p>I</p> <p>I</p>		

electronic formats						
c. Communicates with patients and carers in an empathetic manner	E		A	I	R	
d. Demonstrates understanding of good practice in Customer Care	E		A	I		

Personal and People Development						
a. Demonstrates evidence of professional development in line with KSF, maintains updated Portfolio	E		A	I		
b. Demonstrates an awareness of the role of preceptor/facilitator	E		A	I		
c. Reflective in Practice	E		A	I		
d. Demonstrates evidence of ability to educate others	E		A	I		
e. Demonstrates up to date knowledge and expertise in the specialty	E		A	I		
Specific Requirements						
a. Flexible approach to shift pattern	D		A	I		

A= Application Form
I= Interview
R-References
T/P=Test/Presentation

