

Job Description

Post	Multiple Sclerosis Clinical Nurse Specialist
Band	6
Department	Neurology
Responsible to	Neurology Lead Nurse
Professionally Accountable to	Neurology Lead Nurse
Date written	12/07/2023
Written by	Emma Matthews – Multiple Sclerosis Clinical Nurse Specialist

Job Summary

To work within the MS Clinical Nurse Specialist team in the delivery of the service to an identified patient group – Multiple Sclerosis

- To assist in the assessment, planning, implementing and evaluation and the co-ordination of specialist nursing care to patients with MS
- To assist in the provision of a link for the care of people with MS between primary and secondary care services, social and voluntary organisations.
- To use effective communication with all organisations and agencies.
- To assist in the development of knowledge of both people with MS and health care professionals in relation to the management of MS and symptoms related to it
- To assist in the support of people with MS in the home environment
- To assist in the assessment, planning and implementation of care packages for people with MS to include liaison with other disciplines and organisations.
- To assist in the recording and monitoring of met and unmet needs

Key Working Relationships

ORGANISATIONAL CHART

General Manager / Lead Nurse



Consultant neurologists



Epilepsy Specialist Nurse



Multiple Sclerosis Team

Organisational Structure

Northampton General Hospital is one of the largest employers in the area and we are on an exciting journey. All of our divisions are committed to doing things better, with more efficiency as we update, modernise, and advance. We have also entered into a Group Model with neighbouring Kettering General Hospital NHS Foundation Trust and become University Hospitals of Northamptonshire.



▶ Compassion



▶ Accountability



▶ Respect



▶ Integrity



▶ Courage

Main Duties and Responsibilities

Scope and Range

Provide these specialist services to patients across Northamptonshire.

Accept direct referrals from GP's, Consultant Neurologists, Consultant physicians and GP's

Complete assessment of new referrals. These patients usually newly diagnosed patients who require full assessment and planning to establish an initial treatment plan including initiation of disease modifying treatments.

Responsible for the assessment of overall need including referral to other disciplines and services.

Implement and audit services.

Set a high personal standard of work, keeping up to date with current evidence and information always acting within the NMC Code of Professional Conduct.

Professional

Practise always within the Nursing and Midwifery Council Code of Professional Conduct

Develop the role by using evidence-based practice and continuously improve own knowledge.

Deliver clinical evidence-based practice in accordance with national guidelines and clinical standards for MS nursing.

Act as a role model for specialist nursing services

Contribute to the development, implementation and maintenance of policies, procedures, Standards and protocols for the MS service throughout the Trust.

Contribute to the development of the future service provision and planning for MS nursing.

Clinical

Act as a specialist resource in MS nursing by promoting the service and increasing awareness of long term, neurological conditions.

Ensure the quality of patient care is reviewed, assessed, implemented, and monitored to maintain standards of care given to patients and their families.

Participate in clinical audit of specialist nursing services to ensure evidence-based practice.

Participate in the monitoring of standards of care within the defined policies, procedures and protocols of the service and directorate to ensure adherence to, and delivery of, a high-quality service.

Provide support and specialist advice to adult patients with Multiple Sclerosis, including information about the condition, treatment, and symptom management.

Assess patient's clinical condition and following discussion with senior colleagues (medical and nursing) alter or initiate treatment of the patient ensuring a high degree of specific expertise and care, which is in line with nationally agreed guidelines.

Provide a responsive telephone helpline for patients dealing with calls/queries and, following discussion and consultation with senior colleagues, for communicating plans to the patient/carer and all other members of the care team.

Responsible for improving and streamlining the process of care for patients throughout their pathway in primary and secondary care.

Maintain accurate and contemporaneous clinical records in accordance with professional standards and Trust guidelines.

To assist in the management of the patient database

Research

Contribute to research and clinical audit programmes to support best practice and quality developments which are research and evidence-based and leads to continuous improvements in care.

Interpret research and ensure all practice has nationally accepted evidence base.

Maintain evidence-based knowledge through reading, networking, and attending local and national meetings.

To assist in the measuring and monitoring of service provision

Education

Promote and advise on health and lifestyle activities for patients, carers, healthcare professionals and the public.

Teach and advise patients and carers regarding their condition and treatment options.

Promote empowerment of the patient

To assist in the training of professionals about MS, its treatment and symptom management

To work with other MS Clinical Nurse Specialists to share or learn from examples of good practice.

Professional

Ensure personal knowledge, awareness and skills' relating to Multiple Sclerosis is continually updated and reflective of current best practice.

Be responsible for maintaining own competency to practice through continual professional activities and maintain a portfolio that reflects personal development.

Always behave in an appropriate manner being sensitive to circumstances and situations that arise.

Respect the patient's right to confidentiality.

Adhere to the Trust's organisational and departmental policies, procedures, and guidelines.

Be always aware of the safety of patients and carry out duties in line with the health and safety at work Act.

Participate in the established system of performance appraisal and development.

Organisational

Provide continual review of service and identification of required development of role in accordance with the needs of the patient and their carers.

Evaluate the service delivered and engage patients and carers views in the planning and development of the service.

Take a leading role in the education of patients and carers, multidisciplinary team, and GP's, in the conditions and offer advice on resources available to them.

Participate in study days as appropriate to increase knowledge and competence.

Collect and compile accurate statistical data which will profile the service and inform future strategic development.

Systems and Equipment

Maintain a telephone helpline/answering service, to offer appropriate advice to patients, carers and respective Health and Social care workers during post holders working hours.

Maintain supply of relevant education aids for patients and professionals

Utilise computer for email network, accessing information e.g., investigation results and developing data base of service.

Knowledge of Trust IT systems

Decisions, judgements, and freedom to act.

Work as an autonomous practitioner planning and executing appropriate evidence-based treatment strategies within the remit of the post.

To work autonomously without direct supervision to organise workload, plan activity and co-ordinate role.

Provide timely appropriate information to enable the patient to make informed choices about their treatment.

Ensure that the patient's consent is sought regarding treatment options and those objectives are shared with carers and other professionals as appropriate.

Assess patients on a continuing basis ensuring timely referral for appropriate medical and therapeutic assessment and treatment.

Freedom to act is guided by precedent and clearly defined divisional policies, protocol/procedures, and codes of conduct in accordance with NMC regulations, Clinical and Staff Governance Framework and the EU Clinical Trials Directive

Communication and relationships

Provide and receive highly complex, sensitive, or contentious information from patients/carers. This will involve persuasive, motivational, negotiating, training, empathetic and reassurance skills.

Communicate effectively with patients and carers ensuring that they are updated regarding investigations and treatment plans, including services from other agencies. This will include patients who have difficulty in understanding or communicating.

Develop and maintain excellent communication systems with the Multidisciplinary team and with external agencies such as Social Services and voluntary agencies.

Implement and monitor guidelines, policies, protocols, and care pathways.

This job description is an outline of the main duties and competencies required for this role. The post holder may be required to perform any other duties on an occasional basis, which is commensurate with the grade and agreed by the post holder and the line manager.

Statutory and Miscellaneous

- Takes responsibility to ensure that Professional Registration is up to date at all times and does not lapse or expire and to inform line management immediately with any concerns of if registration lapses or expires (all registered staff).
- **This post involves incidental access to the public and does not have access to children and/or vulnerable adults, as defined by the Disclosure and Barring Service (DBS). Therefore, no DBS check is required of the post holder. (this statement relates to non-patient facing / non clinical roles)**
- **This post involves access to patients and their data include children and/or adults at risk, as defined by the Disclosure and Barring Service (DBS). It will therefore be**

necessary for the post holder to apply for and be in receipt of a satisfactory **Standard DBS check. (this statement relates to patient facing but non clinical roles)**

- This post involves treatment to children and/or adults at risk, as defined by the Disclosure and Barring Service (DBS). It will therefore be necessary for the post holder to apply for and be in receipt of a satisfactory **Enhanced DBS check. (this statement relates to patient facing clinical roles)**
- The Trust requires all new starters to subscribe to the DBS update service, where it is a requirement of the role.
- Be responsible for maintaining own vaccinations that are applicable to the role.
- Safeguard patient confidentiality at all times, including adherence to the Data Protection Act.
- Attend statutory and mandatory training and refresher courses as necessary.
- This post is subject to the terms and conditions of employment of Northampton General Hospital NHS Trust.
- Be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors and staff.
- Ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiative within the area of work and the Trust's Equality, Diversity and Inclusion Strategy.
- Have a commitment to identifying and minimising risk, report all incidents and report to the manager any risks which need to be assessed.
- Any other duties commensurate with the grade and in line with the requirements of the post.
- This job description reflects the present requirements of the post and it does not form part of the contract of employment. If the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder. Appropriate notice of such changes will be given.

Confidentiality, Data Protection and Data Quality

General Data Protection Regulation (GDPR) safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by the Trust to:

- Uphold its principles; and
- Adhere to Trust policies and to maintain strict confidentiality at all times.

It is a requirement of employment with the Trust that you must comply with the obligation of confidentiality in line with our Staff privacy Fair Processing Notice, Patient Privacy Notice and Information Governance policies and procedures.

All staff have a responsibility to ensure that personal data is accurate, held securely and consent is gained, where appropriate.

Safeguarding Children and Adults at Risk

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact with during your work. To fulfil these duties you will be required to attend training and development to recognise the signs and

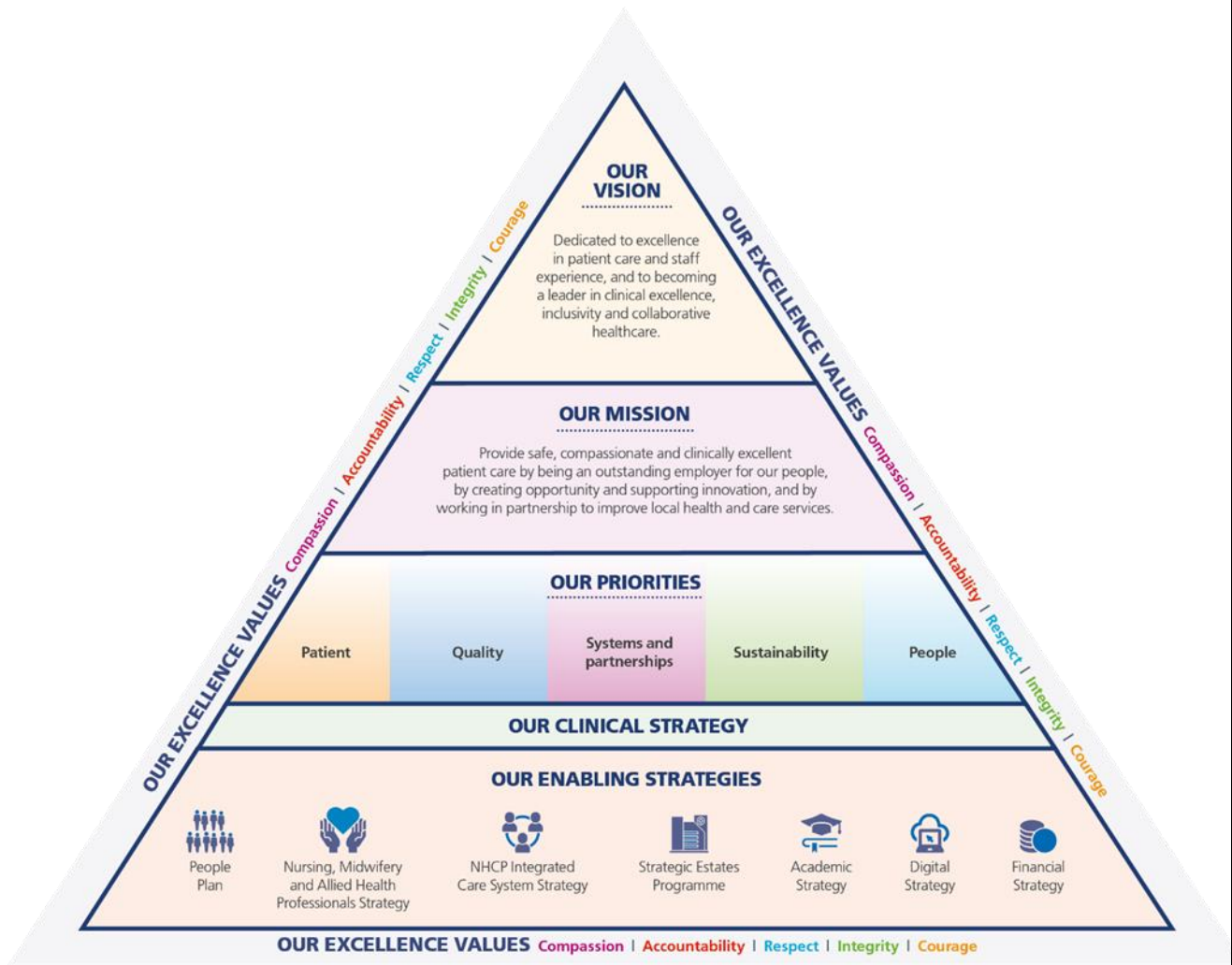
symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

Our Vision and Values

Northampton General Hospital NHS Trust and Kettering General Hospital NHS Foundation Trust are both part of the University Hospitals of Northamptonshire Group. Both hospitals are separate hospitals/employers with hospital board and leadership. We share a group executive team, leading on a shared vision, mission, priorities, strategies and Dedicated to Excellence Values.

Please visit the following websites for more information:

- [Northampton General Hospital NHS Trust](#)
- [Best of Both Worlds Northamptonshire](#)
- [University Hospitals Northamptonshire NHS Group](#)
- [Kettering General Hospital](#)



**Our
FYCA**



Compassion

We care about our patients and each other. We consistently show kindness and empathy and take the time to imagine ourselves in other peoples shoes.



Accountability

We take responsibility for our decisions, our actions and our behaviours. We do what we say we will do, when we say we will do it. We acknowledge our mistakes and we learn from them.



Respect

We value each other, embrace diversity and make sure everyone feels included. We take the time to listen to, appreciate and understand the thoughts beliefs and feelings of others.



Integrity

We are consistently open, honest and trustworthy. We can be relied upon, we stand by our values and we always strive to do the right thing.



Courage

We dare to take on difficult challenges and try out new things. We find the strength to speak up when it matters and we see potential failure as an opportunity to learn and improve.

Shortlisting Criteria	Essential	Desirable
Educations, Training and Qualifications		
Registered nurse or equivalent	X	
Educated to Diploma or equivalent knowledge level or equivalent level of education, training, or experience	X	
Educated to Degree or post graduate level or equivalent knowledge level or equivalent level of education, training or experience		X
Nurse prescribing qualification or willingness to undertake if required.		X
Teaching/mentoring qualification		X
Knowledge and Experience		
Evidence of an interest in neurological conditions/long term conditions ideally Multiple Sclerosis	X	
Demonstration of co-ordinating projects and developing services	X	
Evidence of working autonomously and/or managing own case load	X	
Evidence of participation in audit/patient surveys/quality improvement	X	
Ability to work as part of a multi-disciplinary team and working across organisational barriers	X	
Experience of handling clinical incidents and complaints	X	
Demonstrates understanding of the role of the CNS within the service	X	
Evidence of research participation/experience		X
Community working/experience		X
Knowledge of NICE guidance relating to Multiple Sclerosis and/or long term conditions		X
Skills		
Provide high levels of judgement, discretion and decision making in clinical practice	X	
Effective and highly developed communication skills with both professionals and patients	X	
Good report writing skills, documentation, computer skills; word processing, email, internet	X	

Demonstrated capabilities to manage own caseload and make informed decisions in the absence of direct supervision	X	
Effective interpersonal skills	X	
Planning & organisational skills	X	
Must have a full driving licence and access to a vehicle for home visits and outreach clinics	X	
Evidence/experience of training/teaching/presenting/developing services		X
Key Competencies/Personal Qualities and Attributes		
Ability to work on own initiative	X	
Ability to work with multidisciplinary team members and other agencies	X	
Ability to initiate, manage and sustain change	X	