

**Job Title: Specialist Nurse- Multiple Sclerosis**

**Band: 7**

**Accountable to: Divisional Director**

**Responsible to: Head of Clinical Service**

**Base: Honeypot Health Centre.**

**JOB PURPOSE**

- To continue to adapt or further develop and deliver a specialist nursing service for people with multiple sclerosis and those undergoing investigations to confirm changes with their MS diagnosis e.g. progression.
- Provide a link in the care of people with MS, between hospital and community health and social services.
- To further develop the knowledge of both people with MS and health care professionals about the management of MS and the symptoms associated with it, including the recognition of an MS relapse or pseudo relapse.
- Liaise with the voluntary and charity sectors to develop the services available for people with MS.
- Contribute to the specialist team for assessment and review of patients eligible for starting or escalating treatment to prevent disability progression.

**KEY WORKING RELATIONSHIPS**

- Patients, carers, staff, managers, and all levels of the multidisciplinary team and external agencies.

**MAIN DUTIES AND RESPONSIBILITIES**

To further develop a Specialist MS nursing service within Harrow, including:

- Work independently or collaboratively with the multi-disciplinary services in order to develop a strategy relating to the care of people with MS at all stages of the disease process, including end of life support
- Work flexibly from a clinic or home setting to provide quality care.
- Further develop support systems for those newly diagnosed with MS or undergoing investigations
- Care and support of people making decisions about, or receiving disease modifying treatment at all levels of escalation.
- Where haematopoietic stem cell transplantation is recommended, support patients, their families and colleagues to understand and adapt to changing risks or needs prior to treatment and following interventions.
- Assist the specialist prescribing teams to assess and review patients eligible for different levels of treatment, according to eligibility and efficacy, within national NHS guidelines and policies. Knowing when to alert the Neurologist relating to escalation of treatment or ceasing treatments.
- Development, delivery, and evaluation of a plan of care relating to symptom management, referring to other members of the multi-disciplinary team as necessary but acting as a key worker/case manager where appropriate.

- MS Nurse development of an MS multidisciplinary clinic to provide people with MS and their carers, information and support regarding their MS, its associated symptoms and to offer appropriate management options.
- Liaise with community teams, social services, and voluntary organisation staff, to develop existing services for people with MS.
- Expand the development, execution, and evaluation of a teaching programme for both the multi-disciplinary team, other professionals and for people with MS and their carers.
- Adapt the established database to assist with the evaluation of the role
- Adapt and further develop a database to identify incidence of MS.
- Develop a system which will enable the MS specialist to identify and support people with MS who are admitted onto general hospital wards.
- Work with colleagues across disciplines and organisations to prevent unplanned admissions, forming close links and adapting pathways according to the population requirements.

## **KEY RESPONSIBILITIES**

### **Clinical Practice**

- Give direct expert nursing care in this speciality area.
- Demonstrate specialist knowledge and skills through nursing practice.
- Provide and receive clinical supervision.
- Maintain own expert levels of clinical competence.
- Promote and facilitate research and evidence-based practice in multiple sclerosis nursing.
- Assist in establishing, implementing, and monitoring nursing practice guidelines, standards, policies, and protocols/care pathways.
- Maintain a high profile within the clinical area, acting as a role model for other health care professionals.
- Promote and develop the role of the MS Nurse within the wider health community.
- As an autonomous practitioner, to develop the service in accordance with Trust requirements, working within the NMC professional code.
- To be professionally accountable for all aspects of own clinical caseload and escalate concerns where necessary.
- To provide expert clinical opinions in area of patient pathways and referral criteria.
- To evaluate the effectiveness of input and to adapt patient management as needed.
- To use advanced clinical reasoning skills, assimilating information to diagnose suspected pathology, which may have a complex or unusual presentation and where expert opinion differs or information is not available.
- To review and advise on the appropriateness of referrals and assist in prioritisation of these referrals.
- To identify the need for, and instigate appropriate investigations autonomously or in conjunction with GP or Neurologist.
- To act as a resource for other professionals / agencies across hospital sites and in the local community, providing expert advice and second opinion.
- To be used as an expert in internal complaints, medico legal issues and disciplinary investigations in relation to the speciality.

- To have a thorough understanding of Clinical Governance, Risk Management and Trust policy (e.g., health and safety, manual handling) to carry out workplace assessments and ensure the findings and policies are shared with relevant bodies and applied and implemented by own team.

### **Education**

- Provide information for people with MS about the disease, its treatment and symptom management and risks.
- Encouraging self-management where possible but ensure ease of access to specialist support when required, or if changes are noticed by the PwMS.
- Teach health care professionals about MS, its treatment and symptom management, as well as the triggers for MS relapse or pseudo relapse.
- Re-establish a group for the education and support of those newly diagnosed with MS
- Re-establish a group for carers education, aiming to support patients who are in advanced stages of MS.
- Adapt and further develop an information database of support services e.g., MS Trust, MS Society, MS therapy centres, charities Shift MS, counsellors for people with MS and health care professionals. Encourage and facilitate their use by people with MS and their carers.
- Establish links with other MS nurse specialists and MS nursing networks to share and/or to learn from examples of good practice, participating in projects aiming to improve services for people with MS and their families.
- To be responsible for developing and sustaining own knowledge, clinical skills and professional awareness in accordance with NMC registration requirements and to maintain a professional profile.

### **Research, audit, and quality**

- Maintain interdisciplinary records as required.
- Collaborate with others in the development of new policies and protocols for the management/treatment of people with MS.
- Use research findings critically to develop practice.
- Generate questions for research arising out of practice and to collaborate with others investigating these questions.

### **COMMUNICATION**

- To use advanced level of communication skills to facilitate good working relationships with own staff and managers, between all levels of the multidisciplinary team and with external agencies. This will include verbal and written presentations. To generate, discuss and implement proposed service developments and the management of patients with senior members of the medical team and other agencies.
- Develop joint pathways with GPs, local communities for this established service

- To communicate effectively with patients and carers to maximise admission avoidance, facilitate discharge to community and provide expert advice on case management.
- To use empathetic verbal and non-verbal communication skills, motivational techniques, demonstration, and explanation to encourage patients and their carers to make informed decisions about treatment programmes that optimise clinical outcomes. To adapt style to various levels of understanding and different situations, including those where sensitive, complex, or emotive information needs to be gained or imparted, or where there are barriers to communication e.g., due to complex emotional, physical or psychological conditions.
- To ensure the appropriate use of interpreting/translation services within the team. Refer for communication aids where necessary e.g. regional environmental control equipment service (RECES).
- To gain consent to the intervention / management from the patient or relatives when required, in situations that may involve sensitive and highly complex information
- Where appropriate, to act as advocate for individual patients in discussions with medical staff, other professionals and agencies, and family members and carers. e.g. palliative care and advanced care planning
- To establish and develop a support network for other team members and provide a forum for discussing organisational concerns and service development needs.
- To maintain accurate and up to date documentation in line with legal and departmental requirements and communicate assessment and treatment results to the appropriate disciplines in the form of timely reports and letters.
- To communicate appropriately using electronic formats including word processing and e-mail.

## **KNOWLEDGE, TRAINING AND EDUCATION**

- Expert knowledge within the specialist field gained through post graduate training and practical experience and recognised by colleagues / peers, and others involved in patient care.
- Advanced knowledge of multiple disease processes and their management in relation to the specialist area. Involvement in complex clinical decision making to define, implement and evaluate patient management plans.
- Specialist knowledge of policies across clinical areas
- Maintain updated knowledge; ensure staff compliance and report issues regarding areas of mandatory training and emergency procedures including resuscitation, fire, child protection, cultural diversity, manual handling and infection control.
- To maintain own knowledge and awareness among staff of current medico-legal requirements with regards to record keeping and equipment provision.
- Awareness of and compliance with the professional Code of Professional Conduct

## **CLINICAL GOVERNANCE**

- Assess clinical and environmental risks and maintain a risk and issues register for the service
- To respond to complaints and serious incident investigations as appropriate and work with the clinical and operational manager on producing completed reports ready for submission to serious incident review group and the divisional governance committee and divisional board.

## RESPONSIBILITY FOR DEALING WITH DIFFICULT SITUATIONS

- Frequent exposure to distressing and emotional circumstances e.g., discussing poor prognosis with patients and their families; managing staff performance and discussing service changes with staff.
- To address patient dissatisfaction with the service area and facilitate resolution or, where this is not possible, to escalate to the next level. *[add what to do if this does not resolve the issue]*
- Ability to conceptualise and assimilate complex information from different sources in different environments to inform clinical decision-making.
- Manage disciplinary or grievance procedures with staff team.
- To negotiate/ arbitrate in any conflict situations that might occur between a member of the team and other members of staff.

## ADDITIONAL INFORMATION

### Trust Vision, Values and Behaviours

The Trust has a clear strategic vision in place: **to lead out-of-hospital community Healthcare**. The post-holder is expected to have a good understanding of how this post contributes to the achievement of the Trust vision.

The Trust expects all staff to share the values which are important to the Trust and to behave in a way that reflects these values.

The Trust values are:

- **We put quality at the heart of everything we do**
- **We value our relationships with others**
- **We deliver services we are proud of**
- **We make a positive difference in our communities**



## Our values and behaviours:

### QUALITY:

#### **We put quality at the heart of everything we do.**

1. I take responsibility for the standard and outcomes of my work
2. I provide services which are safe, effective and deliver a good experience
3. I use best practice and feedback to innovate and constantly improve my service

### RELATIONSHIPS:

#### **We value our relationships with others.**

1. I work collaboratively and in partnership
2. I am caring compassionate and kind
3. I support the development of skills talents and abilities

### DELIVERY:

#### **We deliver services we are proud of.**

1. I treat people with courtesy dignity and respect
2. I work hard to achieve the aims of my service and the organisation
3. I make the best use of resources and provide value for money

### COMMUNITY:

#### **We make a positive difference in our communities.**

1. I am visible accessible and approachable
2. I ensure people, partners and purchasers are actively engaged in planning service and care
3. I embrace difference, diversity and fairness

## **Professional Standards**

All staff must comply with the Central London Community Healthcare (CLCH) NHS Trust Staff Code of Conduct and demonstrate the Trust's Values and Behaviours. Senior Managers must also comply with the NHS Code of Conduct for Managers, based on the Nolan principles of public accountability. All staff employed in recognised professions are required to ensure they work to the professional standards and/or Codes of Practice set out for their professional group. In addition, staff are required to demonstrate the Customer Care Standards of the organisation.

## **Equal Opportunities and Dignity at Work**

It is the aim of CLCH NHS Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job. To this end CLCH NHS Trust has an Equal Opportunities Policy and it is for each employee to contribute to its success. All staff should treat other staff, patients and the public with dignity and respect.

## **Performance Appraisal and Development Review (PADR)**

All staff will actively participate in the annual Performance Appraisal and Development Review (PADR) process with their line manager. All staff should have SMART objectives and a personal/professional development plan. Objectives and personal development plans should be reviewed together on an ongoing basis through regular one to ones and/or supervision. In conjunction with their manager, all staff should actively identify and pursue agreed learning and development opportunities. All managers are required to carry out annual Performance Appraisal and Development Reviews with their direct reports and support their appraisee to achieve their objectives through ongoing management supervision and one to one meeting.

## **Safeguarding**

CLCH NHS Trust is committed to safeguarding and protecting children and vulnerable adults. All health employees have a responsibility for safeguarding and promoting the welfare of children and young people in accordance with "Working Together to Safeguard Children" HM Gov 2006. This applies to employees with both direct and indirect contact with children and families.

Employees who do not provide specific services for children and families or vulnerable adults require basic knowledge of their responsibilities to identify and refer concerns appropriately. All employees must undertake training in safeguarding children and vulnerable adults but will have different training needs to fulfil their responsibilities depending on their degree of contact with vulnerable groups and their level of responsibility.



## **Confidentiality and Data Protection**

Employees will have access to confidential information and will be required to ensure that the highest level of confidentiality is always maintained, adhering to all policies relating to confidentiality.

Employees are required to obtain process and/or use person identifiable information in a fair and lawful way. The use of such information is governed by the Data Protection Act 1998 (DPA) and includes both manual and electronic records. Staff are expected to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose, and to disclose data only to authorised persons or organisations as instructed, in accordance with the Data Protection Act 1998.

## Access to Health Records

All staff who contribute to patients' health records are expected to be familiar with and adhere to CLCH's NHS Trust Records Management Policy. Staff should be aware that patients' records throughout CLCH NHS Trust will be the subject of regular audit. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998. All staff that has access to patients' records has a responsibility to ensure that these are maintained, and that confidentiality is protected in line with CLCH NHS Trust Policy.

## Health and Safety

All staff are required to comply with the requirements of the Health and Safety at Work Act and other relevant health and safety legislation and CLCH NHS Trust Policies and Procedures. All staff are required to make positive efforts to promote their own personal safety and that of others by taking reasonable care at work, by carrying out requirements of the law or following recognised codes of practice and co-operating with safety measures provided or advised by CLCH NHS Trust to ensure safe working.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are potentially inadequate, managers are responsible for bringing these risks to the attention of the appropriate Committee if resolution has not been satisfactorily achieved.

All staff must ensure that waste produced within CLCH NHS Trust is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

## Infection Control

All staff are required to follow CLCH NHS Trust infection control policies and comply with all measures known to be effective in reducing infection risk. All staff must complete infection control training at induction, and all staff whose duties involve patient contact must also complete infection control refresher training annually.

## No Smoking Policy

There is a no smoking policy in operation in CLCH NHS Trust. In accordance with this policy smoking is positively discouraged and is not permitted in any areas.

## Engaging patients and the public

CLCH NHS Trust is committed to putting patients, their carers, and the public at the heart of everything we do. **Engaging People is everybody's responsibility – regardless of the job that you do.**

Everyone is responsible for encouraging people to be engaged in decisions about their care and treatment, through providing information and responding to concerns. All staff should seek people's views about services, respond to feedback and actively involve people to find solutions to meet expectations, where possible. All staff should take part and promote Trust-wide activity, such as Patient Reported Experience Measures (PREMs) and promoting the recruitment of new Foundation Trust members. All staff should take a note of any feedback that you receive from patients and feed this back to your manager or through complaints and compliments procedures.

### **Job Description**

The above list of duties is not intended to be exhaustive, and you will be required to undertake any other duties commensurate with the grade and in line with the requirements of the post. The duties and responsibilities may be subject to change, which will be done in discussion with the post holder.

**Person Specification**  
**Job Title: Specialist Nurse- Multiple Sclerosis**

Factors	Criteria	Assessment
<b>Education/Qualification</b>		
<b>Essential</b>	<ul style="list-style-type: none"> <li>Registered General Nurse. NMC level I</li> <li>ENB 998/City &amp; Guilds 730 or Equivalent.</li> <li>Degree in nursing or related area</li> </ul>	AF
<b>Desirable</b>	<ul style="list-style-type: none"> <li>Master's degree in related practice</li> <li>Foundation Development Module – MS Trust or willing to apply</li> <li>Nurse prescribing qualification</li> </ul>	AF
<b>Experience</b>		
<b>Essential</b>	<ul style="list-style-type: none"> <li>Extensive post registration experience with 2 years in clinical management in neurology or related experience.</li> <li>Advanced nursing skills in the assessment, planning, implementation, and evaluation of patients with neurological needs.</li> <li>Demonstrates a clear understanding and practical experience of effectively leading and implementing change. Knowledge, understanding and awareness of political changes and issues within the profession and in Primary and Secondary Care.</li> <li>Knowledge of Clinical Governance and its application to the role</li> <li>Evidence of involvement in benchmarking and audit of services</li> <li>Ability to understand and present evidence including budgetary data.</li> <li>Experience of teaching different professionals</li> <li>Experience of research and audit Proven leadership and innovation skills.</li> <li>Experience of working in a multidisciplinary team</li> </ul>	AF/IV/Reference
<b>Desirable</b>	<ul style="list-style-type: none"> <li>Experience in MS</li> <li>Computer literate</li> <li>Presentation Skills</li> </ul>	AF/IV/Reference
<b>Skills and Knowledge</b>		
<b>Essential</b>	<ul style="list-style-type: none"> <li>Advanced knowledge of the best practice within community setting</li> <li>Specialist clinical skills within area of work and ability to manage a complex caseload</li> </ul>	AF/IV/Reference

	<ul style="list-style-type: none"> <li>• Sound knowledge of evidence base and trends and developments within specialty and related areas of work</li> <li>• Negotiation and conflict resolution skills</li> <li>• Excellent communication skills - verbal and written</li> <li>• Excellent presentation skills</li> <li>• Change management skills</li> <li>• Organisational skills and ability to work with concurrent and competing demands and ability to prioritise and delegate</li> <li>• Excellent inter-personal / teaching skills</li> <li>• A sound understanding of current NHS and professional issues</li> <li>• Ability to respond efficiently to complex information</li> <li>• Ability to understand the perspectives of a range of stakeholders and facilitate inter-agency and inter-professional working</li> <li>• A sound understanding of education, training, and development</li> <li>• Computer literacy</li> <li>• Knowledge of workplace legislation and professional standards</li> <li>• Ability to reflect on and appraise own performance</li> <li>• Detailed knowledge of clinical governance</li> <li>• Knowledge and application of the principles of cultural diversity</li> </ul>	
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Resource management skills</li> </ul>	AF/IV/reference
<b>Personal Qualities and Disposition</b>		
	<ul style="list-style-type: none"> <li>• Ability to manage busy and varied workload and to make informed decisions and meet deadlines under pressure</li> <li>• Ability to create new and innovative opportunities for delivering service improvements</li> <li>• Demonstrates excellent communication skills. both verbal and written</li> <li>• Assertiveness, influencing and persuasive skills</li> <li>• Flexible approach to working hours</li> <li>• Ability to travel</li> </ul>	IV/References

<p><b><i>Essential</i></b></p>	<ul style="list-style-type: none"> <li>• Motivated to develop self and service</li> <li>• Assertive</li> <li>• Able to work as part of a team</li> <li>• Positive approach to change</li> <li>• Open and flexible style of management</li> <li>• Sensitive to needs of staff and patients</li> <li>• Commitment to patient-centred approach</li> <li>• Innovative approach to problem solving</li> <li>• Pleasant, professional manner</li> <li>• Able to concentrate with frequent interruptions and unpredictable work</li> </ul>	
<p><b><i>Desirable</i></b></p>	<ul style="list-style-type: none"> <li>• Car Owner</li> <li>• Car Driver</li> </ul>	
<p style="text-align: center;"><b>* Assessment will take place with reference to the following</b></p> <p style="text-align: center;"><b>AF – Application Form, IV – Interview, P – Presentation, T-Test, C Certificate</b></p>		



## Terms & Conditions of Service

<b>Post Title</b>	Specialist Nurse- Multiple Sclerosis
<b>Base</b>	Honeypot Lane Health Centre
<b>Band</b>	7
<b>Contract Type</b>	Permanent
<b>Hours</b>	37.5
<b>Salary</b>	£XXXXXXX to £XXXXXXX PA Inc. HCAS
<b>Pensions</b>	You will automatically join the NHS Pension Scheme, but it is possible to opt out and make your own private pension arrangements.
<b>Annual Leave</b>	Dependent on NHS Service

### Sick Pay

Continuous Employment Period	Period of Full Pay	Period of half pay
Up to 12 months	1 month	2 months
Over 1 year and up to 2 years	2 months	2 months
Over 2 years and up to 3 years	4 months	4 months
Over 3 years and up to 5 years	5 months	5 months
Over 5 years	6 months	6 months

### Probation Period:

All posts in CLCH are subject to a 6-month probationary period, during which time you will be expected to demonstrate your suitability for the post. This does not apply to current employees.

### Nationality:

This post is open to UK nationals, EU and certain non-EU citizens. Other nationals must be free from any restriction to reside or take up employment in the UK, in order to be considered for this post.

### Notice Period:

12 weeks.

### Method of Payment:

Monthly direct credit transfer into bank or building society.

### No smoking policy:

The Trust has a no smoking policy.