

Job Description – PSP Nurse Advisor

1. **Job Code:**
2. **Job Title:** Nursing 37.5 BPS
3. **Business Title:** PSP Nurse Advisor
4. **FCA Level:** FCA level 1
5. **Reports to:** National Lead Nurse for Pharma
6. **Department:** Nursing

7. **Job Purpose:**

- Nurse Advisor will be responsible for providing high quality, cost effective clinical care to a caseload of patients across Pharma and Biologics, or any new service line introduced.
- To communicate effectively at all times and at all levels within the company and with external customers, patients and their families.
- To promote a progressive attitude to the continuous improvement of standards of care through research and evidence based practice.

8. **Accountabilities & Activities:**

- Accountable for the competent and confident delivery of high quality clinical care to all patients across nursing services through careful assessment, planning, implementation and evaluation of care needs and requirements.
- Assist referring centres, hospitals and consultants in planning a smooth transition of patient care from secondary care to homecare setting
- Supports and contributes to the development and promotion of the nursing services by working collaboratively with the pharma partners, sales and commercial team(s)
- Develop and maintain clinical skills and knowledge necessary to provide holistic evidence based nursing care.
- Ensure clinical practice is evidence based or peer reviewed 'best practice'.
- Demonstrate a professional approach to work and act in accordance with the NMC's code of Professional Standards of Practice and Behaviour for Nurses and Midwives at all times.
- Acknowledge any limitations of competence and seek advice and support as necessary.
- Maintain own registration with NMC whilst complying with the requirements of revalidation.
- Act as an advocate for the patient and family providing information, support and direction to other support services as appropriate.

- Ensure all patient care is documented and that all relevant records are completed accurately, and within agreed timescales, using company approved documentation in line with NMC and CQC standards.
- Accountable for reporting all activity, risks and issues in line with LloydsPharmacy Clinical Homecare policies and procedures.
- Escalate to their line manager any changes in an individual's health and wellbeing or information that requires reporting.
- Understand how the long term physical, psychological and social impacts of a specific diagnosis and treatment can affect an individual patient.
- Assist with ongoing education and training of patients and families.
- Communicate effectively, promoting open and trusting relationships.
- To communicate complex and sensitive information effectively to patients, carers and other professionals involved in their care, overcoming barriers and providing support during distressing or emotional events.
- Have knowledge of and adhere to company policy and professional standards and ensure that colleagues do likewise.
- Participate in surveys, audit and implementation of new services.
- Maintain confidentiality in line with all current legislation.
- Provide support to colleagues as appropriate.

9. Treating Customers Fairly

All staffs are required to support LloydsPharmacy Clinical Homecare commitment to developing and delivering an excellent customer focused service by treating patients, their families, carers and other colleagues with professionalism, respect and dignity.

10. Qualifications, Training & Experience:

- Be responsible and accountable for maintaining and updating all mandatory training requirements.
- Undertake all training and academic qualifications as relevant to the role and service requirements.
- To actively assist in the education, induction and practical training of new staff.
- To supervise and orientate new staff and students.

11. Judgement Skills:

To demonstrate sound clinical judgement and risk based decision making at all times.

12. Freedom of Action:

- To act in accordance with company standard operating procedures and guidelines.
- Adhere to regulations required under the Care Quality Commission.

- To act in accordance with the NMC's The Code for Professional Standards of Practice and Behaviour for Nurses and Midwives and other statutory requirements.

13. Dimensions:

- IT Equipment
 - You are required to act professionally, lawfully and ethically when using IT facilities in line with company policy.
 - You must take reasonable precautions to ensure the safety and safekeeping of equipment in your possession, particularly laptops and devices during transportation.

14. Environment:

The nurse will be office-based in our contact centre in Derby. The nurse may on occasions be expected to travel to offices at other locations, including Head office in Harlow.

15. Organisation Chart:



