

Job Framework, Nurse Adviser



Purpose:

Reporting to the Nurse Manager, the main purpose of this role is to provide comprehensive post treatment information to clients following termination of pregnancy, vasectomy and female sterilisation, twenty four hours a day, seven days a week, and to arrange post treatment follow up for clients where this is indicated.

Job Title:	Location:	Reporting to:	Probationary Period:
Nurse Adviser	Bristol	Nurse Manager	6 months

Marie Stopes International (MSI) is a marketing focused, results oriented social enterprise. We develop efficient, effective and sustainable family planning programmes in the UK and overseas. The UK division provides services to men and women over 130,000 times a year.

The primary responsibility of this role is to further MSI's Goal: **THE PREVENTION OF UNWANTED BIRTHS** and its mission of ensuring the individuals right to: **CHILDREN BY CHOICE NOT CHANCE**

It is a role requirement that the job holder must fully comply with, promote and live **MSI CORE VALUES**:

mission driven	customer focused	results orientated	pioneering	sustainable	people centered
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Key Responsibilities	Measure
<ul style="list-style-type: none"> receive in-bound telephone calls from clients who have received treatment in one of Marie Stopes International's UK Centres and who have become anxious or are experiencing post treatment problems establish the nature of the concern and use positive, directed questions to elicit sufficient details (eg. blood loss, pain level etc) to determine an appropriate course of action provide reassurance to the client access the client database to assess the client's medical history and details of the procedure undergone advise the client regarding pain relief and/or other appropriate action where indicated, arrange post treatment follow up at the nearest available/convenient centre for the client, liaising with the centre's on-call nursing/medical team members if necessary and provide comprehensive information to both client and team members in the case of an immediate medical emergency, direct the client to the nearest Accident & Emergency department, liaising with the Gynaecologist on call contraceptive and sexual health advice make outbound calls to clients to discuss pre-treatment consultation questions, current and future contraception information and aftercare advice which will be recorded on electronic medical records make comprehensive records of each call dealt with and record on electronic client data base. respond to emails relating to clinical queries received via the MSI website or the likeitis youth websites 	<ul style="list-style-type: none"> follow policies and procedures call control demonstrate good communication skills caring and empathetic non-judgemental IT skills demonstrates evidence based practice call monitoring CRS competency accurate documentation demonstrate evidence based practice adhering to guidelines policies and procedures monitoring audit demonstrates knowledge of IT systems

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Key Responsibilities

- maintain client confidentiality at all times, particularly if the caller is a third party, in line with MSI procedures and the Data Protection Act
- liaise with Centre team members where indicated regarding both individual clients and broader issues
- produce routine and ad hoc reports as requested by the Direct Business Manager / Nurse Manager
- monitor the service and suggest improvements where necessary
- between calls undertake administrative and other tasks as requested by the Clinical Supervisor
- undergo personal and professional development activities, including occasional nursing shifts in a Marie Stopes Centre, in order to keep knowledge of procedures and good practice up to date
- any other duties as requested by the Direct Business Manager / Nurse Manager

Measure

- use of PIN no
- following policies and procedures
- good communication skills
- demonstrates initiative and self motivation
- persistence
- giving and receiving constructive feedback
- duties completed
- personal development
- completed as requested

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Skills and Experience

Qualifications:

- Registered Nurse
- GCSE standard English Language and Mathematics or equivalent

Experience:

- post registration experience
- recent Gynaecological experience
- recent Family Planning experience

Skills:

- IT literate with good keyboard skills
- ability to work without close supervision
- ability to work as part of a team and liaise with people of all levels
- excellent listening and communication skills
- ability to put people at ease in an emotionally charged environment

Attitude / Motivation:

- flexibility
- willingness to take responsibility and make decisions
- good judgement
- drive and enthusiasm
- ability to remain calm in a pressurised environment
- sensitivity to individual client needs, non judgemental
- confidentiality
- friendly, helpful, warm and caring manner
- outgoing and chatty whilst maintaining professionalism
- willingness to take up training opportunities
- keenness to develop personal learning
- willingness to participate in the training and orientation of others
- pro-choice on abortion
- positive attitude to organisational change