TEMPLATE JOB DESCRIPTION

Job Title: ARRS Nursing Associate
Band/salary: Band 4/up to £36,150
Hours:
Accountable to:
Location:
Start Date:
Team: Nursing Team

Job Purpose/Summary

The nursing associate is a support role that bridges the gap between healthcare support workers and registered nurses to deliver hands-on, person-centred care as part of the nursing team. Nursing associates work with people of all ages in a variety of settings in health and social care.
The role was introduced to help build the capacity of the nursing workforce and the delivery of high-quality care. It will be a vital part of the wider health and care team and aims to:

- Support the career progression of healthcare assistants.
- Enable nurses to focus on more complex clinical work.
- Increase the supply of nurses by providing a progression route into graduate-level nursing.

The post holder will work under the direct supervision of the registered general practice nursing team and strictly in accordance with the specific practice guidelines and protocols, the nursing associate will assist the practice clinical team in the provision and delivery of prescribed programmed of practice care - Standards of proficiency for registered nursing associates - The Nursing and Midwifery Council
The post holder will work across a range of primary care settings to support the delivery of high-quality, person-centred care as part of a multidisciplinary team. This role contributes to the delivery of services as outlined in the Network Contract Directed Enhanced Service (DES) 2025/26 and supports the goals of the Additional Roles Reimbursement Scheme (ARRS) - Network Contract DES Contract specification 2025/26 – PCN requirements

Key Relationships

The post holder will work as part of a wider MDT (multi-disciplinary team) consisting of receptionists, admin staff, HCSWs, GPs, GPNs, other ARRS staff roles and the practice management team. The post holder will build effective relationships within the team which will promote good communication between all staff for better patient outcomes for the service population.

Responsibilities

The post holder will:

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- Deliver care as delegated by registered nurses and other healthcare professionals within the primary care team.
- Work under supervision of and in collaboration with the general practice nurses to provide and deliver a high standard of nursing care.
- Contribute to and monitor care provision based on evidence and work in collaboration with the multi-disciplinary team.
- Support chronic disease management, health promotion, and disease prevention activities in line with PCN priorities and local health inequalities.
- Co-operate and participate as required in any research projects as identified and contribute to data collection and audits that inform PCN performance monitoring.
- Participate in service delivery aligned to other local and national specifications (e.g. anticipatory care, cardiovascular disease prevention).
- Undertake clinical tasks such as venepuncture, wound care, blood pressure monitoring, ECGs, and vaccinations, referring to NMC Standards.
- Administer medicines as prescribed and in accordance with NMC Standards, e.g. via nebuliser or injections using sub-cutaneous or intramuscular route under Patient Specific Directions.
- Have the ability to recognise signs and symptoms of abuse/neglect and be aware of escalation reporting and safeguarding processes.
- Recognise and manage anaphylaxis and be able to perform cardio-pulmonary resuscitation according to current UK guidelines.
- Ensure infection prevention and control guidelines are maintained.
- Following appropriate training, undertake the collection, storage and despatch of pathological specimens including intravenous blood samples, swabs, smears etc and ensure the cleanliness of any equipment so used and perform any investigatory procedures requested by the doctor or senior nurse.
- Contribute to care planning and personalised care support plans, particularly for patients with long-term conditions or complex needs. They will monitor and support of the management of patients with long term conditions/chronic conditions, using holistic patient centred approach.
- Support patients to improve and maintain their mental and physical health and well-being.
- Provide support and supervision to student nursing associates, healthcare support worker apprentices and those on learning assignments/placements as required.
- Take part in reflective practice and clinical supervision activities.
- Organise and prioritise own delegated workload.
- Communicate effectively; written, verbal and non-verbal communication, with patients/relatives, carers, and all members of the multi-disciplinary team.
- Support, supervise, assess, and act as a role model to nursing associate students, other learners and health care support workers as required within the clinical settings.
- Participate in the delivery of proactive care models, including case finding, risk stratification, and health coaching.

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- Support early identification and management of patients at risk of hospital admission.
- Promote self-care and independence through education and coaching.
- Comprehensive geriatric assessments and routine monitoring in care home settings and they will work collaboratively with care home staff and community services to implement individualised care plans.
- Adhere to the NMC Code of Conduct and work within the defined scope of practice.
- Work in accordance with local and national policies, including safeguarding and infection prevention.
- Actively promote equality, diversity, and inclusion in practice.
- Carry out work duties and tasks in accordance with all relevant codes of practice. These include general practices codes of practice as well as the Nursing and Midwifery Council standards of proficiency for nursing associates.

Additional tasks, following training and support, may include:

- Cytology
- Childhood Immunisations and Vaccinations
- Vaccinations (e.g., Travel, Influenza etc)

Service Quality

- Participate in audit activities being undertaken in area of practice.
- Share ideas with colleagues to improve care and suggest areas for innovation.
- Contribute to the improvement of service by reflecting on own practice and supporting that of others.
- Regularly attend team meetings and contribute positively to discussions about the improvement of care.
- Participate in any mandatory and statutory training to ensure quality and patient safety.

Communication

The post holder will:

- Communicate effectively with patients and carers to ensure they are fully informed and consent to treatment.
- Communicate with individuals, carers, and other visitors in a courteous and helpful manner, whilst being mindful that there may be barriers to understanding.
- Will demonstrate professional and ethical behaviour always including when liaising with internal and external colleagues.
- Demonstrate inter-personal skills that promote clarity, compassion, empathy, respect and trust.
- Act as an advocate when representing patients.
- Communicate effectively with other team members.

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- Document consultations accurately and appropriately, according to NMC Guidelines, use digital tools and templates to record interventions and outcomes in line with PCN protocols.
- Participate in feedback and service improvement discussions.
- Ensure clear, concise accurate and legible records are kept.

Effort and Environment

It will be the post holder's responsibility to assess the effort and environment of the task being undertaken, for example, if the post holder is undertaking a leg ulcer clinic, they will need to assess what is manageable for them, with bending to get to the legs, lifting legs, etc. The post holder will work in accordance with the organisations manual handling policy.

Mobility

The post holder will have a clean driving license and access to a car as they will be required to undertake home visits for the practice population.

Health and Safety

The post holder will:

- Know the general principles of first aid and resuscitation to be able to undertake initial actions as appropriate in accordance with training and procedures.
- Maintain a good working knowledge of Health and Safety procedures and fire precautions.
- Assist in promoting and maintaining own and others' health, safety and security as defined in the practice policies.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Reporting potential risks identified.
- Using personal security systems within the workplace according to practice policies.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Understand and apply the principles of the cold chain.
- Ensure safe storage, rotation and disposal of vaccines and drugs within the area of responsibility.

Data Protection, Confidentiality and Information Governance

The post holder will:

- Have an understanding, acceptance, and adherence to the need for strict confidentiality.

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- Ensure all patient related information is treated sensitively and always adhere to the principals of confidentiality.
- Work in accordance with relevant data protection legislation.
- Work in accordance with Information Governance policies and procedures.
- Demonstrate sensitive communication styles to ensure patients are fully informed and consent to treatment.

Smoking and Health

It is the organisation policy to promote health. Smoking therefore is actively discouraged. It is illegal within the organisation's buildings and vehicles.

Equality and Diversity

The post holder will support the equality, diversity and rights of the patient, carers and colleagues to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers, and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities, and rights.
- Support people who need assistance in exercising their rights.
- Act as a role model in the observance of equality and diversity good practice.
- Identify patterns of discrimination, take action to overcome this and promote diversity and quality of opportunity.
- Accept the rights of individuals to choose their care providers.

Training and Development

The practice is committed to supporting the professional development of its staff. The post holder will be encouraged to undertake relevant training courses and will receive regular supervision and an annual appraisal. Opportunities for career progression, including pathways to nursing roles, may be available.

Digital

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- Adhere to practice policies and protocols relating to information technology.
- Ensuring personal passwords for computer are safe.
- Adhere to practice policies relating to social media.
- Checking patients details when conducting digital consultations ensuring you are speaking to the patient and not a third party.
- Adhering to policies and procedures when conducting digital consultations.

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Working Hours & Conditions

- The post holder will be expected to work 37.5 hours over 5 days.
- By law we will not expect an employee to work above on average 48 hours a week. For every four hours worked, the post holder will be entitled to a 15-minute unpaid break.
- Flexibility to work across PCN sites and in patients' homes where necessary.
- Exposure to bodily fluids and frequent contact with patients.
- Required to use personal protective equipment (PPE).
- May involve extended periods of standing, bending, or manual handling.

Clinical Supervision

- The post holder will work under the direct supervision of the GPN (General Practice Nurse) in accordance with the practice guidelines, policies, and protocols.
- Operate within the boundaries of competence under delegation and direction.
- Subject to annual appraisal and objective-setting

Reasonable Adjustments

The post holder will play a pivotal role in primary prevention as health educators promoting lifestyle advice, facilitating health access for diverse groups and putting in place reasonable adjustments, from longer appointment times to organising interpreters in line with the Equality Act 2010.

Additional Information

- This job role aligns with the NHS England Network Contract DES Additional Roles Reimbursement Scheme (ARRS) for 2025/26.
- The post holder will be expected to work within the scope of their competencies and adhere to practice policies, procedures, and NMC guidance.
- The role may involve working across multiple sites within the Primary Care Network (PCN).

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PERSON SPECIFICATION
Nursing Associate (ARRS)

Criteria	Essential	Desirable	Stage measured at (Application and/or Interview)
Education/Training/ Qualifications	A registered nursing associate on the NMC register. Competent in core clinical skills. Commitment to professional development – willing to engage in CPD and training relevant to the role, including mandatory updates and clinical skills. Participate in supervision and appraisal processes. Contribute to quality improvement projects as part of PCN service development.	Fundamentals of General Practice Nursing	Application
Knowledge	Awareness and understanding of PCN and DES objectives. Understanding of the scope of practice and accountability of the nursing associate role.	Knowledge of clinical systems	Application and Interview
Skills and core capabilities	Ability to work in a team and autonomously as required. Ability to communicate clearly and precisely (verbally and written) and identify where there may be barriers to understanding. Organised and diligent with attention to detail. Ability to work calmly under pressure in a busy working environment while meeting deadlines. Good interpersonal skills to build and maintain effective relationships with patients and colleagues.		Application and Interview
Interpersonal Skills	Hard working, motivated and enthusiastic. Willingness to undertake education and training to meet the service need and for career progression. Possesses a professional manner. Genuine interest in the delivery of healthcare to the community. Flexibility, reliability and responsive to change.		Application and Interview

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