**Job Description**

**Job Title:** ICS International Nurse Ambassador

**Reports to:** ICS International Recruitment lead

**Salary:** Responsibility Allowance £3000 per annum

**Hours:** 5 hours - Fixed Term/Secondment for one year

**Location:** Base work from home / Trust

**Background:**

Hertfordshire and West Essex Integrated Care System (ICS) comprises of three CCGs, three acute hospitals, one ambulance Trust, three community and mental health trusts and two County Councils. The ICS is responsible for providing health and social care services for a population of 1.5 million.

The ICS is looking for enthusiastic, motivated and knowledgeable individuals to champion International nurses across Hertfordshire & West Essex ICS. This is an exciting time to join the ICS and support the development of a consolidated approach to international recruitment.

**Job Purpose:**

Working with the ICS international recruitment lead and project manager for nursing transformation the post holder will assist in providing support and guidance to International Nurses and The IR team to aid retention and quality assure the overall experience received.

The post holder will establish and maintain key stakeholder relationships and develop resources to be used system wide to support a consistent experience to international nurses.

**STRUCTURE CHART**

Programme Director of Workforce Transformation

Project Manager Nursing Transformation

ICS International Recruitment Lead

ICS International Nurse

Ambassador

**Core Responsibilities:**

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| * To provide support to International Nurses in Hertfordshire and West Essex, to include advice, guidance and signposting
* To provide advice and feedback to the IR Team on International Nurse recruitment processes
* To work closely International Nurses to provide support and training
* To provide regular forums for International Nurses to engage with feedback around their experience so far and areas for development
* To assist with the welcome of internationally recruited nurses into the trust.
* To signpost International nurses to colleagues in the pastoral team or Trust to help them develop i.e. Practice Educators, Freedom to speak up guardians, Union
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**Operational Responsibility:**

* Daily management of relationships with International Nurses
* Provide regular updates to International Recruitment Project lead and Project manager for Nursing Transformation
* Meet regularly with other nurse Ambassador colleagues to identify trends
* Managing the information provided to key stakeholders in a timely manner
* Advise and guide the International Recruitment Team on building a pastoral system of support so that all international nurses feel part of a community and are supported throughout their first 12 months.
* Identify any training and development opportunities that we can deliver collaboratively as an ICS

**Financial and Physical Resources Responsibility**

* To identify any cost pressures with the ICS international recruitment lead.
* To effectively manage the stock of stationery and no stock items as required

**Human Resource Responsibility**

* Cultivate positive, trusting working relationships with International nurses and health and social care colleagues, encouraging collaboration and ensuring they are aware of current issues and mitigating actions.
* Work closely with other colleagues to ensure an overall drive for improvements in quality with respect to the overall recruitment, induction and pastoral experience of International Nurses
* To work in collaboration with the other International Nurse Ambassadors in the team

**Information Management Responsibility**

* Handle sensitive data/information in keeping with all Data Protection policies and procedures.
* Provide regular updates to the team and wider ICS when requested
* Identify trends and implement initiatives with partners to manage change.

**Planning and Organisation Responsibility**

* Ensure all meetings/forums are documented and information stored securely.
* To contribute to the continual improvement of international nurse recruitment processes and systems.
* To ensure there is adequate cover provided during times of annual leave, training and sickness.

**Policy and Service Development Responsibility**

* To be aware of policies and procedures relevant to international nurse recruitment across the ICS
* To be aware of national requirements for international recruitment and immigration

**Research and Development Responsibility**

* Provide information and data to aid in the development of processes and policies

**Communication Responsibility**

* Maintain excellent relationships with a broad range of internal and external stakeholders working across organisational boundaries to engage with ICS stakeholders
* Liaise with wider ICS IR Recruitment team to share best practice
* To attend meetings/forums/boards regarding the programme as required.
* To represent the International nurses at events or meetings

**Personal Professional Development**

* Take every reasonable opportunity to maintain and improve self-development including professional knowledge and competence
* To participate in regular supervision and personal objective setting, including the development of a Personal Development Plan (PDP).
* This job description is not intended to be exhaustive; the post holder will therefore be expected to adopt a flexible attitude towards these duties, which may be varied subject to the needs of the department and in keeping with the general profile of the post.

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| **Person Specification**

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| **Job title:**  | ICS International Nurse Ambassador  |
| **Directorate:**  | Hertfordshire and West Essex ICS |
| **Department:**  | Nursing Transformation  |
| **Pay band:**  | Responsibility Allowance  |

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|  | **Essential** | **Desirable** | **Evidenced by**  |
| **A)Qualifications** |  |  |  |
| International Nurse working within a Hertfordshire & West Essex Trust | **√** |  | **A/C** |
| Successfully passed OCSE  | **√** |  | **A/C** |
| **B)Knowledge** |  |  |  |
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| Previous experience of workingas a Nurse Internationally |

 | **√** |  | **A/I** |
| Experience of moving to the UK and Process required  | **√** |  | **A/I** |
| Experience of support international colleagues  | **√** |  | **A/I** |
| Experience of building good working relations with a range of stakeholders  | **√** |  | **A/I** |
| Experience of MS Teams video calls  | **√** |  | **A/I** |
| Experience of working as part of a team  | **√** |  | **A/I** |
| Experience of working within the NHS | **√** |  | **A/I** |
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| Familiar with the OSCE training programmes and their implementation within NHS Trusts  |

 | **√** |  | **A/I** |
| **C)Skills & Abilities** |  |  |  |
| **Communication/Relationship skills**Ability to deal sensitively with staff, clients and suppliers in person and on the telephone. Ability to communicate effectively and to promote a positive impression of the team and the ICS | **√** |  | **A/I** |
| Excellent communication and interpersonal skills and ability to create and maintain effective working relationships  | **√** |  | **A/I** |
| Ability to set up meeting invites on MS Teams  | **√** |  | **A/I** |
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| **Analytical and Judgement skills**Awareness of the importance of confidentiality – ability to work withinappropriate boundaries.  |

 | **√** |  | **A/I** |
| Ability to use good judgement skills when dealing with enquiries and problems  | **√** |  | **A/I** |
| Innovative with analytical ability and capacity for problem solving.  | **√** |  | **A/I** |
| **Planning & Organisational skills**: Ability to plan workload in line with associated key dates and deadlines | **√** |  | **A/I** |
| Ability to work on own initiative and prioritise own workload  | **√** |  | **A/I** |
| Ability to work to tight deadlines and deal with conflicting demands  | **√** |  | **A/I** |
| Ability to work under pressure and take responsibility | **√** |  | **A/I** |
| Flexible approach – willing to work as part of a team and assist colleagues  | **√** |  | **A/I** |
| **IT Skills**Knowledge and experience of working with patient record systems, outlook and MS Teams | **√** |  | **A/I** |
| Ability to learn and utilise new IT systems | **√** |  | **A/I** |
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| Ability to assist and advise International nurses of Websites/ online forms required whilst settling into the UK |

 | **√** |  | **A/I** |
| **D) Approach/Values:** |  |  |  |
| Demonstrate support for the values and beliefs of the Care Group and those of the ICS | **√** |  | **I** |
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| Demonstrate an understanding of the practices of Human Rights in the delivery of this role  |

 | **√** |  | **I** |
| Commitment to providing a quality service within a team  | **√** |  | **I** |
| Ability to travel across sites  | **√** |  | **I** |
| Punctual and flexible across hours | **√** |  | **I** |

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| *To be evidenced by key:*  | *A – Application*  | *C - Certificate*  | *I – Interview*  | *T - Test*  |

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