

Post Details	
Title of Post:	Registered Outpatient Nurse
Grade:	Staff Nurse
Department:	Nursing
Reports to:	Lead Nurse (line management)
Registration:	Current NMC registration essential throughout tenure

Main Job Purpose
• Deliver safe, compassionate and evidence-based nursing care to patients attending MSG's outpatient clinics, practising within NMC professional standards, and the defined scope of competence applicable to this Registered Outpatient Nurse role.. • Provide professional nursing assessment, planning, implementation and evaluation of patient care across MSG's outpatient specialties, developing clinical competency progressively with structured support and supervision from the Lead Nurse. • Contribute actively to the quality, safety and patient experience of MSG's outpatient nursing service, applying evidence-based practice, maintaining NMC-compliant clinical records and participating in clinical governance, audit and continuous improvement as an engaged professional nursing team member. •

Key Duties and Responsibilities	
A. Outpatient Clinical Nursing Practice	• Assess, plan, implement and evaluate nursing care for patients attending MSG's outpatient clinics, applying professional nursing judgement within NMC professional standards and MSG's nursing protocols. . • Develop and maintain clinical nursing competencies relevant to the outpatient specialties served, including generic outpatient nursing skills and progressively developing specialty-specific competencies under the supervision and mentorship of the Lead Nurse. • Communicate effectively with patients, carers and families about their care, adapting communication approach for patients with communication barriers, visual or hearing impairment, cognitive challenges, anxiety, language differences or cultural needs, and ensuring patients are treated with dignity, compassion and respect throughout. • Obtain informed patient consent for all nursing interventions, ensuring patients understand what is involved, have the opportunity to ask questions and that consent is documented accurately in Maxims EPR. • Assist consultant clinicians in outpatient clinic sessions, preparing patients, managing clinic flow, assisting with procedures within the defined nursing scope of practice and managing the clinical environment to a safe, clean and professional standard. • Manage nursing aspects of patient care in nurse-led clinic elements where competency has been assessed and governance-approved, including clinical

	assessment, protocol-directed interventions and appropriate escalation to the Lead Nurse or consultant. • Prepare and maintain clinical equipment for outpatient clinic sessions, ensuring equipment is ready, functioning and safe before every clinic, that faults are reported promptly and that the clinical environment meets MSG's infection control and patient safety standards.
B. Professional Obligations, Safety & Governance	• Maintain NMC-compliant, accurate, complete and contemporaneous patient records in Maxims EPR for all nursing assessments, interventions and care decisions, meeting MSG's clinical record-keeping standards and professional registration requirements. • Participate in MSG's PSIRF patient safety incident reporting, completing accurate and timely incident reports for all patient safety events and near-misses, and engaging constructively in learning reviews and improvement actions. • Maintain current mandatory training in line with MSG's requirements, including basic life support, anaphylaxis management, moving and handling, fire safety, information governance and any specialty-specific mandatory training requirements. • Fulfil all NMC revalidation obligations, maintaining a current practice portfolio, completing required CPD hours, identifying and completing reflective accounts, engaging with professional discussions and obtaining feedback. • Participate in clinical audit, contributing data, implementing improvement actions and engaging with the nursing team's quality improvement programme as an active professional team member. • Provide cross-cover for nursing colleagues across MSG's outpatient specialties during leave and absence, maintaining safe nursing service provision and professional standards across all clinical settings covered.
C. Professional Development & Team Contribution	• Develop clinical competencies in collaboration with the Lead Nurse. • Participate in structured clinical supervision, appraisal and development planning, engaging actively with the nursing team's professional development and using supervision as a genuine opportunity to reflect on practice, identify development needs and plan clinical growth. • Contribute to the development of nursing students, nursing associates or healthcare support workers where assigned, acting as a mentor or practice supervisor in accordance with NMC standards.. • Maintain active engagement with nursing professional developments, clinical guidelines and evidence-based practice relevant to the outpatient specialties, applying current evidence to nursing practice and sharing clinical learning with colleagues.

For All Registered Nursing Roles at MSG

- Maintain current and effective registration with the Nursing and Midwifery Council (NMC), fulfilling all revalidation requirements including practice hours, CPD, reflective accounts, professional indemnity and confirmer processes.
- Practise in accordance with the NMC Code: Prioritise People, Practise Effectively, Preserve Safety and Promote Professionalism and Trust.
- Handle all patient and organisational information in full compliance with Guernsey data protection legislation, GDPR principles and MSG's information governance and patient confidentiality policies.
- Promote and maintain a safe environment for patients, relatives, visitors and staff in accordance with MSG's Health and Safety policy and the Health and Safety at Work (General) Guernsey 1987 Act.
- Participate in MSG's clinical governance and patient safety frameworks, including PSIRF incident reporting, clinical audit, risk register contributions and complaints investigation as required.
- Ensure accurate, timely and complete clinical records are maintained in Maxims EPR in compliance with NMC record-keeping standards, MSG policies and applicable legal requirements.
- Promote diversity, equality, dignity and respect in all patient and colleague interactions, in line with MSG's values and professional regulatory obligations.
- Any other duties within the general scope of the post and grade as and when required.

Preceptorship

Newly registered nurses joining MSG will enter a structured induction and training programme overseen by the Lead Nurse . This programme provides supervised clinical development, regular meetings, structured reflective practice and progressive competency assessment over the first 12 months, supporting the transition to becoming an independent registered nurse in MSG's specialist outpatient environment.

PERSON SPECIFICATION

Registered Outpatient Nurse

Medical Specialist Group LLP

Post Details	
Title of Post:	Registered Outpatient Nurse
Grade:	Staff Nurse
Department:	Nursing
Reports to:	Lead Nurse (line management)
Registration:	Current NMC registration essential throughout tenure

✓ Essential ✓ Desirable			
Category	Description	Essential	Desirable
Registration & Qualifications	Current, full and unrestricted NMC registration as a Registered Nurse (Level 1). Active fulfilment of all revalidation requirements. This is a non-negotiable requirement.	✓	
	Nursing degree (Bachelor of Nursing, BSc Nursing or equivalent pre-registration nursing qualification) from an NMC-approved programme.	✓	
	Commitment to pursuing post-registration specialty development through structured MSG-supported training and competency assessment.	✓	
	Willingness to work toward Practice Supervisor or Practice Assessor qualification to support nursing student and Clinical support worker development.		✓
Nursing Experience	Minimum one year's post-registration nursing experience;	✓	
	Experience of outpatient, ambulatory or specialist secondary care nursing, or demonstrable interest and commitment to developing outpatient specialist nursing skills.		✓
	Experience of NMC-compliant clinical record-keeping, including electronic patient records in a clinical setting.	✓	
	Any specialist nursing experience or competency relevant to MSG's clinical specialties (ophthalmology, ENT, general outpatient) is an advantage.		✓
Skills & Personal Attributes	Safe, competent and compassionate clinical nursing practice: applies professional nursing judgement, works within defined scope of practice and escalates appropriately.	✓	

PERSON SPECIFICATION

Registered Outpatient Nurse

Medical Specialist Group LLP

	Excellent patient communication: treats patients with genuine dignity, compassion and respect, adapting communication style for diverse patient needs.	✓	
	Organised and reliable: manages clinical workload, documentation and clinic preparation responsibilities without needing constant direction.	✓	
	Collaborative and team-oriented: supports colleagues, provides cross-cover willingly and contributes to a positive and learning-focused nursing team culture.	✓	

Post Details

Title of Post:	Registered Outpatient Nurse
Grade:	Staff Nurse
Department:	Nursing
Reports to:	Lead Nurse (line management)
Registration:	Current NMC registration essential throughout tenure

About this document

The Registered Outpatient Nurse operates at Level 2 (Independent) for all competencies, reflecting a registered professional who manages outpatient nursing responsibilities with independence and professional judgement. Level 2 is the expected standard for good sustained performance. Newly registered nurses may start closer to Level 1 in some areas, with Level 2 as the first-year target.

The four competency levels

- **Level 1 - Foundation:** Skills and behaviours for all roles across MSG
- **Level 2 - Independent:** Undertakes role with minimal supervision; uses own initiative; escalates appropriately
- **Level 3 - Expert:** Skilled professional; advises and guides others; leads projects or teams
- **Level 4 - Senior Leader:** Sets strategy and direction; accountable for governance and compliance

Competency level summary

All competencies are at Level 2 (Independent). This is the expected standard for a well-performing Registered Outpatient Nurse.

Competency	Level 1 Foundation	Level 2 Independent	Level 3 Expert	Level 4 Senior Leader
Technical Expertise		✓ L2		
Communication & Interpersonal Effectiveness		✓ L2		
Organisation, Planning & Time Management		✓ L2		
Accuracy & Attention to Detail		✓ L2		
Confidentiality & Information Governance		✓ L2		
Stakeholder Engagement & Relationship Management		✓ L2		
Independent Working & Team Collaboration		✓ L2		
Digital & Systems Proficiency		✓ L2		
Resilience & Working Under Pressure		✓ L2		
Continuous Improvement & Learning Mindset		✓ L2		

Detailed competency descriptors

1. Technical Expertise <i>Level 2: Independent</i>			
Level 1	Level 2	Level 3	Level 4
Follows SOPs and basic instructions for routine tasks.	Executes nursing tasks independently and troubleshoots routine clinical issues.	Leads nursing practice, optimises processes, and mentors others.	Shapes nursing strategy and acts as clinical subject matter expert.
In this role: Delivers the full range of outpatient nursing assessments, interventions and care within NMC professional standards and MSG's defined scope of practice for this role, independently and to a safe clinical standard. Actively develops specialty clinical competencies relevant to the role working toward Level 3 as progression milestones are achieved. Maintains mandatory clinical skills, NMC registration and revalidation requirements as professional obligations.			
2. Communication & Interpersonal Effectiveness <i>Level 2: Independent</i>			
Level 1	Level 2	Level 3	Level 4
Uses courteous, plain language; seeks clarification; records accurately.	Tailors messages to patients and clinical colleagues; escalates succinctly.	Handles sensitive conversations with empathy; influences through evidence.	Trusted clinical spokesperson in high-stakes contexts.
In this role: Communicates with patients, carers and clinical colleagues with genuine empathy, clinical clarity and professional confidence. Obtains informed consent, provides patient education and manages clinical communications within the defined nursing scope of practice. Escalates clinical concerns to the Lead Nurse with clear, accurate and timely information. Maintains NMC-standard written clinical records in Maxims EPR.			
3. Organisation, Planning & Time Management <i>Level 2: Independent</i>			
Level 1	Level 2	Level 3	Level 4
Uses agreed tools to track tasks and meet deadlines.	Coordinates own nursing activities to keep clinic sessions flowing.	Optimises nursing capacity; prevents bottlenecks.	Designs planning rhythms and governance structures.
In this role: Manages clinical session preparation, patient care, documentation and equipment management simultaneously in a busy outpatient environment, prioritising according to clinical urgency and patient need. Ensures every clinic is prepared, every patient is cared for and every clinical record is completed within session time without losing clinical quality or patient focus. Escalates to the Lead Nurse where competing demands require clinical prioritisation decisions beyond own scope.			
4. Accuracy & Attention to Detail <i>Level 2: Independent</i>			
Level 1	Level 2	Level 3	Level 4
Accurately completes routine clinical entries and forms.	Maintains audit-ready nursing records; cross-checks clinical sources.	Analyses nursing data trends; addresses root causes.	Sets organisation-wide nursing data standards.
In this role: Maintains accurate, complete and contemporaneous NMC-compliant nursing records in Maxims EPR for every patient contact, clinical intervention and nursing decision. Cross-checks patient identity, clinical history and consent status before every nursing procedure. Completes PSIRF incident reports accurately and promptly. Identifies and reports documentation quality concerns to the Lead Nurse.			
5. Confidentiality & Information Governance <i>Level 2: Independent</i>			
Level 1	Level 2	Level 3	Level 4

<i>Understands confidentiality basics; asks when unsure.</i>	Applies NMC and MSG IG policies consistently; documents decisions appropriately.	<i>Advises others on IG risks.</i>	<i>Oversees IG compliance systems.</i>
In this role: Applies NMC professional standards on confidentiality and MSG's information governance (IG) policies consistently in all nursing practice, including clinical record-keeping, patient communications, result management and clinical documentation. Handles patient-identifiable clinical information with professional discretion and appropriate security. Escalates any information governance concern to the Lead Nurse immediately.			

6. Stakeholder Engagement & Relationship Management <i>Level 2: Independent</i>			
Level 1	Level 2	Level 3	Level 4
<i>Responds promptly and courteously to nursing and patient enquiries.</i>	Coordinates with clinical colleagues; works effectively in MDT.	<i>Negotiates win-win outcomes; manages sensitive patient interfaces.</i>	<i>Shapes long-term nursing partnerships.</i>
In this role: Works effectively as part of MSG's outpatient nursing team and multidisciplinary clinical team, collaborating with Lead Nurse, Extended Scope Practitioners, consultant clinicians, Clinical Support Workers, reception staff and clinical colleagues. Handles patient enquiries and clinical contacts professionally, empathetically and within the authorised scope of practice. Escalates patient queries or clinical concerns that require specialist input without delay.			

7. Independent Working & Team Collaboration <i>Level 2: Independent</i>			
Level 1	Level 2	Level 3	Level 4
<i>Meets assigned nursing responsibilities reliably.</i>	Collaborates across nursing teams; shares clinical learning.	<i>Leads clinical work within specialty scope; supports development of others.</i>	<i>Builds structures and norms enabling effective nursing collaboration.</i>
In this role: Manages assigned outpatient nursing responsibilities reliably and with professional independence within defined scope of practice, seeking clinical guidance from the Lead Nurse or relevant Clinical Nurse Specialist when clinical situations or patient presentations require more experienced clinical input. Provides cross-cover for nursing colleagues willingly. Shares clinical learning with Clinical Support Workers and contributes to the nursing team's collective professional development. Engages actively in supervision, appraisal and the nursing career progression pathway.			

8. Digital & Systems Proficiency <i>Level 2: Independent</i>			
Level 1	Level 2	Level 3	Level 4
<i>Uses core clinical systems and packages accurately.</i>	Uses specialist clinical systems accurately (e.g. Maxims EPR, specialty nursing systems).	<i>Optimises nursing workflows; creates templates.</i>	<i>Champions digital adoption and data-driven clinical improvement.</i>
In this role: Uses Maxims EPR accurately and fully for all nursing clinical functions, including patient registration, clinical documentation, nursing assessment records and clinical correspondence. Develops competency in relevant specialty clinical systems with support from the Lead Nurse. Maintains digital clinical records to the standard required for NMC compliance, clinical governance and audit.			

9. Resilience & Working Under Pressure <i>Level 2: Independent</i>			
Level 1	Level 2	Level 3	Level 4
<i>Maintains professional nursing standards during busy periods.</i>	Prioritises clinical work effectively; de-escalates sensitive patient situations.	<i>Leads clinical sessions through pressure safely.</i>	<i>Builds nursing resilience.</i>
In this role: Maintains clinical nursing quality, patient safety standards and professional composure during busy multi-clinic days, acute patient deterioration, equipment failures and challenging patient interactions.			

Prioritises nursing tasks according to patient safety and clinical urgency. Manages anxious, distressed or clinically complex patients with genuine compassion and professional skill, escalating to the Lead Nurse where clinical situations exceed the defined scope of practice.

10. Continuous Improvement & Learning Mindset *Level 2: Independent*

Level 1	Level 2	Level 3	Level 4
<i>Identifies personal nursing development needs; completes mandatory training.</i>	Implements local nursing improvements; shares clinical learning.	<i>Leads local nursing audits; measures impact.</i>	<i>Sets nursing improvement priorities; embeds a learning culture.</i>

In this role: *Actively pursues specialty clinical competency development and NMC revalidation , treating professional development as a personal obligation and a genuine career opportunity. Completes mandatory training, CPD and revalidation requirements on time. Participates in clinical audit, implements improvement actions and shares clinical learning within the nursing team. Engages positively with clinical supervision, appraisal and the development planning process.*