



Nurse Counsellor Therapist

Job description

To promote, counsel, inform and prepare potential patients, in accordance with company values and agreed business ratios, to gain access to Cosmetic Surgery, Laser Hair Removal or aesthetic procedures by referral to a Surgeon or Nurse, Counsellor/Therapist. To carry out Non Surgical treatments and Laser Hair Removal.

Position

- Reports to the Clinic Manager
- Liaise closely with surgeons and colleagues.

Tasks and duties

- Counsel and treat patients
- Administer laser and/or aesthetic treatments and procedures
- Deliver pre & post treatment care and advice
- Pre and post operative patient assessments and care
- Patient complaints
- Utilise agreed company protocols, policies and procedures and pathways for effective service to patients
- Responsible for achieving personal sales targets
- Responsible for personal continual education, training and development
- There is a requirement to take part in our 'out of hours' on-call service.

Level of authority

- Supervision of colleagues as/if required
- Contact surgeons as necessary.

Qualifications

- Registered Nurse/Laser Therapist.

Experience

- Minimum of one year post registration within a business/clinical environment.

Potential business

- Achieve personal targets as agreed with the Regional Manager and Clinic Manager
- Follow up patients previously consulted
- Promote the values of The Harley Medical Group in a positive manner
- Maintain competitor awareness to support effective patient communication.

Patient care

- Assess, plan, implement and evaluate patient care in accordance with specific cosmetic procedure manuals and protocols (inclusive of surgery, Laser Hair Removal and Non Surgical treatments)
- Ensure surgeon's protocol, care pathway and directions are followed and report any variance to surgeon
- Document all patient interventions and store records securely
- Ensure patient confidentiality.

Quality and risk management

- Ensure compliance with company policies; Health and Safety, COSHH, risk assessment, fire regulations, Infection Control, decontamination, adverse events & complaints
- Promote quality care and service through the use of best practice
- Research, initiate and evaluate new ideas to foster continuous improvement.

Professional

- Deliver nursing standards in accordance with the Nursing & Midwifery Council Code of Professional Conduct and other publications as published
- Regularly assess and evaluate practice by audit and implement change in a participative manner with nursing/business colleagues.

Personal development

- Identify personal training needs and continually develop skills and competencies
- Maintain a personal professional profile in accordance with the NMC requirements.