

## Job Description

<b>Job Title:</b>	Divisional Director of Nursing Emergency Centre
<b>Clinical Group:</b>	Medicine and Emergency Care Division
<b>Base:</b>	Shrewsbury and Telford Hospital NHS Trust
<b>Band:</b>	8C
<b>Reports To:</b>	Divisional Director of Nursing
<b>Professionally Accountable To:</b>	Directory of Nursing, Midwifery and Quality
<b>Key Working Relationships:</b>	Division Medical Director and associated Clinical Leads, Centre and Division Operational Management Team, Matrons and Service Managers for Centre, Corporate Nursing Team, Corporate Support Team

### Role Summary:

The post holder will provide professional leadership to the nursing workforce for the Emergency Centre within the Division supporting the achievement of the strategic and operational objectives of the Medicine and Emergency Care Division and the Trust. The post holder will provide an expert level of professional and operational support across the Centre, Division and the wider Trust.

The post holder will take responsibility for nursing services across the Emergency Centre within the Division across all hospital sites ensuring that effective nursing care is delivered by appropriately trained and competent nurses and non-registered support staff developing a culture that encourages nurses to be, compassionate, innovative and challenging in the interest of patient care and professional practice.

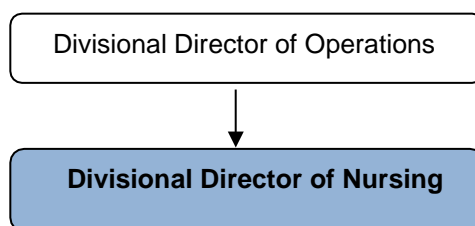
The Emergency Centre Divisional Director of Nursing will be responsible for the delivery, monitoring and assurance of performance against an agreed set of local and national key performance indicators ensuring that there is consistency of practice, high standards of care and innovations, with a strong patient safety focus. They will be responsible for ensuring clinical safety and quality is of the highest standard across all nursing areas.

The post holder will ensure that quality of care is continuously improved, they will maximise efficiency of service delivery, and optimal performance and productivity in the delivery of services by:

- Enhancing safety, positive patient experience and clinical effectiveness as the fundamental standards across all the emergency centre service areas
- Ensuring that our patients time is recognised as the most important currency in healthcare by supporting optimal work flow thus ensuring optimal recovery and preventing patient deconditioning
- Ensuring that the nursing staff engaged in patients journeys are achieving maximum productivity within their available time

The post holder will provide cross site cover and participate in the Senior Manager's On Call rota for the Trust.

## Organisational Position:



## Key Responsibilities:

Lead on the implementation and development of the nursing agenda on behalf of the emergency centre within the Division, working in partnership with the operational and medical centre team. The Divisional Director of Nursing is required to:

- Provide a role model for others to emulate, exhibiting high standards of professionalism and behaviour
- Maintain an up to date professional and specialist knowledge in all relevant clinical areas
- Lead on the implementation of the nursing contribution to site safety and capacity management for the Emergency Centre
- Lead on the development and implementation of policy and service changes for the Emergency Centre ensuring compliance with the centre and Division governance processes
- Represent the Director and Deputy Director of Nursing, Midwifery and Quality/Assistant Chief Operating Officer as required at external forums e.g. Coroners Court
- Provide expert advice and leadership to the nursing site team in relation to patient care, education and well being
- Have ultimate responsibility for providing expert professional advice to the Division/Centre and informing clinical decision making
- Act as professional lead relating to the conduct of nurses within the centre. Recognise cases outside own area of authority and/or with wider public concern and seek advice from the Deputy Director of Nursing
- Provide reports and recommendations to the Director of Nursing or Divisional Director of Operations as directed. Prepare and present documents and presentations for the Trust Board as directed
- Act on issues/concerns/complaints reported by service users relating to nursing care
- Participate in the development of nursing services, contributing to the development of strategy documents and policies and procedures as required
- Plan and co-ordinate essential Trust business continuity activities for the Emergency Centre in the case of incidents e.g. winter plan, pandemic flu, infection control outbreak
- Promote equality and diversity and ensure that there is compliance with relevant statutory documents
- Develop and implement Cost Improvement Plans in relation to the Nursing Workforce. Regularly review implementation and provide feedback at relevant Trust Committees
- Act as the Division lead for safeguarding
- Be professionally and operationally responsible for the Division Matrons ensuring there is appropriate cross site and departmental cover available at all times
- Represent professional and operational nursing on all strategic issues relating to transformation and new models of care and ensure that all nursing practices are compliant with recognised best models of care as defined by the Royal College of Emergency Care and the Care Quality Commission etc
- Ensure that standards of professional behaviour for nurses and midwives are met within the Emergency Centre and that Trust policies are followed at all times
- Ensuring continuous learning and development takes place across the nursing workforce and minimum standards of training for nurses and nurse support service are met
- Provide cross cover support for the Head of Nursing for the Medicine Centre as required

The post holder will also be required to deliver specific outcomes as outlined in the sections below.

### **Patient Safety & Quality**

- To lead on the delivery of performance of the Trust nursing quality and safety agenda for the Emergency Centre. To monitor nursing performance against a range of indicators and support improvement where necessary through a quality and safety review and performance management process in conjunction with the clinical and operational teams e.g. CQC action plans, service metrics, high impact actions, infection control measures
- Ensure compliance with Trust, Division and Centre policies, standard operating procedures and clinical protocols across all clinical services within the Emergency Centre
- Lead or commission investigations following Serious Untoward Incidents (SUI), clinical or conduct incidents, or patient complaints. Ensure that organisational learning is implemented and embedded into clinical practice or professional behaviours
- Be responsible for infection control compliance for the centre, ensuring regulatory requirements professionally advising and supporting areas of poor performance
- Support recruitment and appraisal of matrons and senior nurses
- Ensure good practice is shared across the Division and the Trust to ensure parity of quality
- To support and lead on the nursing elements of the patient experience agenda for the centre

### **Leadership & Professional Development**

- Provide professional nursing leadership through role modelling and membership of appropriate Trust wide forums, representing the Trust on external groups/committees both locally and nationally and deputise for the Chief Nurse where appropriate
- Liaise closely with the Faculty in regards to undergraduate nursing placement and management of learning, working with the Practice Placement Managers to embed Trust standards and values within undergraduate nursing programmes and induction on specific site
- Work closely with HR to develop and deliver the workforce strategy, recruitment and retention agenda of the nursing workforce
- To chair nursing disciplinary or appeal hearings regarding nursing practice or conduct issues in line with Trust policy. Provide professional advice on disciplinary process as required
- Provide highly developed professional leadership and management skills to the matrons and senior nurses ensuring the continuous development of management and leadership skills for all ward sisters and departmental managers

### **Innovation & Research**

- Support multi-professional leads, in identifying, developing and implementing models of practice developments/policies/services that reflect patient pathways and new career routes
- Monitor the development and implementation of nursing Information Technology developments e.g. electronic documentation, electronic handover and other IT clinical solutions within the site, including audit outcomes and governance guidance
- Support the nursing teams to contribute to existing nursing theoretical and empirical literature, may conduct research in specialist area
- Continuous improvement is a key aspect of daily work to be evidenced by personal commitment to contributing to the implementation of the Transforming Care Production System (TPCS) including the development and use of standard work
- The Trust commitment to one continuous improvement method TPCS should be reflected in individual's continuing professional development plans (CPD) and all SaTH leaders are required to complete the lean for leaders training
- As an employee be able to demonstrate how you continuously use the TCPS to improve patient care and staff experience supporting the Trust to deliver its organisation strategy

### **Workforce**

- To ensure robust long term strategies, plans and processes are in place and to ensure nurse staffing is co-ordinated safely across sites for all services within the Emergency Centre extending to future service developments or reconfigurations

- Advise the Division on the best use of financial resources to ensure that effective nursing care is provided, take responsibility for initiating improvements and ensure monthly sign off of all agreed Rosters
- To provide/approve workforce recommendations to appropriate groups/matrons/directorates and to ensure escalation to Chief Nurse any medical/high-risk concerns/shortfalls
- To professionally advise the Division and Emergency Centre on approving nursing vacancies, CIP and new nursing roles
- Plan and implement professional recruitment to enable flex capacity

### **Range of Authority**

The post holder is responsible for the day to day management of services as outlined within the job description.

The post holder will make a significant contribution to all major decisions affecting the Division and Emergency Centre to which they are responsible such as patient safety, service quality, people management, budgetary management, business planning and risk management. The post holder is guided by corporate and national policies but in most situations will need to establish the way these should be interpreted. The post holder will also be required to analyse and compare a range of complex and conflicting information to support the decision-making process.

Examples of areas in which the post holder is expected to act autonomously or with only occasional reference with their line manager prior to action include:

- Prioritising the use of all resources across the Division and Emergency Centre
- Decisions regarding staffing levels and skill mix within budgeted establishment
- Staffing issues and performance, including dismissal of staff (except medical staff) in accordance with Trust policy
- Development and establishment of clinical standards, policies and protocols within the non-medical team

Examples of issues that the post holder is required to discuss with their line manager prior to action include:

- Major changes to service delivery
- Development of clinical standards, policies and protocols impacting on other areas and on the medical team
- Changes to staffing levels or skill mix that impact significantly on quality of patient care or exceed budgeted establishment
- Service redesign within the Division and Emergency Centre

### **Equipment and Systems**

- To use normal office equipment
- To be competent in the use of a range of electronic information systems and tools

### **Physical, Mental and Emotional Demands of the Post**

- To analyse and interpret a range of highly complex and sometimes conflicting information (often conflicting views) in order to understand clinical performance and to prepare and present options (which may not be obvious) for improvement
- To undertake presentations to large groups and to senior managers as required
- To handle emotive and challenging situations relating to patients, service users and staff, using influential negotiating and motivational skills to achieve desired outcomes
- To regularly deal with a wide range of complex patient complaints and staff problems
- To cope with frequent interruptions whilst in periods of concentration

### **Working Conditions**

- To work in normal office conditions, including regular VDU work
- To travel regularly between all Trust sites

## Review

This job description is an outline of the principal areas of responsibility and may be subject to periodic change. The job title is not restrictive and the job holder may at any time be required to undertake other duties within their competence beyond the confines of this job description.

The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the job holder. All changes will be discussed with the post holder.

## Management

The job description represents an outline of the principle duties associated with the post. These duties will be altered in line with identified needs of the service, should these change.

All employees must adhere to Trust policies and procedures relating to:

- Health and Safety
- Smoke free
- Equality and Diversity
- Equal Opportunities in Employment
- Harassment and Bullying

Your attention is drawn to the confidential nature of information handled within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1998.

## Additional Information:

### Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who maybe affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

### Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

### Information Governance

The Trust is committed to compliance with the Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** – Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of

any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off sites.

- **Disclosure of Information** – The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information you and the Trust may face legal action.
- **Information Quality and Records Management** – You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

### **Professional Standards and Performance Review**

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and creation of a personal development plan in line with the KSF outline for the post.

### **Safeguarding Children and Vulnerable Adults**

- We all have a personal and professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The sharing of information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

### **Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

### **Continuous Improvement**

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

**Quality Assurance**

As an employee of the Shrewsbury and Telford Hospital NHS Trust you are a member of an organisation that endeavours to provide the highest quality of service to our patients. You are an ambassador of the organisation and, as such, are required to ensure that high standards are maintained at all times.

**Equal Opportunities**

As an employee you have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and staff are treated equally in line with the Trust's Equal Opportunities Policy.

**Risk Management**

You have a responsibility for the identification of all risk which have a potential adverse effect on the Trust's ability to maintain quality of care and safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

**Smoking in the Workplace**

The Trust operates a no-smoking policy and as such the post holder will be required to refrain from smoking on the Trust premises.

This job description is not exhaustive and is seen as a guide only. It may be reviewed and changed in discussion with the post holder.

**Job Description Agreement**

Manager Name

Post Holder

Signature

Signature

**Date**





