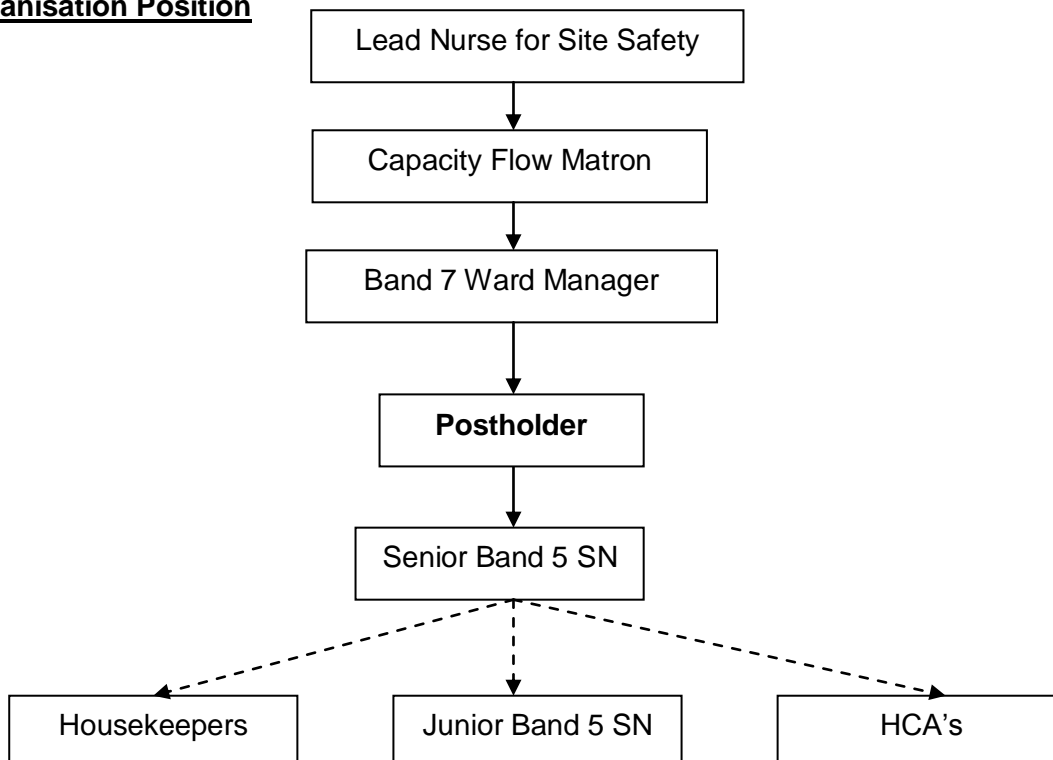


Job Description

Post Title:	Sister / Charge Nurse
Band :	6
Managerially accountable to:	Ward/ Department Manager
Purpose of the post:	<p>To function as a competent clinical practitioner within their designated clinical area. To deliver direct patient care whilst, co-ordinating and overseeing nursing practice.</p> <p>To be responsible for ensuring the delivery of clinical activities during their span of duty.</p> <p>To ensure that there is efficient and effective utilisation of resources to deliver high quality care to their client group.</p> <p>To deputise for the ward/ department manager in his / her absence, driving forward evidence based practice and taking responsibility for the supervision of staff and the policies and practices that operate within their clinical area.</p> <p>Proactively support in de-escalating site by facilitating flow and discharges from the wards</p> <p>To work flexibly to meet the needs of the service.</p>

Organisation Position



MANAGEMENT AND LEADERSHIP

1. In conjunction with the ward/ department manager be responsible for the day to day supervision of their ward/ department/team, effectively motivating, and directing staff to ensure that time and resources are managed through effective teamwork.
2. To ensure that staff have a clear understanding of their duties and responsibilities and of the standards of performance and conduct expected of them during their span of duty
3. To organise their team on a daily basis deploying staff appropriately according to their skills and experience.
4. To ensure that maximum usage of available bed base is always maintained by utilising agreed operational strategies to facilitate appropriate admissions, and timely discharge to meet the delivery of the EDD process and Nurse led discharge.
5. In conjunction with the ward manager receive the calls, where applicable, from the care co-ordinator centre and liaise with appropriate staff to co-ordinate admissions into the ward /department
6. To deputise for ward/ department manager as necessary.
7. In conjunction with the ward manager take responsibility for implementing and reviewing clinical practices to ensure that they are cost effective.
8. To contribute towards the new ways of working which support Divisional and corporate objectives and improvement programmes .
9. To be an authorised signatory for stock orders, staff time sheets and expenses.
10. To support the Ward/ department in promoting new ways of working which support and contribute towards Divisional and corporate objectives and improvement programmes .
11. To work with all members of the multi professional team to develop services to ensure the effective provision of all aspects of clinical care are maintained at a high standard.
12. To contribute to and influence the total patient experience and journey through collaborative working and effective communications with all members of the multi disciplinary team throughout the hospital.
13. To assist in the formulation, and review of clinical policies and procedures in their own ward/ department . To ensure trust wide agreed polices within area of responsibility are adhered to.
14. In the absence of the ward/ department manager be a point of contact by ensuring that they are a visible, accessible and assertive figure to whom patients, relatives and staff can turn for assistance, advice and support.
15. To act as a role model for other junior staff.
16. To support the ward/ department manager to assist PALS staff in helping to resolve the concerns of patients and their families as quickly as possible.
17. To ensure that high standards of cleanliness, tidiness and décor are maintained in their designated area. To ensure PEAT standards are adhered to.
18. To work with external agencies in particular Social Services, and community nursing and domiciliary therapy services.

19. To support the ward/ department managers in the process of change demonstrating professionalism and integrity.
20. To contribute towards the development, production and implementation of the wards/ departments objectives, in line with agreed service and financial objectives.

PATIENT CARE

1. To practise clinically, co-ordinating and supervising nursing. Ensuring that all patients have their needs assessed, that programmes of care are developed to meet these needs and are delivered in accordance with agreed policies and procedures.
2. To be a competent practitioner, leading innovation and demonstrating clinical expertise. The postholder act as a resource and advisor in their area of expertise to colleagues in other wards and departments throughout the Trust
3. To deliver all aspect of care relative to their patient group.
4. To assist the implementation and delivery of the Essence of Care standards
5. To ensure the use of approved manual handling techniques in delivery patient care using procedures taught by the manual handling team, including the safe use of mechanical and non-mechanical manual handling aids.
6. To monitor and assist in the review of clinical standards and practice within their clinical area, with particular attention paid to the drive for evidence-based practice.
7. To be aware of the nursing performance indicators and support the Ward/ Department Manager in implementing the action plans to address areas for improvement.

COMMUNICATION AND RELATIONSHIPS

1. To ensure that all team members report changes in patient progress effectively, both verbally and in written form. Ensure that accurate, legible and holistic nursing records according to NMC /or HPC guidelines and unit guidance are maintained.
2. Where appropriate interpret and present clinical information to patients and their relatives, demonstrating highest levels of interpersonal and communication skills ensure that patients and their carers have sufficient relevant verbal and written information during the patient's stay.
3. To actively support staff working with highly distressing / highly emotional levels of illness.
4. To respond appropriately to ineffective communication techniques and styles used by staff, supporting the Ward/ department Manager on first line performance management action in the event of continued issues. To undertake basic ward based training for junior staff in relation to communication strategies.
5. To demonstrate sensitivity in dealing with complex and confidential information from patients, families and colleagues, giving advice and support when necessary. Respond appropriately to the information given.
6. In conjunction with the Ward/ department Manager develop appropriate written and verbal patient information processes and systems
7. Will actively contribute towards Ward / departmental meetings.

8. To ensure that information / decisions are cascaded appropriately to junior staff using tools forums and communication strategies as identified by the ward/ department manager.
9. In conjunction with the ward/ department Manager maintain collaborative working relationships and effective communications between all members of the multidisciplinary team, resolving conflict and working within the team to ensure a high standard of co-ordinated patient care

EDUCATION, PROFESSIONAL DEVELOPMENT AND TRAINING

1. To take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self-development.
2. To support the implementation of an effective appraisal system, ensuring that all staff has set objectives that identify and support individual development and training needs.
3. To participate in the supervision, training and effective mentorship of junior staff, student nurses and Health Care Assistants.
4. In conjunction with the Ward/ department manager identify the training and educational needs for all staff, contributing to the development and provision of the yearly training plan and educational training programmes and opportunities.
5. To participate in informal and formal training sessions for their staff, delivering orientation programmes for new staff and provide relevant feedback to all members of the team.
6. To support the Ward/ Department Manager in ensuring that all team members attend Mandatory training sessions.

RESEARCH AND AUDIT

1. Together with the Ward/Department Manager develop standards of care and participate in ongoing research, audit and projects.
2. To promote and disseminate relevant research findings to support clinical practice and education within the department.
3. To participate in developing systems for assessing the users views on the quality of services provided and for involving patient's relatives and their representatives in the planning and development of services.

HUMAN RESOURCES

1. To ensure that all local and national HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately.
2. To assist the Ward/ Department Manager in the management of staff within their ward / department including specific induction, recruitment and selection, deployment, training, performance management , sickness/ absence and appraisals .
3. Assists the Ward/ Department Manager in planning off duty rotas to ensure appropriate staffing levels and skill mix to meet patient needs.
4. To work with the Ward/ Department Manager on the appointment of nursing staff for their designated clinical area.

USE OF INFORMATION

1. To ensure that staff maintain and update PAS to support patient care.
2. To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment and Trust PAS system.

HEALTH AND SAFETY

1. To support the Ward/ Department Manager in ensuring that the team develops the skills and knowledge to be able to safely and competently use medical equipment. To ensure are aware of the need to ensure that equipment is cleaned, stored and maintained correctly and that any faults/ defects are reported appropriately.
2. To assist the Ward/ department Manager in ensuring that systems are in place to control, audit and track the use and location of medical assets and that any losses are reported accordance with policy.
3. To contribute to the ward/ department's implementation of a Health and Safety management monitoring structure and as far as is reasonably practical within the designated area of responsibility maintain a safe environment for patients, staff and relatives.
4. To participate in annual H&S audits, working with the ward/ department manager to rectify and address shortfalls.
5. To assist the Ward/ Department Manager in ensuring that that at all times the team work in a safe and responsible manner by demonstrating a knowledge and understanding of all Trust Health and Safety policies and the implementation of safety measures including:-
 - Fire regulations
 - COSHH Regulations
 - Moving and Handling
6. The postholder will, be fully conversant in the Trust Infection Control polices and ensure that infection control polices; protocols and procedures are adhere to.
7. The post holder will frequently be exposed to highly unpleasant working conditions involving exposure of uncontained body fluids, foul linen etc and should be conversant with infection control policies relating to such exposure.
8. The post holder may on occasions be exposed to verbal / physical abuse and should be fully conversant with the Trust's Policy for dealing with these situations. To actively support staff in dealing with such incidents.
9. The prevention and management of acquired infection is a key priority for the Trust. The post holder is required to ensure, as an employee, that his/her work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or themselves:

All staff must be aware of infection prevention and control policies, practices and guidelines appropriate for their duties and must follow these at all times to maintain a safe environment for patients, visitors and staff;

All staff must 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;

Any breach of infection control policies is a serious matter which may result in disciplinary action;

All staff have a responsibility to challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

CLINICAL GOVERNANCE AND RISK MANAGEMENT

1. To ensure compliance with the programme of risk assessment and action planning in relation to health and safety, clinical risk and other agreed areas of risk management in line with corporate and national frameworks and strategies.
2. To have an awareness and participate in the handling of complaints relating to the service area, supporting the Ward/ Department Manager in implementing actions and changing practice when necessary.
3. To assist the Ward/ Department manager in the review and investigation of clinical incidents and support in developing and implementing action plans to improve and develop practice.
4. To support the Ward/ Department Manager to monitor performance within their clinical area against Controls Assurance and CNST standards and adhere to agreed appropriate action to ensure these standards are achieved.

DECISIONS JUDGEMENT AND FREEDOM TO ACT

1. To work with the Ward Manager in ensuring services are delivered and targets met.
2. To work independently to ensure delivery of quality services within area of responsibility. Works within polices, protocols and professional standards. Seeks further advice and support from the Ward/ Department Manager for actions that effect areas outside their area of responsibility.
3. To be accountable for decisions affecting their sphere of responsibility. Liases with Ward/ Department Manager and Nurse Manager on issues that have wider service implications across the organisation

PROFESSIONAL CONDUCT

1. To adhere at all times to uniform and appearance policy.
2. To conduct oneself in a manner perceived by others as constructive. Ensure that any issues with other staff members are addressed at an appropriate level.
3. To adhere to all local, national and NMC guidelines in relation to professional ensuring that local incidents, complaints and issues are dealt with in accordance with Trust policy.
4. To report appropriately any observed lapses in professional conduct to the Ward/ department Manager, in line with local and NMC guidelines.

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 may be 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 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 site.
- **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 as 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 the 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 a 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 Trusts 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 Trusts 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.

This job description represents a summary of the main responsibilities of the post and is not an exhaustive list of duties to be undertaken. The duties may be redefined following discussion with the Line Manager.

Manager	Post holder
Signature	Signature
Date	Date