

WARD MANAGER

Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read. Our goal is to make the application process more accessible and inclusive for everyone.

- This role is about leading and managing a hospital ward or department to make sure patients get the best care possible.
- You will work closely with nurses and other staff to guide, support and supervise them in their daily work.
- You will help plan and improve how care is given, making sure everything runs smoothly and safely.
- You will be a key contact for patients, families and staff, offering help and advice when needed.
- You will also help train and support staff to learn new skills and do their jobs well.
- Sometimes, you will work outside normal hours to help keep services running.

Job Description

Job title:	Ward / Department Manager
Grade:	7
Site:	The Royal Shrewsbury Hospital
Accountable to:	Clinical Nurse Manager or equivalent
DBS required:	Enhanced

Purpose of the post:

To function as an expert clinical practitioner within their designated clinical area. To deliver direct patient care whilst, managing, leading, co-ordinating and overseeing nursing practice

The post holder carries 24 hour continuing responsibility for the

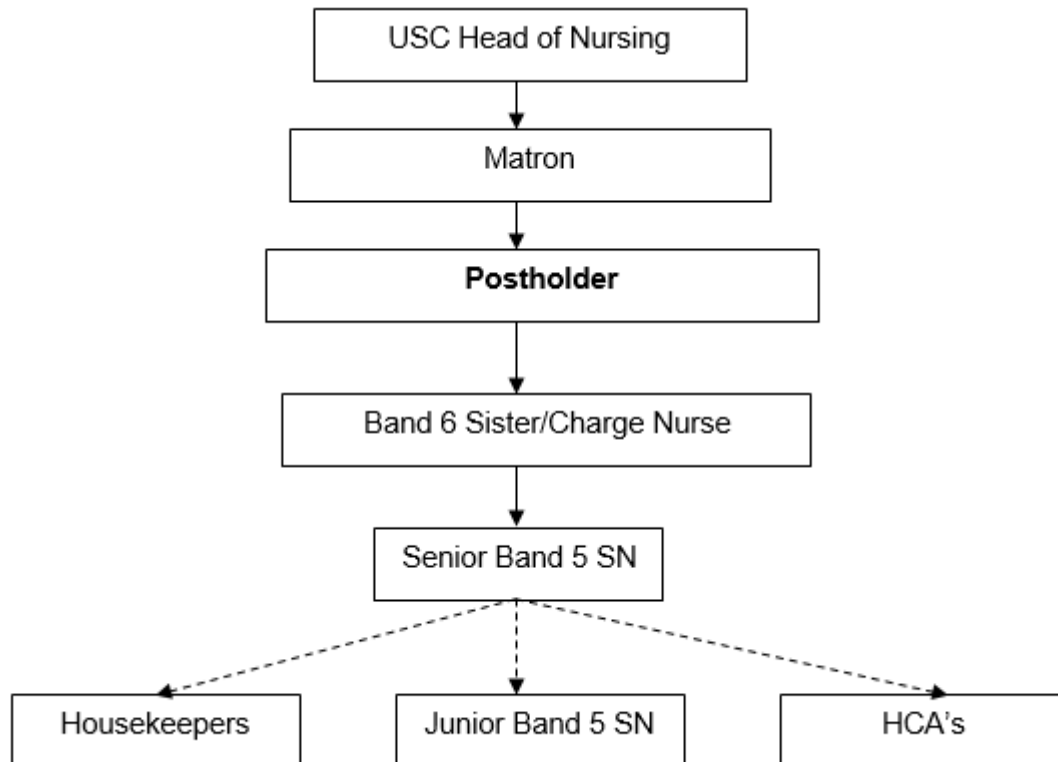
co-ordination and monitoring of all clinical activities within their designated clinical area.

To ensure that there is efficient and effective utilisation of all resources required to deliver optimum quality care to their client group.

The post holder will deputise for the Clinical Nurse 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.

The postholder will primarily work Monday to Friday office hours, but will participate in out of hours working to support service delivery.

Organisation Position



Management and Leadership

1. To be responsible for the management of their ward/ department, effectively leading, motivating, supervising 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 throughout the 24hour period.
3. 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.
4. To deputise for Clinical Nurse Manager as necessary.
5. To work with the CNM to ensure that an appropriate managerial and professional infrastructure is in place to support the delivery of services and functional requirements within their ward/ department which are in line with corporate objectives.

6. To take responsibility for proactively developing, implementing and reviewing clinical practices to ensure that they are cost effective.
7. To take delegated responsibility for part of a budget and be an authorised signatory for stock orders, staff time sheets and expenses.
8. To contribute to annual staffing establishment and skill mix reviews, encouraging and promoting new ways of working which support and contribute towards Divisional and corporate objectives and improvement programmes .
9. To work with all members of the multi professional team to develop services that meet organisational and contractual requirements and to ensure the effective provision of all aspects of clinical care are maintained at a high standard.
10. To contribute 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.
11. Assist in the formulation and review of clinical policies and procedures. To take responsibility for implementing trust wide agreed policies within area of responsibility.
12. To participate in and promote cross site working.
13. To 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.
14. To assist PALS staff in helping to resolve the concerns of patients and their families as quickly as possible.
15. To have overall responsibility for the clinical environment, interfacing with relevant staff to ensure high standards of cleanliness, tidiness and décor are maintained.
16. To establish and maintain positive links with external agencies in particular Social Services, and community nursing and domiciliary therapy services.
17. To lead, support, supervise and instruct the team through the process of change, demonstrating tenacity, drive professional integrity, balance and perspective.
18. To contribute towards the development, production and implementation of the department's strategic objectives and business plan, in line with agreed service and financial objectives.

Patient Care

1. To practise clinically, leading, co-ordinating and supervising nursing practice. 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 take a lead on the implementation and delivery of the Essence of Care standards
4. To lead the team in utilising the 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.
5. To monitor and review clinical standards and practice within their clinical area, with particular attention paid to the drive for evidence-based practice.
6. In association with the CNM to monitor and report on the nursing performance indicators and implement 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 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, taking first line performance management action in the event of continued

issues. To initiate 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. To ensure that information / decisions are cascaded appropriately both to junior and senior staff using tools such as regular timetabled meetings (for which minutes are produced), newsletters, memos and other relevant communication strategies
7. To 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 implement 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. To 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 ensure that all team members attend Mandatory training sessions

Research and Audit

1. Together with the CNM develop auditable standards of care and initiate 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 establish systems for assessing the users views on the quality of services provided and for involving patients 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 take responsibility for the management of all staff within their ward / department including specific induction, recruitment and selection, deployment, training, performance management , sickness/ absence and first stage formal disciplinary matters.
3. To work with the CNM on the appointment of registered nursing staff.

Use of information

1. To take responsibility 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.

Person Specification

	Essential	Desirable
Qualifications	• RGN, Paediatric specialties RSCN, Operating Theatres RGN or Registered ODP. • Evidence of Continuing Professional development/ qualification relevant to area of speciality.	
Experience	• Extensive post Registration experience	

	with previous experience at Band 6 or equivalent in relevant speciality. • High level clinical skills and knowledge. • Experience in teaching and training of staff • Involvement in Nursing audit and Research • An awareness and understanding of national and local issues that affect Nursing and the NHS. • Up to date knowledge and understanding of nursing policy and practice relevant to speciality • Understanding national and local policy relating to speciality.	
Knowledge and skills	• Ability to work and communicate effectively within a multidisciplinary team setting within and outside the Trust. • Evidence of excellent communication skills including verbal, non verbal and written. • Evidence of excellent Patient documentation and record keeping skills. • Excellent interpersonal skills with professional credibility • Time management skills with an ability to act on own initiative and be both self-directed and motivated in the work environment. • Positive attitude to change with a proven ability to assist in the implementation of change and practice development.	

	• Sound Microsoft office PC and Sema Pas skills	
Other	• Awareness of professional and personal limitations. • Ability to inspire confidence in others, demonstrating strong leadership qualities and acting as a positive role model to other members of the team. • Strong Team worker • Flexible and Adaptable in approach • Ability to work flexibly to meet service needs • Ability to work at all Trust sites	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health and 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 (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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 colleagues; 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.

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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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

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.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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 Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

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 make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

