



WARD MANAGER – MEDICAL ESCALATION

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Ward / Department Manager
Band	7
Directorate	Medicine and Emergency Care
Accountable to	Clinical Nurse Manager or equivalent
DBS Required?	Enhanced

JOB OVERVIEW

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

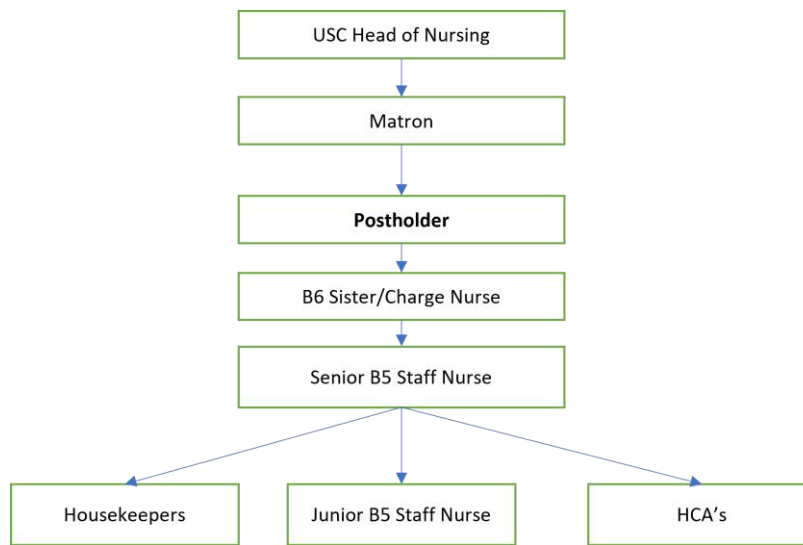
The post holder carries 24 hour continuing responsibility for the co-ordination and monitoring of all clinical activities within their designated clinical area.

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

ORGANISATIONAL CHART



MANAGEMENT AND LEADERSHIP

- 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.
- 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.
- 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.
- To deputise for Clinical Nurse Manager as necessary.
- 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.
- To take responsibility for proactively developing, implementing, and reviewing clinical practices to ensure that they are cost effective.
- To take delegated responsibility for part of a budget and be an authorised signatory for stock orders, staff time sheets and expenses.
- 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.
- 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.
- 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.

- Assist in the formulation and review of clinical policies and procedures. To take responsibility for implementing trust wide agreed policies within area of responsibility.
- To participate in and promote cross site working.
- 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.
- To assist PALS staff in helping to resolve the concerns of patients and their families as quickly as possible.
- To have overall responsibility for the clinical environment, interfacing with relevant staff to ensure high standards of cleanliness, tidiness and décor are maintained.
- To establish and maintain positive links with external agencies in particular Social Services, and community nursing and domiciliary therapy services.
- To lead, support, supervise and instruct the team through the process of change, demonstrating tenacity, drive professional integrity, balance, and perspective.
- 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

- 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.
- 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
- To take a lead on the implementation and delivery of the Essence of Care standards
- 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.
- To monitor and review clinical standards and practice within their clinical area, with particular attention paid to the drive for evidence-based practice.
- 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 RELATIONSHIP

- 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.
- 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.
- To actively support staff working with highly distressing / highly emotional levels of illness.

- 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.
- 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.
- 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
- 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

- To take every reasonable opportunity for maintaining, developing, and acquiring competencies and skills for self-development.
- To implement an effective appraisal system, ensuring that all staff has set objectives that identify and support individual development and training needs.
- To participate in the supervision, training and effective mentorship of junior staff, student nurses and Health Care Assistants.
- 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.
- 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.
- To ensure that all team members attend Mandatory training sessions

SUB-BULLET LIST EXAMPLE

- Together with the CNM develop auditable standards of care and initiate and participate in ongoing research, audit, and projects.
- To promote and disseminate relevant research findings to support clinical practice and education within the department.
- To establish 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

- To ensure that all local and national HR policies, procedures, and guidelines are adhered to and report any failure to do so appropriately.
- 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.
- To work with the CNM on the appointment of registered nursing staff.

USE OF INFORMATION

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



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • RGN, Paediatric specialties RSCN, Operating Theatres RGN or Registered ODP. • Evidence of Continuing Professional development/ qualification relevant to area of speciality. 	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Registered Nurse with recognised practice at a minimum band 6 or equivalent in relevant speciality. • Substantial experience of leading and managing a clinical team demonstrating <ul style="list-style-type: none"> ○ Managerial ability ○ High level clinical skills and knowledge. ○ Evidence of coordinating and managing day to day operational issues on a regular basis. ○ Experience in teaching and training of staff ○ Experience in undertaking a preceptor/mentor role. ○ Involvement in Nursing audit and Research ○ An awareness and understanding of national and local issues that affect Nursing and the NHS as a whole. Up to date knowledge and understanding of nursing policy and practice relevant to specialty. • Leadership ability – completion of LEO 3-day program or equivalent. 	

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to work and communicate effectively within a multidisciplinary team setting within and outside the Trust. • Evidence of excellent communication skills including verbal, nonverbal 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. • Microsoft office PC and Sema Pas skills. 	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• 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 & 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 AND CYBER SECURITY

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.

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 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.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital