

Job Description

Title: Ward Sister / Charge Nurse

Band: 6

Staff Group: Nursing and Midwifery

Reports to: Senior Ward Sister / Charge Nurse

Job Purpose:

- In the absence of the senior ward sister lead and co-ordinate the nursing team, taking responsibility for the management and organisation of the clinical area.
 - Through effective leadership ensure the clinical team deliver a safe, effective, responsive, caring and well-led service where compassion is embedded and a positive patient experience is achieved.
 - Provide professional clinical and managerial leadership to nursing and act as a professional role model.
 - A highly skilled clinical expert with specialised knowledge in caring for patients and their carers.
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Key Responsibilities

Clinical/Professional

- Promote and set high standards of professional nursing care and maintain the delivery of quality care within the trust policies, protocols and guidelines. Implement the trust 'values and beliefs' ensuring they are embedded into everyday practice and evaluate their impact on the patients' experience.
- Provide professional nursing leadership to staff within sphere of clinical responsibility. Lead and motivate staff by giving clear direction and setting achievable objectives through APDR process.
- Responsible for the assessment of care needs, the development, implementation and evaluation of programmes of care on a day to day basis.
- Maintain a high visible presence within the clinical area ensuring that patients, visitors, healthcare staff and the multidisciplinary team, have access to senior staff at all times. Act as an effective professional role model and expert clinician.
- Passport to Manage We are proud to support staff with a competency framework that is designed to equip staff with the skills and knowledge to become effective managers and leaders. This post has been identified as a role that will benefit from the training and you will be enrolled onto Level XXX of the Passport to Manage programme upon commencement with the Trust. Please [click here](#) for further information about the Passport to Manage programme.
- With the Senior Sister/Charge Nurse contribute to the ward/department philosophy and models of care to ensure that all policies and procedures are implemented. Ensure that all staff understand the significance of this philosophy to practice, monitoring its impact on the patient experience.
- Ensure that all nursing issues relating to the implementation of patient quality and safety are addressed on the ward/department. This includes monitoring and evaluating standards of care by the clinical team and providing regular feedback to the ward team on the standards of nursing care.

- Implement evidence based practice, initiate, manage and evaluate changes that lead to improved and high standards of care and in particular any service changes following feedback from patients.
- Communicating, influencing and working with the multidisciplinary team in different ways to improve quality of care, and informed clinical decisions. Promote innovation and participate in benchmarking and quality audits to measure effectiveness of current practices.
- In collaboration with other areas and the Senior Sister/Charge Nurse, improve and maintain standards of fundamental nursing care, using tools such as the Portsmouth Bundle.
- In collaboration with members of the multidisciplinary team, ensure that the users of the service and their families have a positive experience and using feedback (Elephant Surveys, Family and Friends Test, concerns and complaints) evaluate patient processes and pathways of care are redesigned as required.
- Create a culture for learning and development that will sustain person-centred safe and effective care.
- Support junior colleagues in the provision of direct care; facilitate learning in and from practice at the same time as working alongside; or undertaking a care plan review if an when a serious incident or complaint has occurred.
- Ensure concerns raised by patients and their families are dealt with in an open, honest and transparent way, quickly and effectively, in line with trust policies, procedures and Duty of Candour legislation.
- Ensuring that accurate and timely nursing records are maintained, monitoring standards and taking corrective action as required.
- Ensure all staff in the clinical area are competent in the use of medical devices/equipment and have access to training and monitoring compliance.

Management/Leadership

- Responsible for the organisation and management of the ward/department when on duty.
- Have an overall view of the intensity of the workload and the experience of the staff and act to utilise the nursing skill mix on duty to ensure the nursing cover achieves a high standard of nursing care.
- With the Senior Sister/Charge Nurse use the Trust Ward Accreditation Programme, an essential part of the organisation's Safe and Effective Care Framework to strive towards achieving excellence for the clinical area. Key quality indicators embedded in the framework, alongside trust peer reviews and focused CQC style reviews will be tools to measure the ward/department performance and identify key areas for improvement.
- Manage the discharge and transfer of patients by using the SAFER discharge bundle and other discharge policies to ensure a seamless transition from hospital to home or other community care services.
- Actively contribute to achieving the clinical governance goals/targets set by the trust and department and comply with reporting schedules for monitoring and reporting on clinical outcomes.
- Implement the Nursing Strategy by setting clear achievable objectives for staff who the post holder manages into annual performance and development reviews and evaluate performance.
- Robust roster management taking into consideration the skill mix and inform senior sister/charge nurse of any issues as they arise. Working with the Senior Sister/Charge Nurse contribute to the recruitment, selection and retention of the nursing workforce.
- With the Senior Sister/Charge Nurse look a succession plan for any hard to recruit posts and use Talent Management skills to identify key staff for further development.
- Be proactive in the prevention and management of complaints (formal and those via Patient Advice and Liaison Service) and when they occur investigate and respond in a timely manner. Use any learning to share widely with the multidisciplinary team and to improve care delivery.
- Responsible for the management of staff performance and attendance in line with trust policies.
- Promote the health and well-being of staff, patients and their carers.

- Comply and promote compliance with Trust policies and guidelines e.g. Health and Safety, Clinical Risk and Infection Control.
- Take appropriate action to address unexpected changes and situations, informing the Senior Sister/Charge Nurse or other if unable to resolve.
- Contribute to the ward/department pay and non-pay budgets to ensuring good housekeeping and economic use of resources.
- Delegate duties and tasks as appropriate to team members and evaluate the outcomes. Ensure efficient bed management.
- Work closely with partners i.e. Engie, resolving any issues regarding cleanliness, provision of food and maintenance of the environment. Ensure staff are aware how to escalate when issues cannot be resolved.

Research and Education

Research

- Contribute to a research culture within the nursing team to identify current knowledge and deliver evidence based care.
- Support local research teams, actively contribute to local department multidisciplinary audits, represent the clinical area at governance meetings and highlight areas for change.
- Liaise with the relevant research nurse to ensure patients are identified to take part in clinical research studies and research is delivered safely on the ward.
- Report research activity as standard practice and as part of the ward accreditation process.
- Embed in the team culture the concept of recruitment to clinical trials which is a national performance indicator.

Education

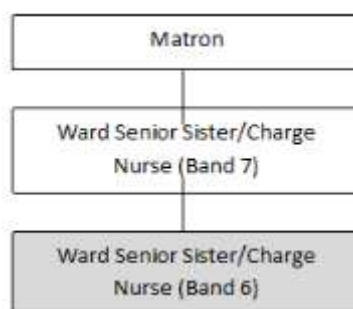
- Ensure staff under the post holder leadership has an annual personal development review and set achievable objectives. Feed agreed development opportunities into the department training plan.
- Create an environment that is conducive to learning and encourage team open-ness so that an evidence based approach is utilised and applied to nursing care.
- Act as a mentor and coach for student nurses, support staff and junior team members
- Commit to and encourage a culture where students receive quality placements supported by mentorship and teaching from the multi-professional team.
- With the Senior Sister/Charge Nurse ensure student mentors and sign off mentors within the clinical area are up-to-date with NMC standards, including annual updates and undertaking triennial reviews.
- Responsible for ensuring that ward/department staff undertake essential training.
- Ensure there are processes in place for the orientation of new/temp staff and preceptorship for junior nurses.

Communication and Working Relations

- Communicate highly sensitive and complex information with empathy ensuring that information is understood.
- Communicating and co-operating with other wards and departments, promoting and maintaining good working relationships within own clinical area and across the organisation, giving accurate information as required and keeping everyone informed of any untoward incidents.
- Develop expertise in dealing with interpersonal conflict and be responsible for the resolution of any adverse situation/incidents. Comply and promote compliance to Trust policies e.g. Harassment and Bullying.

- An active member of the clinical nursing team contributing to relevant Trust wide nursing groups and meetings.
- Represent the Senior Sister/Charge Nurse in their absence at ward level.
- **Working Conditions and Effort**
- Frequent moderate effort for several short periods. Moves, manoeuvres patients from bed to chair, wheelchair patients and transferring patients from ward to ward.
- May be frequently exposed to distressing circumstances e.g. if working with patients who are terminally ill and their families and/or exposed to other conditions.
- Frequent exposure to unpleasant or highly unpleasant working conditions e.g. bodily fluids, smell, etc.

Organisational Chart



 Management Essentials We are proud to offer a comprehensive development programme, Management Essentials, designed to equip staff with the skills and knowledge to become effective managers. This post has been identified as a role that will benefit from this training, and you will be able to enrol in both mandatory and, relevant, optional modules upon commencement with the Trust. Please click here for further information on the Management Essentials programme.	 Leadership Insights Additionally, our new leadership development programme, Leadership Insights, aims to help all newly promoted, existing and aspiring leaders, at every level at the Trust, to recognise, reflect and role model the core principles of people-centred leadership. If, this is of interest to you, you will be able to enrol upon commencement with the Trust. Please click here for further information on the Leadership Insights programme.
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Person Specification

Qualifications

Qualifications and Experience

- Current RN +/- RN, registration with NMC and any other relevant post registration qualifications
- BSc Degree in relevant field (Desirable - Masters degree and evidence of working towards)

- Significant demonstrable experience within specialty with evidence of professional development.
- Post Reg. qualifications for specialty area
- Leadership development programme
- Teaching qualification /experience and accredited NMC before mentorship course
- Evidence of team leadership and change management with relevant management/leadership course
- Managing recourses and contributing to departmental budget
- Evidence of developing policy, guidelines and managing resources

Skills and Knowledge

- Clinically competent
- Clinical decision making skills
- Excellent communication and interpersonal skills
- Effective leadership and team building skills
- Organisational skills and forward planning
- Flexibility
- Able to support development of others
- Coaching and mentoring skills
- Critical appraisal skills
- Strong customer service skills.
- IT literate
- Understanding of the principles and application of effective budgetary management
- Understanding of the principles and application of effective staff / HR management
- Understanding of the theory and application of Clinical Governance
- Demonstrable experience of effective management and supervision of staff and taking charge of ward /unit

Working Together For Patients with Compassion as One Team Always Improving

Strategic approach (clarity on objectives, clear on expectations)

Relationship building (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

Personal credibility (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

Passion to succeed (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

Harness performance through teams (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff , respect diversity)

Job holders are required to act in such a way that at all times the health and well being of children and vulnerable adults is **safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition all staff are expected to complete essential/mandatory training in this area.**

Print Name:

Date:

Signature: