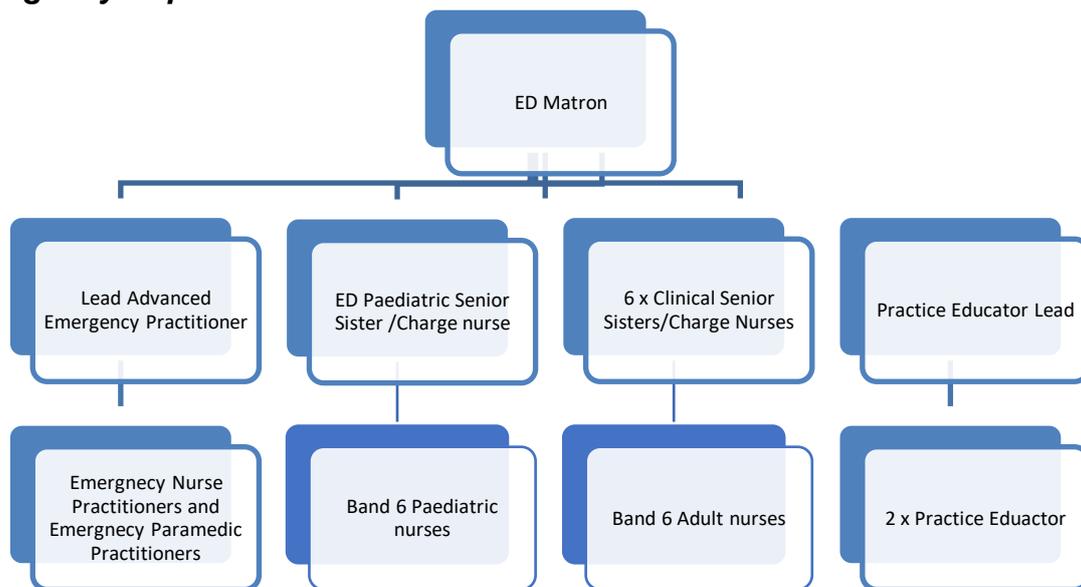


### JOB DESCRIPTION

<b>Job title</b>	<b>Paediatric Senior Sister/Charge Nurse</b>
<b>Band</b>	<b>Band 7</b>
<b>Department</b>	<b>Emergency Department</b>

#### *Emergency Department*



#### **Job overview**

To function as an expert Paediatric Nursing lead within the Emergency Department clinical area. To deliver direct patient care whilst, managing, leading, co-ordinating and overseeing nursing practice.

The post holder will carry responsibility and accountability for the co-ordination and monitoring of all clinical activities within the Emergency Department reporting to the Emergency Department Matron. To ensure that there is efficient and effective utilisation of all resources required to deliver optimum quality care to patients.

The post holder will drive forward evidence-based practice and take responsibility for the supervision of staff and the policies and practices that operate within their clinical area.

The post holder will adopt a highly visible accessible approach for patients, their carers and relatives, and all staff within the MDT alike. They will be clinically focused to support the department as a whole, leading by example and empowering staff in their personal and professional development.

The post holder will be expected to play a vital and proactive role in quality and service improvement, working closely with the Matron and medical staff with the monitoring and auditing of clinical standards of care within the department.

The Band 7 is responsible for ensuring that paediatric care in the Emergency Department is delivered in a timely and appropriate manner, and to facilitate patient flow through the department with a view to discharge or admission to an appropriate speciality bed.

They will support the Band 6's, Band 5s and Support work staff as well as the existing senior team and be a mentor and role model for the rest of the nursing team. They will be expected to work closely with the medical team to ensure patient safety and quality of care is prompt and appropriate care is given.

The post holder will be expected to be innovative with ways of working and will strive to develop the service which best fits the demands made upon the department, and will be encouraged and supported to challenge working practices in order to become as efficient as possible. They will also play a vital role in recruitment and retention of staff within the department.

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### **Main duties of the job**

- To act with professionalism and integrity, being a role model to those around us and ensuring everyone has an equal opportunity.
- To provide a service that is tailored to meet the needs of the individual and to understand what our patients need and to be adaptable and responsive.
- Demonstrate clear leadership skills and act as an effective 'role model', a resource and facilitator in all aspects of management of the Emergency Department
- Participate in responding to patient concerns and complaints.

- To attend and take part in departmental meetings.
  - To be aware of the designated Human Resources Manager and actively address all issues relating to staff sickness, absence, punctuality and poor performance.
  - To be familiar with the Trusts Disciplinary Procedure and the role of the Occupational Health Department
  - Assist in the recruitment, selection, and appointment of members of the nursing team.
  - To provide a high-quality customer service which complies with relevant legislation and NHS Employment check standards.
  - To be honest and learn from mistakes and help to create a “no-blame” culture where people feel able to share and learn from experiences together.
  - To be aware of and contribute towards audit and understand the need for research-based evidence in this area of nursing.
  - To ensure that each member of allocated staff have a Personal Development Plan, and provide the opportunities for further development and a framework for Individual Performance Review
  - To work as part of a team demonstrating effective communication, and working collaboratively with colleagues inside and out of the department
  - Help to develop and foster a learning environment where feedback is welcomed and valued.
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### **About your new team and department**

Developing and supporting a dynamic team of nurses at all levels. Improving the patient experience and improving the service to patients requiring urgent and emergency care.

## Detailed job description and responsibilities

- Utilise leadership skills ensuring that the Paediatric Emergency Department runs safely and efficiently to deliver high quality care.
- Assist and support the Matron in the safe, effective management of the area including management of personnel, facilities and the associated systems and processes.
- To be responsible for the management of the 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 work with the ED Matron 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 and departmental objectives.
- To take responsibility for proactively developing, implementing, and reviewing clinical practices to ensure that they are cost effective.
- To contribute to annual staffing establishment and skill mix reviews, encouraging and promoting new ways of working which support and contribute towards departmental and corporate objectives/ 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 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 deputy 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, Police and Safeguarding 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

## **Communication and working relationships.**

- 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 departmental 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 and SWAST ambulance service, resolving conflict and working within the team to ensure a high standard of co-ordinated patient care.
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## **Analytical and judgement**

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## **Planning and organisation**

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- Support the Matron to review the efficiency of departmental policies relating to emergency admissions, reporting on matters relating to emergency admissions, reporting on matters affecting the policy and communicating with relevant staff of policy changes.
- That care is supported by current and relevant research and audit awareness.

## **Responsibility for patient and client care**

- To provide a service that is tailored to meet the needs of the individual and to understand what our patients need and to be adaptable and responsive.

## **Policy and service responsibility**

- To ensure that Trust and Department Policies are followed according to Health & Safety guidelines. To report to the nurse in charge anything that is an actual or potential risk to patients, staff, or the Trust.
- To demonstrate awareness of the need to assess all aspects of risk, to aid in its management or contribute to the prevention or reduction of that risk.
- To assist in reviewing and updating policies as requested
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### **Responsibility for finance, equipment and other resources**

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- To demonstrate awareness of financial resources and budgetary control in consultation with senior staff, i.e. cost implications, etc, and efficient use of stock equipment to ensure effective patient care.
- To review systems and processes to ensure efficiency and minimize waste.

### **Responsibility for supervision, leadership and management**

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- To take overall charge of the Paediatric ED daily, ensuring patient and staff safety is maintained.
- Support the clinical education and development of the paediatric nursing team to support high quality nursing care.
- To provide sound leadership within the department and effectively manage personnel and resources.
- To work with the Matron to safely and effectively deliver the service that is required.

### **Information technology and administrative duties**

- To comply with all required legislation regarding the scanning, storage and documentation of patient records.
- To be conversant with basic IT such as use of email and e-learning.
- To be able to record, retrieve and store patient electronic records using the designated computer systems.

### **Responsibility for research and development**

- Responsible for the implementation of evidence-based nursing care.
- Supports staff to carry out relevant literature searches pertinent to patient care.
- Develops and implements a strategy for evaluation of health care interventions.
- Facilitates the opportunities and abilities of staff to investigate practice using the appropriate Methodological approaches.
- Disseminates best practice through written publications and/or presentations both internally and externally, as appropriate.
- Leads the R&D developmental plan for departments in collaboration with the multidisciplinary team.
- Understands the process of writing a research proposal and is aware of the Trust R&D Approval policy and the process for ethical approval.
- Initiates and co-ordinates clinical audit.

### **Responsibility and accountability**

- Responsible for overseeing the day to day running of the paediatric Emergency Department and supporting the matron to ensure high quality nursing care.
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### PERSON SPECIFICATION

Attributes	Essential	Desirable
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• RN Paediatric or equivalent &amp; current NMC registration</li> <li>• Substantial experience at band 6</li> <li>•</li> <li>• Recognised teaching/mentorship course and on current employer's live mentorship register</li> <li>• Evidence of continuing professional development and its application</li> <li>• PILS/APLS/EPLS</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant management courses, for example – retention and recruitment, Appraisals, Dementia awareness training</li> <li>• Teaching/Educating Qualification</li> <li>• Relevant Masters qualification or equivalent level experience</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Knowledge of NMC Codes</li> <li>• Good understanding of clinical governance framework and evidence of application</li> <li>• Knowledge of ward based budgetary management.</li> <li>• Evidence of participation in audit or research</li> <li>• Understanding of infection prevention and control and evidence of application</li> <li>• Knowledge of vulnerable adult and child protection issues</li> <li>• Knowledge of broader issues within the NHS</li> <li>• Ability to act as a change agent, with ability to review current and initiate new practice.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Good record keeping and written presentation skills.</li> <li>• Excellent organisational and prioritisation skills with ability to organise staff and multidisciplinary teams to maximise resources.</li> <li>• Excellent leadership and motivational skills</li> <li>• IT and standard keyboard skills</li> <li>• Good verbal and written English which can be evidenced at</li> <li>• Excellent communication and interpersonal skills with ability to use tact, diplomacy and persuasion as well as authority.</li> <li>• Open, transparent, participative, and coaching leadership style</li> </ul>	
<b>Specific skills</b>	<ul style="list-style-type: none"> <li>• Substantial proven acute A&amp;E experience at Band 6.</li> <li>• To be an effective communicator especially in times of stress</li> <li>• To be able to alter their way of communication depending on the individual's needs.</li> <li>• To have an open and honest approach to working</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Requirements due to work environment/ conditions</b>	<ul style="list-style-type: none"> <li>• To identify and understand processes around Safeguarding.</li> <li>• To manage on a weekly and sometimes daily basis, verbally and / or physically</li> </ul>	<ul style="list-style-type: none"> <li>• To ensure compliance with local and national educational requirements</li> </ul>

	abusive / aggressive patients and or relatives, mentally ill	
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<b>Physical skills</b>	<ul style="list-style-type: none"> <li>• Have the dexterity to venepuncture, cannulate, I/V drug administration, male catheterisation, apply plaster of paris, wound closure.</li> </ul>
<b>Physical effort</b>	<ul style="list-style-type: none"> <li>• Must be physically able to move patients on trolleys to all areas of the hospital.</li> <li>• To assist patients from private vehicles to chairs / trolleys, trolleys to beds etc.</li> <li>• To work at a demanding pace throughout the whole shift</li> </ul>
<b>Emotional effort</b>	<ul style="list-style-type: none"> <li>• Ability to work under pressure.</li> <li>• Assist in the identification of an abused child.</li> <li>• Assist in the management of severely injured / ill patient.</li> <li>• Able to manage the verbally, physically abusive patient and / or visitors.</li> <li>• Manage conflict and disputes within the workplace. Able to react rapidly and effectively to changes in demand without increasing the stress and capability of those working within the area. Support the clinical teams, patients, and relatives during and after traumatic events.</li> </ul>
<b>Mental effort</b>	<ul style="list-style-type: none"> <li>• Able to work for prolonged periods under extreme stress due to the volume and extent of care required of patients due to their injuries or conditions.</li> <li>• To work in high dependency care areas caring for numerous patients with limited support</li> <li>• Assist with the care / resuscitation of an ill/traumatised/abused child, to support the medical and senior nursing staff in the care of the child's relatives.</li> <li>• General support for a high ratio of nursing staff</li> <li>• Be flexible to utilise and flex staff throughout the areas as required.</li> <li>• Follow agreed escalation policies</li> </ul>