**Job Description
Ward Manager**

Title:	Ward Manager (Band 7)
Reports to:	Matron
Accountable to:	Matron
Key Internal Relationships:	Divisional/ Directorate Managers, Office Managers, Lead Nurse, Nursing teams, catering & domestic services, Medical colleagues, Consultants, AHPs, Integrated clinical teams for the designated in-patient groups, Pain management team, Clinical Audit, Training and Development Practitioner , Clerical staff.
Key External Relationships:	HEIs, Primary Care Trust, Voluntary agencies, Social Services, Child Protection Agencies

Summary of Role:

The post holder has a key leadership and management role at a senior level,
will provide specialist skills and knowledge to support the organisation and
delivery of care for patients within the directorate. This will incorporate the provision of care to patients and their families in accordance with the philosophy and standards of care within the area, ensuring that Trust values and beliefs are upheld. The Senior Ward Sister / Charge nurse has a fundamental role in the delivery of high standards of nursing care, ensuring an environment that is conducive to well being and contributing to effective budgetary management. A minimum of 50% of his/her time will be supernumerary to clinical establishment

The post holder is expected to actively contribute to the achievement of the competencies of this role as outlined in the KSF post outline for this post.

Key Results Areas:

Leadership:

- In conjunction with the Matron, s/he will deliver the function of the Ward Manager's role, in relation to the modernisation agenda within their clinical setting, including effective leadership, the setting, monitoring and maintenance of professional standards, collaborative working, and management of complaints and leading the nursing contribution to clinical governance at ward level.
- S/he will be visible and accessible in the clinical area for patients, relatives and staff.
- Lead by example and act as a positive role model for all staff, taking responsibility for your own professional development.
- Provide leadership that promotes patient focused care.
- Providing clinical leadership and line management of staff ensuring the delivery of the highest professional standards through staff development and individual performance appraisal/review.*)*
- Role model standards of care and expected behaviour through participation in direct patient care.*)*
- Maintain personal standards of conduct and behaviour, which are consistent with Trust and Nursing and Midwifery Council (NMC) standards and requirements.*)*

- Actively contribute to, and support agreed developments within the Directorate.

People Management:

- Develop a pro-active communication strategy to ensure effective communications for patients, relatives and Multi-disciplinary Team (MDT), internal and external.
- Identify and address training and education required to meet service and patient needs through appraisal and Personal Development Plans (PDP's), with the support of the education/practice nurse/midwife roles attached to their clinical area.
- Support the development of clinical supervision of nursing staff within the services.
- Lead the selection process of staff.
- Support the implementation of human resource policies within the service and develop a positive performance culture that celebrates successes and takes steps to manage poor performance in line with Human Resources (HR) policies.
- Promote the nursing contribution to the multidisciplinary team at Divisional and Corporate level.
- Contribute to workforce planning at ward level including the use of appropriate workforce toolkits and constant review of skill mix.
- Ensure that the ward environment is conducive to the education and learning of all staff and students, with support from the Education and Development nurse.
- Ensure rotas maximise the potential for clinical placements.
- Ensure the quality of clinical placements is enhanced through supportive teaching, mentoring and coaching at all levels
- Ensure a positive approach to customer care through conflict/ complaints handling by all members of the ward team.

Policies and Strategies:

- Contribute to business planning within the Directorate)
- Participate in the development of Trust and Local policies and standards and be responsible for ensuring these are adhered to in line with Trust policy
- Reflect the principle of continuous improvement through audit of care and patient / carer satisfaction
- Contribute to clinical audit within area of responsibility.
- Be responsible for ensuring clinical benchmarking (essence of care) is utilised, delivering agreed action plans and subsequent change.
- Monitor standards of environmental cleanliness and challenge when not achieved or maintained
- Ensure implementation of 'Better Hospital Food Programme'. Ensure action is taken when standards of quality, quantity, and timeliness are not being met
- In collaboration with facilities/Lead Nurse, contribute to the development of Ward Housekeeper roles

Organisation and Delivery of Care:

- Ensure nursing related documentation is appropriate, accountable and defensible
- Ensure that the nursing contribution within the ward contributes to quality indicators such as clinical benchmarking and is meeting NHS government targets.
- Ensure that the use of risk assessments and health and safety management, utilising the Trust's adverse incident reporting system to improve the quality of patient care
- Encourage and promote an evidence-based culture in staff through the use of Integrated Care Pathways (ICP's) and protocols of care within an inter-disciplinary approach

- Ensure the skills and knowledge to deliver care are identified and available within the specialty.
- Ensure that the inter-professional approach to care is developed whilst patient and carer contributions are encouraged and acknowledged
- Contribute to and support clinical effectiveness and innovative practice within the provision of care
- Contribute to the development of clinical governance systems and structures, ensuring clinical area representation as appropriate.
- Ensure that Child protection and vulnerable adult legislation is adhered to by staff.
- Participate in the implementation and delivery of the standards set within the Trust Interim Nursing Strategy.

Operational Management:

The Post Holder will participate in:

- The management of pay and non-pay resources to meet the Directorates financial duties and targets
- Maximising the use of staff resources to match patient requirements
- Identifying equipment priorities to support the care of patients and safety of their physical environment, undertaking risk assessments to evidence short falls.
- Ensure the efficient use of Over-time, bank and agency staff, monitoring quality and spend

This job description is an outline of the key tasks and responsibilities of the role and is not intended as 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 needs of the post holder.

Where particular Directorates require the post holder to focus on specific issues and/or areas of concern, this will be discussed through the performance management process.

Health and Safety
The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardize the health and safety to either yourself or of anybody else. The Trust's Health and Safety Policies outline your responsibilities regarding Health & Safety at Work.

The post holder must not willingly endanger him/herself or others whilst at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where appropriate.

All accidents/incidents must be reported to your Senior Manager and documented as per Trust Policy, including the reporting of potential hazards.

Infection Control
It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust Infection Control manual.

Security
The post holder has a responsibility to ensure the preservation of NHS property and resources.

Confidentiality
The post holder is required to maintain confidentiality at all times in all aspects of their work.

Team Briefing

The Trust operates a system of Team Briefing, which is based on the principles that people will be more committed to their work if they fully understand the reason behind what is happening in their organisation and how it is performing.

Smoking Control Policy

The Trust operates a smoking control policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas. Staff appointed will agree to only smoke in designated areas.

THE TRUST IS AN EQUAL OPPORTUNITIES EMPLOYER

Signed (Employee):   Date:

Signed (Manager):   Date: