

Job description

POST

Children Emergency Department Ward Manager
Reporting to Deputy Head of Nursing for Surgery & Anaesthetics

SALARY

£43,742 - £50,056 per annum
(pro rata where applicable)

CARE GROUP

William Harvey Hospital

BASE

William Harvey Hospital Ashford

CONTACT

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Welcome to East Kent Hospitals

Are you interested in a career in Children Emergency Nursing? If so there is a position here for you at East Kent. We are one of the largest acute Trusts in England and are in the enviable position of being surrounded by beautiful beaches and the Kent countryside but with easy links to the centre of London. So, whether you are interested in cathedrals, castles, exceptional grammar schools or chic and stylish restaurants, East Kent has something for everyone.

We offer a full package of benefits, including a car lease scheme; on-site childcare; generous annual leave in line with NHS terms and conditions; high street and public transport discounts; a 24/7 staff support service - and the little things that make life easier, like on-site Amazon lockers and fresh fruit and veg stalls.

About us

We are one of the largest hospital trusts in England, with three acute hospitals and community sites serving a local population of around 700,000. We also provide specialist services for Kent and Medway.

We care about our patients and our people. We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. With our emphasis on staff training and development, a staff support scheme that's second to none, and a healthy package of benefits, it's easy to put down roots in East Kent Hospitals.



Ward Manager

Role specific duties

To provide effective leadership and operational management of the department, ensuring high standards of care for all patients. To be responsible for creating a dynamic environment which is conducive to learning, practice development and research within a framework of quality assurance. Promote clinical governance and risk management. To have 24-hour continuing responsibility for the management and leadership of the department. To be responsible for delegated budgetary control and maintain / improve services by controlling and monitoring costs in line with cost improvement programmes. To be responsible for the implementation and monitoring of local and national policies and quality care indicators. The sister / charge nurse will act as an effective role model in demonstrating the behaviours expected from all the staff with regard to displaying excellent interpersonal skills and high degree of professionalism, upholding the 'We Care' Values

Key Result Areas

Clinical Leadership

Ensure that research based nursing care within the ward / department is of a high standard and in accordance with Hospital policies and procedures, by monitoring patient care, supervising juniors, and evaluating the care that is delivered. Acting as a clinical expert give direction and facilitating staff in their professional development. Where there is a knowledge deficit, in the nursing of patients with specific problems, recognising this and utilising the expertise of senior colleagues.

Take responsibility and accountability for the continuity of appropriate and professionally competent care delivery specific to each individuals needs by delegating staff appropriately.

Act as the patients advocate ensuring their needs and wishes are communicated effectively.

Ensure that all patients' clinical, social and psychological needs are met and have the ability to recognise and instigate appropriate measures to deal with these, liaising with the multidisciplinary team as necessary.

Provide and supervise junior colleagues in giving verbal and written advice to patients during their admission and on discharge to ensure that the patient and their relatives understand why any medication is necessary and ensure they are aware of any potential side effects.

Ensure that all staff are aware of Hospital Policies on safe custody, storage and accurate administration of medicines and drugs.

To order, store, administer and document drugs used on the ward / department in accordance with hospital policy.



Administer prescribed intravenous drugs as per hospital policy and assess more junior colleague's competency to take on this role once they have received training.

To act as a contact point, resources or clinical lead (link nurse) for a specific area of practice, such as infection control, diabetes, oncology, pain management or resuscitation. Within this role work with other trust colleagues to ensure any changes in practice within the chosen area of responsibility are implemented appropriately and provide specialist or supportive information to patients. Where necessary supervise the delegation of this role to more junior colleagues.

Provide expert emergency treatment to patients in the event of their condition deteriorating initiating relocation to an appropriate area if necessary, working closely with the critical care outreach team where appropriate. Take accountability for patient's treatment and care and if professionally unhappy escalate accordingly. Assist junior staff with the ability to escalate when problems occur.

Be aware of personal and departmental responsibilities in the event of a major incident on site.

To be responsible for ensuring the effective running of the ward / department, independently modifying and adapting plans of care in relation to changes in the patients' condition and ward circumstances, within the confines of professional role and accountability.

Once competent undertake extended roles according to divisional, department and Trust policies, such as accessing central venous lines, CPAP and BiPAP etc. Provide training and assess junior colleague's competency in this role as required.

Provide support and advice to junior staff on clinical and managerial issues.

Monitor and maintain close links with other disciplines within the hospital and community, maximising co-ordination and efficiency.

As a clinical expert, actively develop clinical practice.

Evaluate the quality of nursing care delivered by clinical audit, QUESTT, Patient Stories, Safety Thermometer, and Multidisciplinary feedback. Discuss results at ward / department team meetings and other forums in order to improve patient care.

Support the departmental / divisional matron with implementing unit / Trust philosophy and CARES strategy.

Demonstrates a clear vision for nursing and can articulate the rationale for change and service improvement and the strategies required to ensure the vision is achieved.

Challenges poor performance in others and implements strategies to address identified issues in accordance with Trust policies.

Clinical responsibilities/leadership – infection prevention and control and cleanliness



Adhere to strict compliance with Trust infection control policies and procedures and ensure junior staff, learners and agency staff are aware of their responsibilities. Observe staff practice and advise/educate as necessary.

Challenge both individual and team practice and performance in infection prevention and control in order to improve the quality of care and safety of patients.

Undertake regular audits of infection prevention and control practice in own clinical area in partnership with the Infection Control Team.

Monitor standards of ward cleanliness and take action to remedy any variance from the specified standard.

Take responsibility and accountability for nursing care and practice in relation to infection prevention and control and ward/department cleanliness.

Ensure all ward/department staff are trained according to the statutory and mandatory training matrix for infection prevention and control.

Take responsibility for updating self-according to the statutory and mandatory training matrix for infection prevention and control.

Is aware that all patients attending the Trust are potentially an infection risk, and ensure good practice around universal precautions for all patients liaising with the infection control team as necessary.

Knows where to obtain information about notifiable diseases and the procedures to be followed.

To ensure all staff including self, dispose of waste products and body fluids, such as dirty nappies and bedpans, in accordance with the hospital infection control policy.

Communication & Relationship Skills

Communicate effectively with relatives, patients and other members of the multidisciplinary team as required ensuring a good public image at all times. In a sensitive manner utilise a family centred approach to the care of patients, ensuring they and their families are kept up to date with the patient's progress.

Demonstrates an ability to impart bad news in a sensitive manner ensuring all appropriate information is understood such as the need to involve other departments for example, the bereavement office or coroner where relatives have died unexpectedly. Is able to anticipate extreme responses to grief and deal with them in a non judgemental and supportive manner.

Supervise the management of patients as prescribed by the medical staff, communicating change, progress and information relating to each patient in order to maximise the effectiveness of their care.



To instigate and attend ward / departmental and Trust meetings as required and take an active role in hospital groups pertaining to patient care ensuring an upward and downward flow of information to all staff groups.

Supervise junior colleagues and participate in keeping accurate and legible records as per NMC guidance, ensuring all staff are aware of the legal implications of these documents.

Handle patient information in accordance with Hospital Information Security Policy (Caldicott).

Demonstrates competence in using the hospital computer management systems to allow data to be obtained, to ensure the correct labelling and tracking of patient information, the audit of Trust standards such as the patient experience, the issuing of discharge summaries etc. Provide support and supervise junior colleagues in this process.

Monitor and maintain close links with other disciplines within the hospital and community, such as community nurses and social care, maximising co ordination and efficiency.

Listen to patients and families giving verbal, emotional and physical support where necessary, such as those dealing with a new diagnosis or bereavement.

Establish and maintain good communication with the ward clerk regarding admissions, transfers and discharges to establish the smooth running of the department / ward.

Communicates sensitively to patients and carers, information regarding life long diagnosis and disease management.

Attend and participate in multi professional planning meetings for patients with complex medical or social needs, such as case conferences, to ensure the best interest of the patient are represented.

Undertake the daily consultant led ward round, informing medical staff of the patient's progress and ensuring changes in management are acted upon.

Establish and maintain good communication links with tertiary centres in relation to patients with complex needs thus promoting continuity of care.

Is aware of the potential for violence and aggression when patients or relatives are stressed and is aware of and able to employ effectively the different diffusing techniques available to help calm the situation. Recognises own limitations and seeks help when necessary.

Is able to provide the patient with understandable information about their condition and any medication they are receiving whilst an inpatient or at discharge.



Managerial Responsibilities

To challenge individuals and the teams practice / performance in a way that will improve quality of care. To be a directive but supportive team leader.

To actively participate in departmental governance meetings ensuring changes in practice / policy are communicated to the team.

Ensure all staff are aware of the term 'clinical governance' and are proactive in its application to practice, such as undertaking risk assessments.

Ensure that nursing practice within the ward / department is of a high standard and in accordance with Hospital and departmental policies and procedures. Liaise with the Matron on the maintenance of agreed standards of care and monitor performance of staff within these agreed standards.

Using the MAPS roster system ensure that adequate staffing levels and skill mix are maintained to ensure safe nursing practice. Inform the matron of any shortfalls.

Promote and supervise cost effective use of ward resources confines of the ward budget.

Ensure and maintain adequate levels of stock and non-stock items.

Ensure compliance of all staff with Trust and local policies in relation to the correct use and maintenance of equipment, such as monitors and infusion devices. Report any faults or incidents as per policy recording their details in the equipment log.

Assist in the delivery of the departmental philosophy and quality action plan incorporating the Trust Nursing and Midwifery Strategy and the Trust strategy and Divisional Clinical Governance action plans.

Promote a work environment that is supportive, open and 'blame free' in response to the handling of complaints of any nature.

Ensure each member of staff has an annual performance review and personal development plan agreed in line with the Trust policy.

Supported by the matron, provide 24 hour continuing responsibility for the delivery of high quality patient care.

Agree and monitor the standards of ward cleanliness and catering provision within the clinical area and take action to remedy any variance from the specified standard.

Effectively manage delegated budgetary resources.

Work in close collaboration with the Divisional Management Team, multi-professional team and wider Trust staff in order to assess, contribute to and implement clinical, professional and management priorities.



Counsel staff where necessary referring to matron and / or occupational health department as necessary.

Uphold all Trust policies and procedures, paying particular attention to the policy for managing sickness absence.

In collaboration with the Nurse Manager / Matron and the People & Development team, ensure that recruitment and selection of staff is a seamless process and vacancies are filled as soon as possible.

Provide cover for the matron as required.

Ensure that the NMC Code of Professional Conduct and other NMC guidelines relating to professional competence are followed at all times.

Be responsible for providing direct patient care to a group of patients, prioritising and modifying that care as necessary.

Instigate monthly ward staff meetings encouraging staff to share ideas and issues to improve the quality of care.

Oversee the allocation and management of staff annual leave, ensuring monthly target percentages are achieved.

In conjunction with the matron be responsible for the implementation and monitoring of any new government policies and targets associated with clinical practice.

Keep abreast of current government initiatives such as the North West London Reconfiguration and have an awareness of how these may influence and impact services.

Ensure all unit based policies and procedures are reviewed annually.

Educational Responsibilities

Act as a role model / mentor for junior staff / student nurses / health care assistants, by actively supervising and assessing them and ensuring all competencies are met.

Ensure all staff are appropriately educated and trained and are able to demonstrate the knowledge and skills required to deliver competent and timely care to the patient.

Ensure that all members of the ward team are aware of their responsibility to attend all mandatory training in a timely manner.

Identify and action own developmental needs.

Teach students and other staff allocated to the unit, in the special skills required to nurse patients in that clinical area.



Liaise with the college link tutor to ensure student's clinical ward based competencies are met.

To be partly responsible for self-education, participating in yearly reviews of progress and identifying training needs.

Lead by example in the education of patients and relatives towards health promotion and disease prevention.

Maintain professional portfolio and PREP requirements.

Ensure that the ward environment is conducive to learning through facilitating a culture of questioning and enquiry.

Participate in patient care, acting as a clinical role model, in order to facilitate the development of all grades of staff and students.

Actively participate in all new nurse orientation programmes under the supervision of the matron.

Liaise with the Head of Nursing and Practice Development Team for educational support on providing specific learning objectives and a ward education programme that reflects the ward expertise and the requirements of local Universities Curriculum of Nursing.

Implement and participate in formal and informal ward-based teaching sessions for junior staff and students.

Attend formal in-service training sessions and external courses as allocated ensuring that any new skills or information obtained is shared and disseminated to all staff.

In conjunction with the paediatric matron identify and allocate funded external course according to personal development needs and ward / departmental priorities.

Be aware of the Trust Major Incident policy and ensure all staff are aware of their responsibilities should a major incident be declared.

Research & Development

To participate as required in the measurement and evaluation of your work and that of the team through the use of Evidence Based Projects, audit and outcome measures.

Undertake audit of practices against agreed trust standards in conjunction with the nursing performance unit. Evaluating the outcomes and devising action plans to implement change and improve compliance.

Using critical analysis be involved in devising and implementing new ideas and methods of nursing care, promoting evidence based practice.



Facilitate and manage the development of innovative clinical practice in response to clinical audit, National Service Frameworks and service developments.

Undertake yearly audit of the student-learning environment in conjunction with the Link Tutor.

Encourage innovation and the development of new approaches to patient care thus shaping the future service provision.

Monitors and promotes nursing / hospital key performance indicators, such as hand hygiene audit etc.

Welfare & Safety

Ensure safe custody of patient's property and valuables, in accordance with Hospital policy.

Ensure a safe environment for patients, staff and visitors at all times by maintaining awareness and compliance with all Trust policies relating to Health and Safety and Clinical Risk Assessment, especially those dealing with fire, moving and handling of patients and other emergency situations.

In collaboration with Health and Safety and Risk Management Departments and Matron, undertake environmental audits agreeing and delivering any subsequent action plans to remedy any short falls.

Maintaining a safe environment, reporting any faulty equipment or hazards to the appropriate department or the paediatric matron.

Promote the use of the hospital incident reporting system to identify potential risks.

Recognises stress in self and others and takes action to ensure this does not affect patient care.

Policy & Service Development

Investigate; document and take action to address all complaints from patients, visitors and staff referring to matron for support, advice and management where necessary.

Be fully conversant with Trust and National policies for safeguarding adults and children, and take appropriate action by referring to relevant agencies where concerns arise and support other more junior colleagues in this process.

Investigate, using a root cause analysis approach, any incidents that occur within the ward /department as per hospital policy ensuring that the Matron is kept informed of all incidents under investigation but particularly drug incidents or untoward incidents.

Influences policy development in relation to ward speciality both locally and within the Trust.

Participate in discussions and influences policy development at a strategic level by attending multi disciplinary meetings on service developments in the place of the matron as required.



Ensure all staff on the ward are aware of current policies relating to clinical practice, such as infection control; ensure all staff remain compliant with Trust initiatives to ensure compliance.

6. VALUES AND BEHAVIOURS

The post holder is required to uphold and model the Trust values in everything they do.

Your commitments

We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. This is why we ask you to:

- maintain the confidentiality of information about patients, staff and other health service business and adhere to data protection law
- comply with the Trust's policies and procedures, including infection prevention and control, risk management, health and safety, safeguarding children and adults, financial management and use of resources
- act at all times in accordance with the professional Codes of Conduct and Accountability relevant to your role
- participate in annual mandatory training.

We are a smoke-free Trust, and offer staff support to stop smoking.

Values

We care about our values of caring, safe, respect and making a difference. We'll ask you to

demonstrate these values during the recruitment process and throughout your appointment – and you can expect us to do the same.

Our NHS People Promise

We are committed to the NHS People Promise. We want our culture to be positive, compassionate, and inclusive – and we all have our part to play.

Living and working in East Kent

Our large district general hospitals, specialist units and community sites provide a vibrant and diverse working environment with the extensive opportunities and teaching facilities you would expect of a large trust.

East Kent offers stunning countryside, beautiful beaches and charming places of historic interest, with easy access to London. With excellent schools, a wealth of leisure facilities and easy family days out on your doorstep, alongside beautiful and affordable housing stock, the perfect work-life balance couldn't be easier to achieve.

How to apply

For more information or to arrange to visit us, please contact Tomislav Canzek Deputy Head of Nursing tomislav.cazek@nhs.net 01233616077



Person specification

Requirements	Essential	Desirable	Method of assessment
Qualifications and training	<p>Degree/Diploma in Nursing or equivalent experience</p> <p>Current Paediatric NMC Registration</p> <p>A&E Critical Care /High Dependency course.</p> <p>Paediatric Intermediate Life Support course</p> <p>Mentorship Course or equivalent</p>	<p>Paediatric Advanced Life Support course/ European Paediatric Life Support Leadership course</p>	<p>Application Form</p> <p>Interview</p> <p>Questioning</p> <p>References</p>
Clinical skills and experience	<p>2 years recent experience at band 6 within a paediatric emergency department setting</p> <p>Extensive post registration experience</p> <p>Excellent communication skills</p> <p>Leadership skills</p> <p>Ability to deal with and resolve conflict</p> <p>People management skills</p> <p>Ability to adapt to change and manage pressurised clinical situations</p> <p>Ability to use initiative in complex situations</p>		<p>Application Form</p> <p>Interview</p> <p>Questioning</p> <p>References</p>
Governance	<p>To be aware of and adhere to the Trust's Vision, Mission and Values</p>		<p>Application Form</p> <p>Interview</p> <p>Questioning</p>
Other requirements	<p>Upholds and models the Trust values</p> <p>To work on an internal rotation basis</p> <p>To work in other areas of the Trust when required</p>		<p>Application Form</p> <p>Interview</p> <p>Questioning</p> <p>References</p>



The small print

Band	Band 7
Salary Scale	£43,742 - £50,056 per annum (pro rata, if applicable) Progression through the pay scale will be determined on an annual basis. It will be subject to the post holder demonstrating the required standards of performance, conduct and completion of statutory and role specific training.
Hours of work	37.5 hours per week
Annual Leave Entitlement	Annual leave entitlements are based upon the following lengths of NHS service (pro rata if applicable): On Appointment = 27 days After five years = 29 days After ten years = 33 days
Pension Scheme	As an NHS employee you will be entitled to join the NHS Pension scheme and will be enrolled from your first day of service, if you meet the eligibility criteria. Employees who are not eligible to join the NHS Pension Scheme may instead be enrolled in the Trust's Alternative qualifying scheme, NEST. Your remuneration will be subject to the deduction of superannuation contributions in accordance with the relevant scheme.
Contractual Notice	Bands 1-4 = 1 Month notice Bands 5-6 = 2 Months notice Band 7-9 = 3 Months notice
Probationary Period	New staff appointed to East Kent Hospitals University NHS Foundation Trust in this post will be subject to a 6 month probationary period. During this time you will be required to demonstrate to the Trust your suitability for the position in which you are employed. This period may be extended at the Trust's discretion and is without prejudice to the Trust's right to terminate your employment before the expiry of the probationary period. In the event that a decision is taken to terminate your contract of employment during or at the end of your probationary period, you will be entitled to a notice period in line with the statutory timescales, which for employees with less than one year's service is one week.



Dimensions

Financial and Physical	Manages	To have an understanding of local resource management and the cost implications of service delivery
	Impacts	A flexible approach to working patterns. All terms and conditions are in accordance with the Agenda for Change national terms and conditions
Workforce	Manages (Bands and WTE)	Responsibility for supporting colleagues within the team. Responsible for line management of band 2,3, 5 and 6 registered and non-registered emergency department assistants.
	Located	A flexible approach to working patterns. All terms and conditions are in accordance with the Agenda for Change national terms and conditions.
	Impacts	Responsible for leading the ward team and ensuring an appropriately skilled and effective workforce.
Other		The post holder will be expected to facilitate learning and provide support to the Junior staff.

Communications and working relationships

Internal	<p>Nursing team Consultants and trainee Doctors Surgical Care Practitioners Directorate Head Nurse Director of Nursing Clinical Ward teams Clinical Service Manager Matron Senior Matrons Hospital Managers and Site-Coordinators Domestic staff Physiotherapists Pharmacy Porters Occupational Therapists Radiology Biochemistry Social Services Finances Team Human Resources</p>
External to NHS	<p>GP surgeries (where appropriate) Kent Community Health D/N Liaison Community nurses Visiting Clergy Patients</p>



	Relatives Ambulance Personnel Company Representatives
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Environment

Category	Description/Definition	Frequency/Measures
Working Conditions	Frequent contact with body fluids when providing personal care..	Occasional/Frequent
Physical Effort	This post involves walking or standing for most of the shift, pushing or pulling trolleys or commodes, kneeling and crouching to dress wounds, and manoeuvring patients.	Occasional/Frequent
Mental Effort	Frequent concentration is required i.e. checking documents and calculating drug dosages	Occasional/Frequent
Emotional Effort	Occasional direct exposure to highly distressing or emotional circumstances	Occasional/Frequent

Most challenging part of the job

To maintain credibility and flexibility as a competent practitioner in an ever-changing environment, while continuing to develop professionally in line with the demands of a responsive hospital at home service focused on the needs of patients. To facilitate and support forward thinking, managed within the financial and organisational envelope of East Kent Hospital NHS Trust.

We confirm that the details of the above post as presented are correct. This is a description of the duties of the post as it is at present. This is not intended to be exhaustive. The job will be reviewed on a regular basis in order to ensure that the duties meet the requirements of the service and to make any necessary changes.

