

Candidate Pack

For

Senior Charge Nurse



North Middlesex University Hospital NHS Trust is a medium sized District General Hospital based in Edmonton in Enfield, North London. We serve a diverse multicultural population largely from the London boroughs of Enfield and Haringey. Many of our patients live in wards that are within the 5% most deprived in the UK and a large proportion of our patients were born abroad. This makes it both a fascinating and a challenging hospital to work in.

Over the last decade we have rebuilt almost all of the hospital and now have facilities that we are proud to work in. We employ over 3,500 staff, more than half of whom live locally. We encourage apprenticeships from the local community and work closely with our local Health Watch.

We are primarily an emergency led hospital with more than 90% of our bed days being used for patients admitted via our emergency and ambulatory units. As well as offering everything you would expect from a major acute hospital we have a number of tertiary services treating patients with HIV and Sickle Cell Disease and a large cancer and radiotherapy service. We also run our local community Sexual Health Clinics.

We are proud of our staff and want to ensure their training allows them to provide excellent clinical care. We are also a training unit for medical students from UCL and St George's University Grenada, and for nursing and midwifery students from Middlesex and City Universities.

Our priorities:

1. Providing Outstanding Care

We will provide:

- Excellent outcomes for patients
- Excellent experiences for patients and staff
- Excellent value for money

2. Partnering with Others

We will work closely with our system partners to integrate health and care and broader public services, and guide you towards the best services for you.

3. Keeping Healthy

We will use every opportunity we have to promote wellbeing, providing information and education for our community.



Additional Information

Location

Situated in Edmonton, North London with a multi-cultural community, the area provides a wide range of facilities and is close to the heart of London. Central London is easily accessible, with Liverpool Street and Kings Cross approximately 30 minutes away by public transport.

Benefits

We want to attract the best and brightest people to work at NMUH and that means looking after you from the moment you apply for a role at the Trust and throughout your career with us. Our staff are our most valuable asset and we believe that investing in colleagues is crucial if we want to enable everyone to reach their full potential.

Learning and Development

As a University Trust, we recognise the importance of investing in our workforce to continue to deliver the right care in the most effective way, based on a sound evidence base and continuing professional development. We offer:

- A structured leadership and management development programme
- Core skills statutory and mandatory training programmes
- A 'one-stop' induction programme for all new staff – introducing you to the Trust,

- our values and our services
- A structured programme of learning for trainee doctors, student nurses and students across allied health professions
- A coaching network where trained coaches throughout the Trust are matched with staff of all disciplines to provide a powerful development opportunity
- A wide range of Continued Professional Development (CPD) opportunities, working with
- partners – such as Middlesex University and University of Hertfordshire, to deliver training and development programmes and support

Health and Wellbeing

We offer a Health Hub which helps improve staff health and wellbeing across the Trust – encouraging staff to step away from their work and think about their own health. This includes:

- Workshops, challenges and social events throughout the year
- Confidential and safe forums where staff can talk about the emotional impact of their work
- A equality and diversity staff network providing support to all staff
- Mindfulness bite size taster sessions
- Mini health checks
- Free, confidential counselling services 24/7
- Reduced gym rates at a number of local health clubs/gyms

Pay and Annual Leave

- Generous annual leave: starting at 27 days and increasing after five and 10 years
- Maternity/paternity and shared parental leave schemes
- Sick pay for all substantive and permanent staff
- Range of flexible working options across the Trust including compressed hours, term time contracts, part-time working etc.
- One of the best pension schemes in the UK

Road Access and Public Transport

Situated on the North Circular Road, the hospital is within very easy reach of the M25, M1, A1, A10 and A12. The hospital is situated close to the residential districts of North London including Enfield and Winchmore Hill, which all have an excellent environment and schools.

Silver Street main line railway station is a 5-minute walk away, with services direct to Liverpool Street Station and Seven Sisters underground Station.

Follow us on social media





Our Values and Expected Behaviours

You are part of Team North Mid, a workforce over 3,500 strong. A big part of working here is having a culture and values that help us to achieve our vision of delivering outstanding care to local people.

We are caring:

| What it means | Our behaviours |
|---|---|
| <ul style="list-style-type: none"> We are compassionate and take time out to check on colleagues and patients We are understanding and recognise each other as individuals We are committed to improving our community for colleagues, patients and carers | <ul style="list-style-type: none"> Showing empathy Being curious Showing humility Listening to others |

We are fair:

| What it means | Our behaviours |
|---|--|
| <ul style="list-style-type: none"> We respect and understand each other's differences and backgrounds We are consistent with providing realistic, clear expectations and constructive feedback <p>We are always looking for opportunities to develop all our staff and our services</p> | <ul style="list-style-type: none"> Being consistent Listening to others Supporting each other |

We are open:

| What it means | Our behaviours |
|--|--|
| <ul style="list-style-type: none"> We embrace change and continuously challenge ourselves and colleagues to create meaningful improvement We ask for help when we need it; we offer help when we see a colleague struggling and we are always open to challenge We actively look for new ways of working and explore new partnerships across teams, divisions and organisations | <ul style="list-style-type: none"> Speaking up Being curious Learning from mistakes |

These values are extremely important to us and we expect everyone who works at the Trust in any capacity to share and uphold these values. Further information on the Trust's values is available on our website.

Care and Compassion

Ensure that any escalation of care concerns or safeguarding escalations are made robustly through the appropriate channel. Undertake audits and where appropriate cooperate with the corporate nursing team to maintain Trust standards of care.



Job Description

| | |
|----------------|----------------------|
| Position | Senior Charge Nurse |
| Salary/Band | Band 7 |
| Location | NMUH ED |
| Hours | 37.5 Hours |
| Responsible to | Matron Team ED |
| Accountable to | Head of Nursing - ED |

Key Working Relationships

Nursing grades (of all levels), Doctors (of all levels), admin and clerical staff, clinical site management, hot floor team, ward staff, community staff, clinical nurse specialist and specialist teams, flow team, service management and general management team.

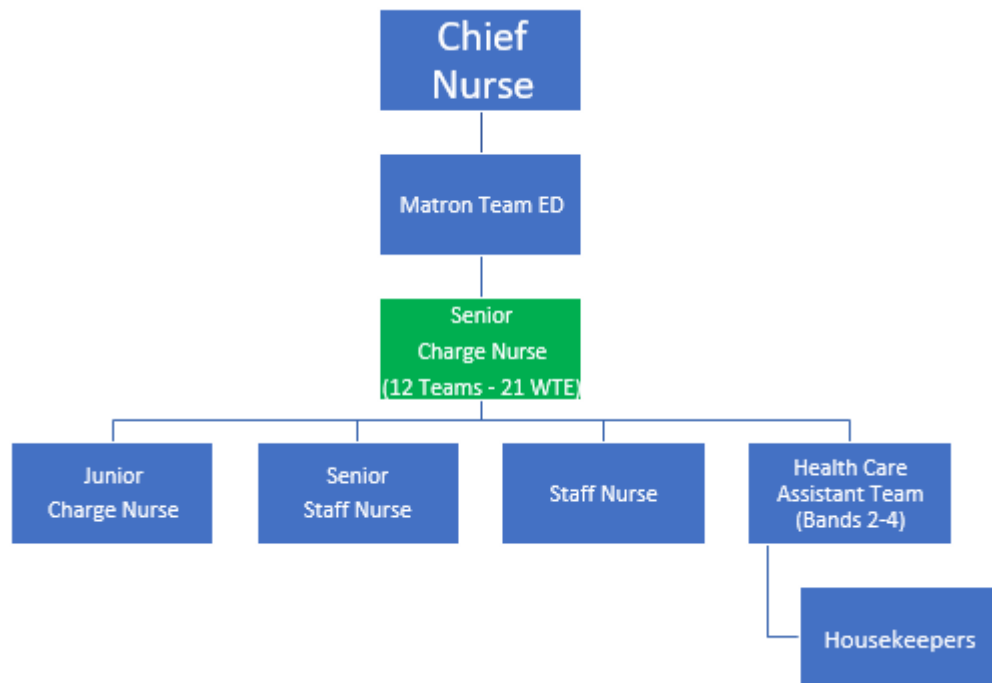
Job Summary

Quality and safety management of the Emergency Department. To passionately lead a team of nursing staff with the aim of creating outstanding outcomes. The Charge Nurse role is the role model for excellence in quality and safety. This is a 24 hour rotational post 365 days a year.

Introduction to the Department

Welcome to our “GOOD” rated Emergency Department. We are striving to reach Outstanding. We aim to provide the best care and quality in the emergency department, working with our community and hospital partners to ensure the best onward pathways for our patients. We are one of the busiest acute hospitals and see around 600 patients a day in our ED. We have been on a large transformation journey meaning we now have a multimillion pound new build ED, fantastic multi- disciplinary team morale, outstanding models and pathways and a dedicated development team for ED. We are a nursing team with high standards and are looking for exceptional nursing staff to join our team.

Organisation Chart



Duties and Responsibilities:

Leadership & Development Role

1. To lead a team of nursing staff as a team leader, ensuring these staff are performing optimally and safely.
2. Meet with the Senior Matron of ED or representative at least once a month.
3. Utilise trust policy to lead staff in a swift, professional and appropriate manner.
4. Development and updating of protocols and related practice in line with current research in conjunctions with the Matron team.
5. To work with the Practice Development Team and ensure training and development is a top agenda so that our skill mix is constantly improving and staff are safely developed on every shift.
6. It is the role of a Charge Nurse to complete teaching and development whilst on shift so that staff continue to received continued professional development.
7. Lead in the management of the Department. Work with the multi-disciplinary team to ensure that staffs have access to information and relevant training.
8. Work collaboratively within the Trust to manage the 'Clinical Governance Agenda' and Nursing strategy of the trust and local and national strategies.
9. Act as a mentor to junior staff in order to develop their roles both practically and managerially.
10. To complete audits daily, weekly and monthly, for example Perfect Ward, infection control audits and provide the data to the wider team.

11. Lead the nursing team meetings for your team on a quarterly basis (as a minimum).
12. The Charge Nurse must give feedback to their team members in a constructive and swift manner, ensuring feedback is documented, followed-up and support is maintained, ensuring the Matron Team is aware of formal feedback.
13. Work collaboratively with senior divisional nurses sharing information appropriately.
14. Ensure that you and all your staff attend statutory training days and that a record of attendance is kept up to date on health roster.
15. Monitor staff sickness rate in conjunction with HR sickness/absence policy and actively address concerns/issues as per trust policy.
16. The Charge Nurse must complete yearly appraisals for their team.
17. To support, enable, motivate and develop nursing staff.
18. To participate in clinical supervision and reflective practice and ensure staff have opportunity to do the same.

Governance Role

19. The post holder should manage complaints on a local level where possible and escalate unresolved issues to the Matron Team.
20. The post holder must complete DATIXs from their shifts within a 14 day period.
21. To monitor clinical standards of nursing care and to report to the Matron when standards are not being met. This will include the notification of problems and incidents and initiating appropriate action.
22. To be an active participant in benchmarking exercises.
23. Work with the matrons to implement the Trusts Corporate Governance Strategy with regard to meeting the necessary standards of accountability, financial control, patient and public involvement and the delivery of clinical outcomes.
24. To lead the process of auditing the clinical area on an educational and clinical basis.
25. To actively participate in ensuring patient experience is a top agenda point, ensuring

Care of Patients

26. To provide the highest standard of individualised and holistic patient care, in conjunction with the interdisciplinary team
27. Care delivered to patients and the setting and monitoring of standards of care
28. Selection, deployment, training and development of staff and students
29. Assessment, development and implementation of specialised nursing packages of care.
30. Collaborative working with the multi-disciplinary team to ensure that standards of care are consistently maintained
31. Provides expert clinical advice to ensure appropriate treatment and care is delivered to the patient at all times.

32. Work collaboratively with senior nursing staff within the department to develop an effective, quality patient focused service.
33. To be responsible for setting, implementing and monitoring acceptable standards of care for patients within the department in conjunction with the junior sisters, team members and the multi professional team.
34. To participate in research, promote nursing research and recognise how this informs clinical practice.
35. Work collaboratively with nursing colleagues in order to share good practice and provide equity of patient care.
36. Maintain an acceptable environment for patients, reporting and taking appropriate action on hazards and faulty equipment.
37. Care and control of medication and controlled drugs used for patient care, ensuring monitoring systems are used for safe administration, ordering and maintenance of stock.
38. Work with the infection control team to facilitate the training of staff in good hand hygiene and environmental cleaning.
39. Implement the principles of infection control and the prevention of cross infection in relation to patient care and the clinical environment.
40. To maintain a safe environment for patients and staff within the department at all times and take appropriate action to achieve this.
41. Ensure with ED team that the patient environment is well maintained, clean and safe in line with the Health and Safety Act
42. Advise on the promotion of health and prevention of illness.

Clinical Operational Role

43. To lead the ED team ensuring the maintenance of a high and safe standard of care.
44. To improve flow within the ED during a day to day and quality improvement perspective;
45. Constant overview of all areas of ED whilst managing the shift (Paeds, CDU and liaison and support UCC)
46. Assist with flow into and out of ED- escalating issues to specialities/Managers utilising escalation policy.
47. To adhere to the ED guidance on flow, pathways and procedures.
48. Ensure effective utilisation of resources within the department including staff skill mix and deployment.
49. To establish and maintain good communication links with all relevant personnel and departments as necessary.

Professional Role

50. Ensure staffs work according to Trust/unit and ward policies in order to maintain professional, clinical and patient safety.
51. Communicate information effectively, openly and swiftly, answering queries from patients, their relatives/carers and the multidisciplinary team members.

- 52. To understand and work effectively within the financial budget.
- 53. To take an active role in the development of own managerial/leadership skills, by shadowing Senior Nurse and attending the Ward Manager development programme or other initiatives as appropriate.
- 54. Develop and maintain a professional portfolio, which complies with NMC recommendation.
- 55. To monitor/maintain a system for monitoring of self and ward team with regard to the requirements of professional practice & the maintenance of NMC requirements regarding registration.

Improvement Role

- 56. Work with Matron Team to plan and develop future nursing services in line with Trust objectives for service development.
- 57. Work with the matrons to implement the clinical governance and risk management agendas in the department.
- 58. To contribute to and influence the nursing strategy through the Matron and implement the strategy within the department.
- 59. Work collaboratively with the Matron for Recruitment/Retention and the HR dept in the recruitment/retention and selection process of staff to ensure that the best candidate is employed for the job.
- 60. The Charge Nurse must continually improve and have emphasis on quality improvement, working with the team and Matrons Team to ensure improvement is communicated and supported.

Probation

Employment by the Trust is subject to a six (6) month probationary period, during which time you will be required to demonstrate to the Trust's satisfaction your suitability for the position in which you are employed. During your probationary period, your employment may be terminated by you or the Trust by providing one (1) week notice in writing.

Equality, Diversity and Inclusion

The Trust is committed to fair and transparent recruitment and selection procedures and to providing a workplace where all staff are treated with respect and feel included. It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974 to maintain a safe environment for both staff, patients and visitors, to observe obligations under organisational and departmental Health & Safety policies, maintaining awareness of safe practices and assessment of risk.

Data Protection and Caldicott

To obtain, process and use information (held on computer and/or manual filing systems) in a fair and lawful way. To hold person identifiable information for specific registered purposes and not to use, disclose or transfer person identifiable information in any way that is incompatible with the Data Protection Act 2018, other legislation and Caldicott requirements. To disclose person identifiable information only to authorised persons or organisations as instructed. When using email to transmit person identifiable information within or outside the Trust, the Trust Email Policy must be strictly followed.

Customer Care

The aim of the hospital is to provide patients and clients with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and client first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

Infection Control

All healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about application of practice measures known to be effective in reducing HCAI.

Smoking Policy

The Trust provides a smoke free work environment.

Confidentiality

Under no circumstances, either during or after the end of your employment (however it is terminated), may you divulge any unauthorised person confidential information relating to the Trust. This includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Clinical Governance

Staff are expected to provide patients with timely and effective care. Treatment and direct / indirect support must be based on best practice. Everyone is responsible for this and his/her job in the Trust is important in achieving this.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a criminal check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

Safeguarding Vulnerable People

It is a basic human right of every child and adult to be protected from harm and NHS Trusts have a fundamental part to play in this. We expect all our staff to recognise signs of vulnerability and to report and act on any concerns in line with policy and guidance contained in 'Working Together - Every Child Matters' and 'No Secrets - guidance on developing multi-agency policies and procedures to protect vulnerable adults from abuse' on which our Trust Policies are based.

Organisational Change

As services develop and change, the post-holder may be required to undertake other responsibilities within the Trust.

Review

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post-holder

PERSON SPECIFICATION

Post: Senior Charge Nurse

Department: Emergency Department

| ATTRIBUTES/SKILLS | ESSENTIAL | DESIRABLE | MEASUREMENT |
|------------------------------|--|--|-------------|
| Education and qualifications | RN Post nursing qualification in a relation nursing speciality. Educated to degree level. A&E Course. ALS. ANTC/Equivalent | Teaching qualification Leadership and Management Qualification | A/I/T |
| Skills and abilities | Teaching and development skills. Ability to passionately lead teams. Ability to use own initiative, work independently, be accountable and managing and balancing risk then documentation and ensuring all plans are well communicated. Excellent computer skills. Excellent communication skills, verbally and non-verbally. Experience in health roster and roster management. Understand and apply principles of the Health and Safety Act. Understand Data Protection, Equalities Act and Safeguarding. | Interviewing skills. Skills in dealing with DATIX and doing investigations. Skills in Root Cause Analysis. | A/I/T |
| Experience | Significant experience in leadership, preferably in ED. Experience of implementing research and innovation into practice. ED Experience. | | A/I/T |

| | | | |
|--------------------|--|--|--------------------------|
| | Experience of leadership and supporting junior staff. | | |
| Personal qualities | Ability to communicate with all without discrimination. Flexible approach to work. Ability to work within a pressurised environment. 24/7 | | A/I/T |
| Values | Demonstrable ability to meet Trust values | | Interview/ assessment |