

Job Description

Ward/Unit Manager

Job Title:	Ward/Unit Manager
Band:	7
Base:	You may be required to work in other designated locations of the Trust as well as your primary base. In particular, flexibility is required across the three main hospital sites (Leicester Royal Infirmary, Leicester General Hospital and Glenfield Hospital). If your initial location is one of these sites excess travel reimbursement would not apply for a permanent or temporary change of base.
Reports to:	Matron
Accountable to:	Head of Nursing

Find out more about working with us:

<https://www.leicestershospitals.nhs.uk/aboutus/work-for-us/>

<p>Job Summary</p>	<p>Take 24-hour accountability and responsibility for the given area. Be visible, accessible and responsive to the needs of service users, patients, carers and the public.</p> <p>Provide direction and effective and inspirational leadership to the nursing and multi-disciplinary team (including ancillary and clinical support staff) within the area for which they are accountable.</p> <p>Act as an expert clinical practitioner providing through themselves and their ward team an excellent quality of care to patients and service users.</p> <p>Act as a clinical and managerial role model within the ward team, CMG and across the wider organisation.</p> <p>Take responsibility for the provision of a supportive learning environment for all students on placement within the ward/unit for which they are responsible.</p> <p>Practise clinically in the assessment, planning, implementation and evaluation of care for a defined caseload. This will determine that Ward/Unit Manager is ward based and practises clinically at least 50% of their working time.</p>
<p>Budget</p>	<p>Be the accountable budget holder for their ward/department, undertaking cost containment strategies where appropriate.</p> <p>Find, as far as reasonably possible, creative financial solutions to expenditure problems and ideas for developments contributing to business planning.</p>

KEY WORKING RELATIONSHIPS (OUTSIDE THE WARD TEAM)

Matrons, Head of Nursing, Middle and non-clinical managers; the wider multi-disciplinary team; medical staff; the Facilities Directorate; Nursing Directorate; Infection Control; Patients Information and Liaison Service; Nurse Specialists and Directorate Education and Practice Development Team, People Services, Finance, Clinical Support Nurses and Clinical Placement Facilitators

KEY RESULT AREAS

1 PROVIDE EFFECTIVE LEADERSHIP AND COMMUNICATION

- 1.1 Be a visible, accessible, credible and assertive ward leader to whom patients, relatives and staff can turn for assistance, advice and support.
- 1.2 Lead the ward team and build successful links between nursing and other professions to support and promote effective multi-disciplinary team working.
- 1.3 Lead and support the ward team through the process of change, demonstrating tenacity, drive, professional integrity, balance and perspective.
- 1.4 Develop the role of other team members, supporting them in gaining the appropriate competencies to achieve the required standards of care.
- 1.5 Motivate all team members and lead innovation and expertise in clinical practice by example.
- 1.6 Take responsibility for ensuring that all learners in their area are appropriately supported and competently assessed in line with NMC guidelines and other professional bodies.
- 1.7 Through effective communication, disseminate information across the health care teams and CMGs.
- 1.8 Communicate and share clinical experiences and good practice within and across CMGs.
- 1.9 Resolve conflict as speedily as circumstances allow and ensure feedback and planning for the future occurs.

- 1.10 Maximise use of clinical resources, implementing best practice in patient flow, admission and discharge arrangements.
- 1.11 Act in a professional manner and ensure self and ward staff adhere to the UHL Uniform policy at all times.

2. DELIVERY OF EFFECTIVE HEALTH CARE WITHIN THE ORGANISATION

- 2.1 Practice clinically by actively participating in the assessment, planning, implementation and evaluation of evidence-based care for a defined caseload.
- 2.2 Contribute to the continual improvement in patient care utilising national and local agendas, including Standards for Better Health and UHL Business and Strategy plans (Eight Pillars Strategy) and also peer review.
- 2.3 Monitor the quality of patient care delivered to ensure that patients and users receive the highest standards of care at all times and participate in the regular audits and evaluation of patient satisfaction.
- 2.4 Regularly monitor standards of clinical care and documentation, developing and implementing strategies to improve performance.
- 2.5 Build effective working relationships across Directorates and other departments, referring hospitals and across Primary Care.
- 2.6 Facilitate communication regarding shared experiences of care that will benefit the needs and experiences of patients and carers.
- 2.7 Identify opportunities to develop new ways of working and challenge, change and expand roles, working in conjunction with the Education and Practice Development Team/s, Matrons and Head of Nursing.
- 2.8 Work collaboratively with the Education and Practice Development Team to develop policy, protocols and education that will support new initiatives and quality care delivery.
- 2.9 Work together with the Matron and Head of Nursing to develop auditable standards of care that actively support national benchmarking.
- 2.10 Act at all times in accordance with the NMC Code of Professional Conduct associated codes of practice.

3 PATIENT AND PUBLIC INVOLVEMENT AND EXPERIENCE

- 3.1 Proactively seek feedback on patient and public experience in order to address concerns in a timely manner and build on success.
- 3.2 Support the Matron to ensure the ward environment is safe, clean, comfortable and well maintained in line with patient and public expectations.
- 3.3 Take professional responsibility for liaising with leads in facilities and infection control to ensure that prompt, appropriate and relevant actions are undertaken to properly maintain a clean and healthy environment.
- 3.4 To lead and actively participate in Patient and Public Involvement initiatives such as focus groups/citizens' councils and act on recommendations as required.
- 3.5 Maintain professional and patient advocacy at all times.

4 MANAGEMENT AND USE OF RESOURCES AND INFORMATION

- 4.1 Consult with Service Manager, Matron and relevant others on key developments ensuring the efficient and effective management of ward resources.
- 4.2 Work collaboratively with the Service Manager and Matron to implement agreed changes in resource management and achieve efficiency targets.
- 4.3 Manage and supervise the rostering, allocation, utilisation and prioritisation of workload to ensure the maximum effectiveness for delivery of care within the ward.
- 4.4 Actively engage in the Trust's selection, recruitment and retention strategies.
- 4.5 Ensure confidentiality is maintained at all times and information relating to patient/users and personnel is used only in connection with authorised duties.
- 4.6 Use health-related information only for the purposes of what it is intended for and in accordance with the Data Protection Act.

5 CLINICAL GOVERNANCE, REDUCTION OF RISK, AUDIT AND RESEARCH

- 5.1 Ensure that the delivery of care to all patients meet the standards set by you and the Standards for Better Health.

- 5.2 Responsible for ensuring the highest standards of Infection prevention and control are practised at all times.
- 5.3 Demonstrate a high level of commitment to and enthusiasm for research, evidence-based practice, audit and education in the clinical area.
- 5.4 Actively contribute to reconfiguration projects, service redesign developments and CMG business planning as required.
- 5.5 Be proactive in the risk assessment, management, clinical incident reporting and management of complaints.
- 5.6 Ensure all staff move and handle patients and goods in ways that promote the health of the patient and care team and are consistent with legislation.
- 5.7 Contribute to the development of CMG and Trust policies, procedures and clinical guidelines and ensure adherence by self and ward team.
- 5.8 Undertake clinical and associated audits as appropriate for the given area.
- 5.9 Responsible for managing staff performance and competence within area of responsibility following Trust policies and procedures and to identify and manage poor performance.

6. CONTINUING EDUCATION, PROFESSIONAL AND PERSONAL DEVELOPMENT

- 6.1 Undertake the Trust Corporate and CMG-specific Induction and competency Programmes appropriate to role.
- 6.2 Take responsibility for ensuring self and all staff comply with mandatory training and NMC professional re-registration requirements.
- 6.3 Undertake specialist education training as required that will allow health care to be delivered to the user through new ways of working.
- 6.4 Teach and assist others to develop professionally, reaching their full potential. Encourage professional accountability in others.
- 6.5 Manage and supervise the allocation of all student learners to appropriately qualified mentors and assessors ensuring maximum learning opportunities are available and all learners are supported and integrated within the ward team.

- 6.6 Work collaboratively with the Education and Practice Development Team and Clinical Support Nurses to ensure that education and development opportunities are provided for the ward team to enable staff to be both confident and competent to perform their roles safely.
- 6.7 Responsible for ensuring that ward staff receive an annual appraisal and have a current and effective professional development plan (PDP) within the Knowledge and Skills Framework (KSF).
- 6.8 Responsible for ensuring that Education and Training and performance needs are identified in staff's PDP plan and actioned appropriately within given resources.
- 6.9 Actively promote and participate in clinical supervision/mentorship or equivalent support mechanisms.

7. JOB PLAN

This is a 10-session job plan, which can be delivered over a 7-day period, including late duty weekend and occasional night duty shifts.

Clinical Work	5 Sessions
Management	2 Sessions
Staff Development	3 Sessions (working clinically alongside new staff and learners)

GENERAL

This job description indicates the main functions and responsibilities of the post. It is not intended to be a complete list. You may be required to undertake other duties from time to time as we may reasonably require.

You will be required to maintain compliance with all statutory and mandatory training requirements.

The link to the Trust's policies and procedures is:

<https://secure.library.leicestershospitals.nhs.uk/PAGL/SitePages/Home.aspx>

Person Specification

Post: Sister/Charge Nurse

Band: 7

Criteria	Essential	Desirable	Stage Measured at A – application I – Interview T – Test
Commitment to Trust Values and Behaviours	Must be able to demonstrate behaviours consistent with the Trust's Values and Behaviours		Interview
Education/ Qualifications	<ul style="list-style-type: none"> • RN (level relevant to field of practice i.e adult / child / MH or LD) • First degree in nursing or health related subject • Recognised NMC Teaching and Assessing qualification and a Practice Assessor preparation day • Formal Post registration education (accredited / non-accredited) relevant to speciality 	<ul style="list-style-type: none"> • Master's degree in nursing or health related subject • Clinical Leadership Programme 	Application form NMC PIN Check
Clinical Skills, Knowledge and	<ul style="list-style-type: none"> • Demonstrates a high level of clinical 	<ul style="list-style-type: none"> • Audit 	Application form

Ability	<p>competence and expertise relevant to speciality</p> <ul style="list-style-type: none"> • Good understanding of clinical governance and application to quality and safety • An awareness and understanding of national and local issues that affect Nursing / midwifery and the NHS as a whole. • Up-to-date knowledge and understanding of nursing policy and practice relevant to speciality 	<p>experience/research skills</p> <ul style="list-style-type: none"> • Experience of Patient and Public Involvement in Service Delivery 	Interview Presentation
Experience	<ul style="list-style-type: none"> • Significant post-registration experience including at senior level. • Evidence of innovation and achievements in Clinical Practice • Recent experience in supporting learners in your workplace and supervising their progress and assessing their practice. 	<ul style="list-style-type: none"> • Development of multi-disciplinary working practices • Demonstrates knowledge of clinical risk management • Demonstrates knowledge in ward / clinical accreditation processes 	Application form Interview Presentation
Resource Utilisation	<ul style="list-style-type: none"> • Demonstrates understanding of efficient and effective use of resources where the workload can be unpredictable • Demonstrates the ability to prioritise 		Interview

	<p>and implement and use new ways of working</p> <ul style="list-style-type: none"> • Knowledge of budgetary management 		
Leadership & Education	<p>Evidence of successful change management</p> <ul style="list-style-type: none"> • Ability to prioritise • Use initiative and has the ability to lead and co-ordinate a multi-disciplinary team • Dynamic individual, able to challenge constructively and to lead a team • Good verbal and written skills Able to influence other professional groups • Effective communicator and negotiator Acts as a clinical role model and support for all multi-disciplinary learners within the ward or unit • Ability to inspire confidence in others, demonstrating strong leadership qualities and acting as a positive role model to other members of the team. • Strong Team worker • Flexible and Adaptable in approach • Ability to work flexibly to meet service 	<ul style="list-style-type: none"> • Project management • Computer literacy • (Microsoft Word / excel / Virtual teams) 	Application Interview

	needs		
Professional Development	<ul style="list-style-type: none"> • Evidence of recent / continuous Post-registration professional development. • Ongoing personal development • Participates in formal and informal teaching • Recognises own limitations 		Application/ Interview
Equality, Diversity and Inclusion	<p>Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs.</p> <p>All staff are expected to engage in compassionate and inclusive leadership in the provision of high quality care and interactions with others.</p>		