

## JOB DESCRIPTION & PERSON SPECIFICATION

**Job Title:** Deputy Ward Manager

**Band:** Band 6

**Department:** Acute Wards (Chase Farm)

**Location and mobility:** Your normal place of work will be Chase Farm Hospital. However, you may be required to work at any other location of the Trusts interests, including travelling to appropriate meetings, outside of the borough, as required.

**Responsible to:** Ward Manager.

**Responsible for:** Staff Nurses, Health Care Assistants, Student Nurses

### WORKING RELATIONSHIPS:

**Internal:** All members of multidisciplinary team, acute mental health wards trust wide, Community mental health teams.

**External:** Local Authority

### JOB SUMMARY:

1. To support the Ward Manager in ensuring the environment is managed safely and effectively over a 24-hour period. Ensuring the delivery of high standard of care to Service Users, providing support, supervision and education for colleagues, other professionals and students.
2. Support the Ward Manager in developing the team and acting up as required.

## **MAIN TASKS AND RESPONSIBILITIES:**

### **CLINICAL/MANAGERIAL**

1. To support the Ward Manager in providing clinical advice, expertise and leadership to all Ward Staff.
2. To take a key role in ensuring Service Users' care plans are developed to meet the assessed needs of the individual. To monitor the care plans developed for Service Users, where necessary to supervise and train others to carry out and deliver planned care.
3. To ensure a seamless approach by liaising with other professionals as required.
4. To liaise appropriately with family members, carers and significant others with regards to the assessment of Service Users. To refer to the service manager as necessary. To support the Ward Manager in addressing and resolving concerns by Service Users and Carers sensitively and promptly.
5. To assist the Ward Manager monitor and work with the ward team to ensure that Service User risk is assessed and managed appropriately, and that risk management plans are of a high standard.
6. To direct and supervise ward staff, in order to ensure delivery of a high standard of care to Service Users.
7. To assist the Ward Manager in identified clinical audit projects and setting standards for care based on sound research findings. Ensure that the ward team maintains standards. Assist the ward manager/ service manager in the implementation of change arising from new findings.
8. To co-ordinate the systematic monitoring and evaluation of Service Users and ward environment.
9. To use verbal and non-verbal communication skills gained through training and experience to impart sensitive information e.g. diagnosis or symptoms to Service Users and their families. To offer support to other staff to do this.
10. To support the Ward Manager in ensuring that the ward resources are managed appropriately to maximise care and efficient work patterns. This will include tasks such as producing rotas, management of sickness and absence, annual leave and extra resources, keeping the service manager informed at all times.
11. To use skills gained through experience to communicate with members of your team in the implementation of change and in the interest of good, cohesive team working.
12. To check understanding of information where there are often barriers to effective communications due to distress of psychiatric symptoms in Service Users, or where there is resistance in staff. This may include situations where English is not the first language.

13. To use skills gained through experience to give and receive information (adhering to Caldicott guidelines) to other individuals with regards to a Service User's care in reviews and multi-disciplinary meetings. These individuals may be external to the Trust.
14. To have an in-depth knowledge of the Mental Health Act 1983. To support staff involved in the application of the Mental Health Act 1983, ensuring that they are aware of and fulfilling their duties. Ensure that Service Users are aware of their rights under the Mental Health Act 1983 and that they are exercised appropriately.
15. To liaise with other professionals offering a service within the ward to ensure a high quality of service delivery.
16. To provide and monitor a range of therapeutic activities for Service Users by appropriate guidance and supervision of the ward team.
17. To ensure that all relevant information with regards to a Service User's care and treatment is documented accurately and legibly into the health record. Supervise and monitor the entries made by junior team members, through performance management and audit.
18. To lead the provision of teaching sessions in order to pass on knowledge and skills.
19. To assist the Ward Manager in the implementation of change or new systems within the area.
20. To use skills gained through experience to assess and monitor the physical/mental health of Service Users, seeking an opinion from other professionals, where appropriate.
21. To use skills gained through training and experience to de-escalate situations where Service Users become physically or verbally aggressive.
22. To use skills gained through experience to deal with team members who become angry, hostile or distressed.
23. To ensure that team members get appropriate support following violent incidents and liaise with the Ward Manager to ensure any identified actions arising from such incidents are implemented
24. To ensure that all incidents or near misses are documented as per Trust policy and that any follow-up action is taken.
25. To lead Service User reviews ensuring that the team has all the relevant information on which to base their clinical decisions.
26. To co-ordinate the team in order to ensure that medical or psychiatric emergencies are acted on promptly and appropriately.
27. To provide nursing reports both in written and verbal formats, as requested e.g. for a Service User Mental Health Act appeal.
28. To support and assist the ward team develop care plans that enable Service Users to reach and maintain their optimum level of health and independence.
29. To ensure the safe administration of medication to Service Users, ensuring that the Nursing and Midwifery Council regulations are followed.

30. To take part in the implementation of the Trust's PDP process for all staff in the ward team.
31. To act as a mentor to junior staff and students.
32. To support the Ward Manager to provide reports and statistical returns to a variety of Trust departments and approved external audit agencies as requested.
33. To assist the Ward Manager tackle any unsatisfactory performance promptly and constructively.
34. To participate in the investigation process regarding the disciplinary procedure and Service User/Care complaints.

## **PROFESSIONAL**

1. To be responsible for maintaining your own Nursing and Midwifery Council registration, revalidation and PREP requirements
2. To develop effective working relationships with other professionals outside of the Trust in order to enhance the delivery of care to Service Users.
3. To participate, as a supervisor and supervisee, in the Directorate's performance management/supervision framework. Work towards and help others work towards goals and objectives, as agreed in Personal Development Plans.
4. To take responsibility for maintaining and developing your knowledge and skills within your area of work.
5. To attend, as appropriate, courses and conferences which will provide information for new developments within the field of Peoples' Mental Health and to feedback and share knowledge gained from attendance.
6. To be professionally accountable for your actions as a registered nurse.
7. To act, at all times, in accordance with Trust policies and procedures, ensuring that all team members are adhering to policy and procedure.
8. To undertake mandatory training as stipulated by the Trust and ensure that all actions are in line with training. To monitor that all team members take up mandatory training annually.
9. To keep up to date with developments in nursing practice and make recommendations for change to the ward manager / service manager as appropriate.
10. To co-ordinate projects to look at specific nursing practices and ensure findings are implemented within the team.
11. To take an active role in the reporting of adverse incidents as per Trust policy. Ensure that team members follow the policy and appropriately report all incidents.
12. To seek advice and further training, if appropriate, before carrying out any duty you are unsure of.

13. To organise the local induction of new staff.

14. To support junior staff nurses participate in the preceptorship process, including ensuring they all have mentors and supporting them in fulfilling any actions plans agreed with their mentors. `

### **ORGANISATIONAL**

1. To liaise with other Ward Managers in the absence of own Ward Manager to maximise the use of resources to meet unplanned clinical need, e.g. temporarily redeploying staff to/from own Ward.

2. To adhere to the Trusts rights based approach taking into account service user choice.

3. To assist in and participate in the recruitment and retention of ward staff.

4. To identify to the Ward Manager any problems or concerns that may affect/disrupt the provision of service and to contribute to supporting any agreed actions.

5. To take reasonable care for the health and safety of yourself and any others that may be affected by your acts and omissions at work.

6. To ensure that you are familiar with the terms and conditions of your post.

7. To support the Ward Manager in identifying, reporting and managing environmental risk and ensuring appropriate action is taken to maintain a safe environment.

### **OTHER**

1. To maintain and promote with other staff, service user confidentiality at all times both on and off duty.

2. To ensure that work is conducted in accordance with the Trust's Equality and Diversity Strategy and contribute to its development.

3. To deal sensitively with Service Users who have a high level of anxiety or aggression due to their mental health problems.

4. To maintain appropriate professional boundaries with service users at all times both on and off duty.

5. The post holder will be expected to use their judgement/flexibility about their working hours in order to meet service needs and ensure that staff working outside hours receive appropriate supervision.

6. In exceptional circumstances, to co-operate with reasonable requests from more senior staff to vary your area of work to meet unplanned clinical need.

**N.B. This job description is an outline and account of the main duties. Any changes will be discussed with the post holder in advance, but will also be reviewed regularly to take into account changes and developments in service requirements. The post holder has the right to request a review should they feel there have been significant changes to their role.**

## **JOB DESCRIPTION – CORE ADDITIONAL INFORMATION FOR ALL EMPLOYEES**

### **MOBILITY**

As an employee of this organisation you may be asked to carry out duties at any of its establishments, at any time throughout the duration of your contract.

### **HEALTH and SAFETY**

It is the duty of all employees to ensure that a safe working environment and safe working practices are maintained at all times. It is also the responsibility of management to do so.

### **INFECTION CONTROL**

All staff will be expected at all times to practice in accordance with the infection control standard specified in the policies of the organisation.

### **RISK MANAGEMENT**

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

### **HEALTH PROMOTION**

This organisation is committed to helping people live a healthier life. All staff are encouraged to make healthier choices and to be aware of the range of health promotion information and local policies that support the promotion of health and the prevention of ill health e.g. food and nutrition, stress management etc.

All clinical staff are reminded of their individual professional responsibilities for the promotion of health, by providing up to date and relevant best practice advice, in supporting their patients/clients to live a healthy life.

### **FLEXIBLE WORKING**

This organisation is committed to offering flexible, modern employment practices which recognise that all staff need to strike a sensible balance between home and work life. All requests to work flexibly will be considered

### **SMOKING**

Barnet, Enfield & Haringey Mental Health NHS Trust has a smoke free policy. Smoking will not be permitted on any Trust premises (including the grounds that those premises are sited on) or in any Trust-owned vehicle. Applicants should be aware that it will not be possible to smoke throughout working hours.

### **EQUAL OPPORTUNITIES**

In line with the organisation's Equal Opportunities Statement, this organisation is committed to ensuring and promoting the rights of all people to equality of opportunity and all staff are required to abide by and promote this.

### **POLICIES AND PROCEDURES**

All employees, at all times are subject to the policies and procedures of this Organisation.

### **SAFEGUARDING CHILDREN & VULNERABLE ADULTS**

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults.

Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults

## **DATA PROTECTION**

In line with national legislation, and organisational policy, all data will be processed in a fair and lawful way, for the specific registered purpose and not disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations.

## **CONFIDENTIALITY**

This organisation attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, and other data held and processed by the organisation. All data should be treated as confidential and should only be disclosed on a need to know basis. Some data may be especially sensitive and is the subject of a specific organisational policy, including information relating to the diagnosis, treatment and/or care of patients, individual staff records and details of contract prices and terms. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data. Due to the importance that the organisation attaches to confidentiality disciplinary action will be taken for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

All employees should be mindful of the six information management Caldicott principles when dealing with data belonging to the organisation and person identifiable information.

1. Justify the purposes of using confidential information.
2. Only use it when absolutely necessary.
3. Use the minimum that is required.
4. Access should be on a strict need to know basis.
5. Everyone must understand his or her responsibilities.
6. Understand and comply with the law.

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

## **STANDARDS OF BUSINESS CONDUCT FOR NHS STAFF & CODES OF CONDUCT**

You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board Members). In addition, all management staff must comply with the Code of Conduct for NHS Managers. All staff are required to act in accordance with the rules and regulations as described in the organisation's Standing Orders and Standing Financial Instructions.

The organisation reserves the right to report any activity, incident or suspicion of behaviour likely to be deemed a breach of a professional code of conduct to the appropriate professional body. This decision as to whether such a report will be made will only be taken by the appropriate service Director after he/she has fully considered the available facts. At all times, the safety of the public, staff and the reputation of the employing organisation and the wider NHS will be key points for consideration before any report is made.

## **MANDATORY TRAINING**

All staff are required to attend any training designated by the organisation and/or service as mandatory (compulsory) for the position held or to provide evidence of previous, recent equivalent training at a level appropriate to the post held.

## **SATISFACTORY CLEARANCES**

For all posts where the appointment is subject to satisfactory clearance via the Criminal Records Bureau or Independent Safeguarding Authority, or any other successor agency, it should be clearly understood that the post holder must maintain satisfactory clearance status throughout his/her employment in the post.

## **PROFESSIONAL REGISTRATION**

With respect to any post for which the appointment is subject to holding a specific professional registration, as set out in the person specification for the post, it should be clearly understood that the post holder must maintain satisfactory registration status throughout his/her employment in the post.

## **ADDITIONAL CLAUSE FOR ALL MANAGERS**

### **RISK MANAGEMENT**

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed and that staff receives appropriate training, that a local risk register is developed and regularly monitored and reviewed. Significant level risk must be reported through the Quality Improvement and Risk Committee (QIRC) network. Risk registers need to be submitted to the Support Services Manager or other nominated officer, on an annual basis.

## **ADDITIONAL INFORMATION FOR ALL STAFF**

Where relevant, further information regarding these core clauses can be found in each employee's written statement of terms and condition of employment (contract documentation).

## **BEH-MHT VISION AND VALUES**

### **Our vision**

Our vision is embedded within our clinical strategy. We want to help people live, love, do.

- Live - A safe and secure place to call home
- Love - Re-building relationships which may have broken down during a period of illness
- Do - Help people to find a meaningful activity - that may be getting back into employment or further education

### **Our values**

The Trust's values are:

- Compassion
- Respect
- Being Positive
- Working together



## **NHS VALUES**

**It is recommended that where possible the NHS values below are reflected in job descriptions.** Please go to the NHS Confederation website for further information [www.nhsconfed.org](http://www.nhsconfed.org)

### **RESPECT AND DIGNITY**

We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

### **COMMITMENT TO QUALITY OF CARE**

We earn the trust that is placed in us by insisting on quality and striving to get the basics right every time – safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our success.

### **COMPASSION**

We find the time to listen and talk when it is needed, make the effort to understand and get on and do the small things that mean so much – not because we are asked to but because we care.

Improving lives

We strive to improve health and well-being and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

### **WORKING TOGETHER FOR PATIENTS**

We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

### **EVERYONE COUNTS**

We use our resources for the benefit of the whole community, and make sure that nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste other's opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

### **DIGNITY AT WORK STATEMENT**

Barnet, Enfield & Haringey Mental Health NHS Trust is committed to treating all of our staff and patients with dignity and respect. You are responsible for behaving in a way that is consistent with these aims. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.

## PERSON SPECIFICATION

### GENERAL INFORMATION

**Job Title:** Deputy Ward Manager

**Band:** 6

**Department:** Acute Wards/  
Chase Farm Hospital

A person specification should comprise of a list of attributes required of the role. Essential criteria are those without which, the post holder would be unable to adequately perform the job. Desirable criteria are those that may enable the candidate to perform better or require a shorter orientation period. You should not include any reference to numbers of years' experience unless justified.

REQUIREMENTS	ESSENTIAL	DESIRABLE	Assessment Type Interview (I) /Test (T) /Application (A)
EDUCATION AND QUALIFICATIONS	Registered Mental Health Nurse.  Continuing professional development e.g. ENB 998 / Mentorship in Practice	Experience as a charge Nurse or Deputy Ward Manager in the Mental Health Setting.	I / A  I / A
EXPERIENCE, KNOWLEDGE AND SKILLS	Evidence of experience of working with people with mental health illness in a variety of health care settings.  Able to communicate effectively both verbally and non-verbally.  Possess excellent listening and negotiation skills.  Knowledge of relevant Mental	Proven experience of leadership and management.  Ability to assist in the process of standard setting and audit.  Clinical Leadership skills.	I / A  I / A  I / A  I / A

	<p>Health legislation.</p> <p>Knowledge of Mental Health Nursing interventions.</p> <p>Knowledge of clinical risk and Health &amp; Safety Management.</p> <p>Ability to work as a member of a multi-disciplinary team.</p> <p>Demonstrate knowledge in the concepts of mentorship, preceptorship and supervision and ability to provide education and supervision to qualified and unqualified staff.</p> <p>Demonstrate a good knowledge of the Code of Conduct and the nurses' responsibility to identify gaps in their knowledge base.</p> <p>Demonstration of Knowledge and participation in Quality Improvement Programme.</p>		<p>I / A</p> <p>I / A</p> <p>I / A</p> <p>I / A</p> <p>I / A</p> <p>I / A</p>
<b>PERSONAL QUALITIES</b>	<p>Professional attitude.</p> <p>Flexibility</p> <p>Ability to contribute to developing nursing excellence within the ward area.</p>		<b>I / A</b>
<b>OTHER REQUIREMENTS</b>	<p>On-going post-registration development.</p>		I / A

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