

# RECRUITMENT INFORMATION PACK

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Junior sister / Charge nurse



## Job particulars

<b>Job Title</b>	<b>Junior sister/Charge Nurse</b>
<b>Pay Band</b>	Band 6
<b>Location</b>	Newham University Hospital
<b>Reports to</b>	Senior Sister/Senior Charge Nurse
<b>Responsible to</b>	Associate Director of Nursing

## Job purpose

To provide the highest standard of individualised and holistic patient care, in conjunction with the interdisciplinary team. The post holder will work within the NMC Code, trust policies, guidance and procedures to ensure safe working practice of self and others. The successful candidate will join the team in delivering urgent and emergency nursing care to patient's attending the Emergency Department (ED). The Band 6 is expected to act as a positive role model at all times and will guide junior nursing and medical staff in delivering high quality care. The Band 6 will facilitate flow within the ED by maintaining a constant overview of care requirements within the ED. Escalate issues to specialty teams/management in a timely way to improve patient experience. To adhere to the ED guidance on flow;



Share learning and participate in governance, feedback, and incident management. Deputise for the Band 7 where necessary.

Supervises: Junior qualified staff, Emergency department assistants, and student nurses.  
 Manages: Ward department/environment and the nursing team including emergency department assistants daily.



## Key working relationships

Professional relationships with key partners, employees, and boards.

Internal	External
Matron	Patients
Professional Development Nurse (PDN)	London Ambulance Service
Band 7 Senior Sister/Charge Nurse	GP Co-operative
Band 6 Sister/Charge Nurse	Physician Response Unit (PRU)
Band 5 Staff Nurse	Psychiatric Liaison Service (East London Foundation Trust)
Emergency Department Assistant (EDA)	Drug & Alcohol Service
Health Care Assistant	Community partners and the CCG
Consultants	
Trainee grade doctors	
Advanced Nurse Practitioners	
Emergency Nurse Practitioners	
Housekeeper	
Domestic/Catering/Porter/Security staff	
Allied Health Professionals	
Admin and Clerical Staff	
Clinical Site Managers	

## Main duties, responsibilities, and results areas

- Support the daily running of the Emergency Department.
- Ensure that, at all times, the needs of the patient are paramount.
- Support and encourage staff.
- Highlight to other members of staff any issues or concerns around their working practices or care delivery.
- Report problems around staffing levels, skill mix, adverse incidents, staff performance, and any other relevant issues to the senior nurse on duty / Matron, as appropriate, and in a timely manner.
- Be aware of local and national standards and targets relating to the Emergency Department.
- In the event of a complaint, respond in an appropriate and timely manner, in accordance with Trust guidelines.
- In accordance with Trust guidelines, ensure the Health and Safety of staff, patients and the public are maintained. This includes taking responsibility for waste disposal, the working environment, infection control, fire procedures and moving and handling patients when you are in coordinating the shift.



- At all times acts as a role model for other members of staff, including students and support staff.
- Ensure Trust policies, procedures and guidelines are adhered to at all times and by all members of staff.
- Maintain an up to date knowledge, theoretically and clinically, of issues and advances in nursing and in emergency care.
- Administer medication in accordance with the Trust's Policy.
- Undertake clinical skills required for holistic patient care following appropriate training, namely: urethral catheterisation, venepuncture and IV access, wound care, including cleaning and suturing, administration of intravenous medication, airway management, including insertion of airway protection devices and use of suction equipment.
- Recognition and emergency management of sick or seriously ill patients, namely: Airway, breathing and circulation assessment and remedying any immediate deficiencies in accordance with local guidance and training, recording and basic recognition of ECGs, taking immediate action to initiate further investigation or treatment, recording vital signs and taking immediate action on abnormal results, directing and supporting colleagues in emergency and urgent situations to prevent patient deterioration and assist in rapid recovery.

## **Core Dimensions**

### **Communication – Core Dimension Level 3**

*Communicate with a range of people on a range of matters, including difficult matters and situations*

1. Communication is a fundamental process to ensure continuity and high standards of care. It includes sharing ideas, information and feedback in order to empower patients and members of the interdisciplinary team.
2. Skilled in communicating with a range of people on a daily basis some of who may have communication barriers.
3. To be responsible for disseminating Trust policies and information as required.
4. Provides feedback to other workers on their communication at appropriate times
5. A key responsibility will be to utilise a variety of strategies to communicate effectively with patients and those involved in their care
6. The post holder must also communicate with other staff within the Accident and Emergency Department Team, Trust, with external organisations and with the general public.
7. Keeps accurate and complete records of activities and communications consistent with legislation, policies and procedures





8. Communication is a fundamental process to ensure continuity and high standards of care.
9. The post holder will deal effectively and appropriately with patients, relatives and carers who may be experiencing stressful situations and are unable to communicate effectively.

### **Personal and People Development – Core Dimension Level 3**

*Develop oneself and contribute to the development of others*

1. Facilitates preceptorship and mentorship and provides preceptorship and mentorship to members of the nursing team as appropriate.
2. Participates in team meetings so fair and equal opportunities are given to share knowledge and ideas with colleagues.
3. Participates in the appraisal process of others as part of their individual development
4. Acts as a role model to others in the team,
5. Demonstrates specialist skills and knowledge in their own area of clinical practice
6. Improves clinical practice through reflection with self or others. (Clinical supervision/Action Learning)
7. With the support of sister/charge nurse through the Trust's appraisal process and development of personal development plan identifies their educational and professional needs.
8. Influence the development of knowledge, ideas and work practice.
9. The post holder is expected to develop their IT skills.

### **Health, Safety and Security – Core Dimension Level 3**

*Promote monitor and maintain best practice in health safety and security*

1. The post holder is required to familiarise him/herself with and comply with the Trust's policies and procedures
2. The post holder must at all times respect patient confidentiality and in particular the confidentiality of electronically stored personal data in line with the requirements of the Data Protection Act (1998)



3. The post holder must be aware of individual responsibilities under the Health & Safety at Work Act and identify and report as necessary any untoward accident, incident or potentially hazardous environment
4. When moving people and goods, the post holder must complete the relevant training as appropriate to the action, e.g. use of hoists
5. Identifies how to manage risks and help others manage risks.
6. Monitors work areas and practices and ensures that they are safe and free from hazards, conform to health safety and security legislation, policies, procedures and guidelines.
7. Takes the necessary action in relation to risk with support from senior sister/charge nurse.

### **Service Improvement – Core Dimension Level 2**

*Contribute to the improvement of services*

1. Participates in the development of the ward/department Philosophy of Nursing and the Shared Governance structure of the Trust. The post holder will convey this within their area of practice
2. Acts as a clinical and managerial resource to other clinical areas
3. Supports Senior Sister/Charge Nurse in all aspects of ward management.
4. Supports all members of nursing staff.
5. Is aware of financial considerations within the environment and makes judgements to maximise cost effectiveness and cost efficiency.
6. Develop skills in accordance with the expanded role relevant to the post holder's clinical area
7. Demonstrates knowledge, understanding and application of their personal leadership skills.
8. Leads others in the development of knowledge, ideas and work practice improving service for users and the public
9. Co-ordinates the activities of the clinical area when required.
10. In conjunction with senior colleagues in the interdisciplinary team is aware of the need for change, the implications and is an effective change agent.



### **Quality – Core Dimension Level 3**

*Contribute to improving quality*

1. The post holder must at all times work in accordance with the NMC Code of Professional Conduct (2002)
2. Participates in research, audit and quality initiatives, e.g. Essence of Care
3. Participates in the development of evidence based practice
4. Demonstrates an awareness of the Trust's programme of nursing audit and participates as appropriate in the quality audit cycle.
5. Uses and maintains resources efficiently and effectively and encourages others to do so
6. Evaluates the quality of own and others work and raises quality issues and related risks with the relevant people.
7. Supports the introduction and maintenance of quality systems and processes in own work area.
8. Ensures documentation is accurate and up to date and monitors and promotes high standards of nursing documentation within the team.

### **Equality and Diversity – Core Dimension Level 2**

*Support equality and value diversity.*

1. The post holder must at all times carry out duties and responsibilities with regard to the Trust's Equal Opportunity policy
2. Identifies and takes action when own or others' behaviour undermines equality and diversity
3. Take account of own behaviour and its effect on others

### **HWB3 Protection of health and wellbeing – S. Dimension Level 3**

*Implement aspects of a protection plan and review its effectiveness.*

1. Works in partnership with others to identify and assess the nature, location and seriousness of risk and manage appropriately.
2. Adheres to local and national policies in relation to health and wellbeing in accordance with their level of responsibility (e.g. decontamination policy, child protection, health and safety, fire, COSHH, CBRN, Major Incident, Mental Health Act)



3. Demonstrates an understanding of procedures related to the investigation of serious untoward incidents.
4. Monitor and review the effectiveness of the protection plan.

### **HWB6 Assessment and Treatment Planning – Specific Dimension Level 3**

*Assess physiological and/or psychological functioning and develop, monitor and review related treatment plans.*

1. Assesses, plans, implements and evaluates care for patients in accordance with their specific needs and makes changes as necessary.
2. Identifies deteriorating patients and takes the appropriate action to manage the situation, liaising with interdisciplinary team as appropriate.
3. Assess patients clinical need and redirect to other health care facilities as appropriate
4. Ensures documentation is accurate and up to date.
5. Educates and supports junior staff in the assessment process.
6. Administers prescribed medication and monitors effects
7. Educates patients, relatives and staff as necessary
8. Ensures patients' views are taken into account in the decision making process
9. Leads and/or participates in collaborative decision making within the nursing team
10. Participates in meeting the health education and promotes the needs of patients and carers
11. Promotes the health through coordinated activities and programmes with patients, colleagues and carers where appropriate.
12. Plans care in accordance with locally approved guidelines/proformas/protocols or pathways and identifies patients who fall outside of these frameworks
13. Dispenses medications from Patient Group Directions





### **HWB7 Assessment and Treatment Planning – Specific Dimension Level 4**

*Plan, deliver and evaluate interventions and/or treatments when there are complex issues and/or serious illness*

1. Respects individuals' dignity, wishes and beliefs; involves patients and carers in decision making process; and obtains consent
2. Demonstrates knowledge in relation to consent issues
3. Undertakes interventions/treatments in a manner that is consistent with evidence based practice and/or clinical guidelines/theories and models
4. Evaluates the effectiveness of the interventions/treatments and makes any necessary modifications
5. Provides effective feedback to inform the overall treatment plan
6. Makes complete records of the interventions/treatments undertaken, peoples' health and wellbeing, needs and related risks
7. Responds to, records, reports and investigates any adverse events or incidents relating to the intervention/treatment with a degree of urgency
8. Supports team with the development of locally approved pathways to enhance the patient journey

### **IK2 Information Collection and Analysis – Specific Dimension Level 2**

*Gather, analyse and report a limited range of data and information.*

1. Demonstrates knowledge and understanding of research and development and how this influences nursing practice
2. Input patient data in the correct form and manner whether this be primary or secondary information onto the supporting computer system
3. Analyse and report information provided through appropriate clinical equipment and act upon this gathered information (e.g. blood pressure monitoring)
4. Maintain the integrity of information using agreed methods and procedures
5. Reports the data/ information clearly in the required format and at the time agreed.



**G1 Learning and Development - Specific Dimension Level 1**

*Assist with learning and development activities*

1. Involved with formal teaching sessions to staff within Directorate/Trust and at City University as required.
2. Evaluates effectiveness of learning activities
3. Demonstrates awareness of individuals learning needs and styles and how to develop education and training to meet these needs.

**G6 People Management – Specific Dimension Level 2**

*Plan, allocate and supervise the work of a team*

1. Develops an understanding of the effective management of all resources including staffing, supplies, budget etc.
2. Assists with the recruitment and selection of staff.
3. Takes responsibility for the organisation for managing individual patient load and overseeing the rest of the nursing team's patient load.
4. Objectively assesses the work of a team and provides clear constructive feedback to the team in a manner most likely to maintain and improve performance.
5. Supports team members effectively during the NHS KSF development review process and enables them to meet their development objectives.
6. Agrees with team members courses of action to address issues with their work including capability, disciplinary and inadequate attendance procedures as necessary and under the guidance of the Senior Sister / Charge Nurse.

The job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

The post holder might be required to work across the Trust at any time throughout the duration of his/her contract, which may entail travel and working at different.



## Working conditions

Criteria	Description
<b>Physical</b>	The post holder will be required to undertake manual handling procedures including moving patients within the hospital. Assisting with physical patient handling. The post holder will be required to stand for long periods of time.
<b>Emotional</b>	The post holder has to be able to work successfully under pressure of time and resources. There may be occasional exposure to distressing and/or emotionally demanding situations as expected working in an unscheduled care. Maybe required to be involved in the care of a patient with challenging behaviour.
<b>Working Conditions</b>	Maybe exposed to bodily fluids, or patients with challenging behaviour. Need to work flexible hours to meet service need. Shift rotation between days and nights.
<b>Mental</b>	Concentration required when assessing more junior staff. The post requires high levels of concentration in an unpredictable environment which requires flexibility in approach. High levels of concentration with an adaptive workload required to manage priorities.

## Code of Conduct for NHS Managers

As an NHS Manager, you are expected to follow the Code of Conduct for NHS Managers (October 2002). [www.nhsemployers.org/](http://www.nhsemployers.org/). This supports us to develop a sustainable workforce and bring the very best out in people.

## Safeguarding adults and children

Employees must be aware of their responsibility to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager or consultant (October 2002). [www.nmc-uk.org/](http://www.nmc-uk.org/)



## Person specification

<b>Post</b>	Junior Sister / Junior Charge Nurse	<b>Band</b>	6
<b>Dept/ward</b>	Newham University Hospital Emergency Department		

**Essential** defines the minimum criteria needed to carry out the job and the job cannot be done without these.

**Desirable** refers to criteria which are not essential and which successful applicants would be expected to acquire during their time in post. The desirable requirements are not taken into consideration in a job evaluation panel.

Essential = E Desirable = D		E or D	Application form	Interview
<b>Qualifications and knowledge</b>	Registered Nurse with current NMC registration  Minimum of 2 years ED experience at Band 5 or above  Intravenous accreditation  Prep for Mentorship course or equivalent  Specialist A&E Course  Fulfil KSF outline for Staff Nurse (Band 5)  ILS/PILS or equivalent	E	✓	
<b>Desirable Qualification</b>	BSc Nursing or working towards  ALS / EPLS  Advanced Trauma Course or equivalent	D	✓	



<b>Communication</b>	Ability to work as part of a multi disciplinary team	E E E		
	Ability to communicate effectively at all levels across the Department and Directorate	E E		
	The ability to communicate with patients in an empathetic manner regarding their treatment and procedures		✓	✓
	Can demonstrate an enthusiastic, approachable and friendly manner			
	Ability communicate effectively, both written and oral			
<b>Personal and people development</b>	Ability to demonstrate enthusiasm towards teaching and sharing knowledge	E E		
	Understanding of own Knowledge and Skills Framework and ability to identify learning needs and interests	E		
	Ability to self reflect, carry out tasks of own job and identify what s/he needs to learn to able to do current job better	E	✓	✓
	Ability to take an active role in agreed learning activities and keeps a record of them			

Essential = E Desirable = D		E or D	Application form	Interview
<b>Health, safety and security</b>	Acts in a way that is consistent with legislation, policies and procedures and abide by the Trust Health and Safety policies	E		
	Ability to support others in maintaining health, safety and security	E D		
	Ability to identify and assess the potential risks involved in work activities and processes for self and others	D		✓
	Ability to identify how to manage risks and help others manage risks			





<b>Service Improvement</b>	<p>Knowledge of current and emerging NHS strategy and policy</p> <p>Ability to offer constructive suggestions for service improvement</p> <p>Effectively carries out tasks related to evaluating services</p> <p>Understanding and rising to the challenges in service improvement</p> <p>Ability to lead the nursing team in service improvement</p>	<p>D E E D D</p>		✓
<b>Quality</b>	<p>Ability to work within set timeframes working to priorities and deadlines</p> <p>Ability to monitor the quality of own and others work</p> <p>Able to recognise own limits and work within those limits of competence</p> <p>Ability to use and maintain resources efficiently and effectively and encourage others to do so</p>	<p>E E E D</p>	✓	✓
<b>Equality and diversity</b>	<p>Ability to treat everyone with whom s/he comes into contact with dignity and respect</p> <p>Experience of Equal Opportunity policies and procedures</p> <p>Ability to identify and take action when own or other's undermines equality and diversity</p>	<p>E D D</p>		✓
<b>Essential = E Desirable = D</b>		<b>E or D</b>	<b>Application form</b>	<b>Interview</b>
<b>Assessment and care planning to meet health and wellbeing needs</b>	<p>Ability to prioritise clinical work effectively</p> <p>Can show a non-judgemental approach to patient care</p> <p>Ability to record and report back accurately and fully on patient assessments undertaken and risks identified</p>	<p>E E</p> <p>E</p>	✓	✓



<b>Provision of care to meet health and wellbeing needs</b>	Can demonstrate a knowledge of current and emerging health care issues	E E E		
	Ability to identify deteriorating patients and take appropriate action		✓	✓
	Ability to carry out essential and appropriate nursing care and procedures			
<b>Information, collection and analysis</b>	Can prove a basic computer literacy in Windows and IT systems	E		
	Ability to store data/ information safely and correctly	E	✓	✓
<b>Learning and Development</b>	Ability to provide formal teaching development to staff/colleagues.	D D		
	Ability to evaluate effectiveness of learning activities and identifies how it could be improved		✓	✓
<b>People Management</b>	Ability to plan allocate and supervise the work of a team	E E D		
	Ability to support staff during the NHS KSF development review process	D		
	Ability to assess the work of the team, provide clear constructive feedback to the team in order to maintain and improve performance		✓	✓
	Proven clinical leadership skills			
<b>Specific requirements</b>	Ability to work flexible hours to meet service requirements	E		
	Sufficient to perform the duties of the post with any aids and adaptations		✓	

