

Clinical Nurse Manager for Northwick Park Hospital- Evelyn Ward

JOB DESCRIPTION AND PERSON SEPCIFICATION

Job Title:	Clinical Nurse Manager
Division/Department:	Surgery - Evelyn Ward
Responsible to:	Matron
Accountable to:	Head of Nursing - Surgery
Band:	7
Hours:	37.5
Location:	Northwick Park Hospital

In order to meet the needs of the Trust's services you may be required from time to time to work at different locations to your normal place of work.

Our Vision and Values

Our vision is quality [at our HEART](#)

Quality...

Delivering quality means consistently meeting requirements and exceeding expectations.

We strive to deliver quality in everything we do- from the clinical care we provide to the employment we offer to the support services and systems that underpin our care.

And in delivering high-quality clinical care, we mean services that are safe, effective, offer a good patient experience, are timely, equitable and sustainable.

...at our HEART

By placing quality at our heart, everything we do as an organisation should further our ability to deliver quality.

This includes the people we hire, the skills our employees develop, the behaviours we celebrate, how we think and act, the investments we make, our systems and processes and our organisational values.

Our vision also encompasses our HEART values, which were shaped and developed in 2017 by more than 2,500 employees as well as many patients. The values describe how we interact with each other and our patients and underpin everything we do and say to achieve our vision:

- ♥ **Honesty:** we're truthful, we're open and we speak up.
- ♥ **Equity:** we're kind and caring, we act with fairness, and we're understanding.
- ♥ **Accountability:** we're professional, we strive for excellence and we improve.
- ♥ **Respect:** we're attentive and helpful, we're appreciative, and we act with empathy.
- ♥ **Teamwork:** we involve others, we support our colleagues, and we set clear goals.

You can read more about our vision, values, and objectives at lnwh.nhs.uk/OWF.

Our Objectives

Our objectives set out how we plan to realise our vision. They offer our employees, partners and our communities' clarity about what we will do.

- We will provide high-quality, timely and equitable care in a sustainable way.
- We will be a high-quality employer where all our people feel they belong and are empowered to provide excellent services and grow their careers

- We will base our care on high-quality, responsive and seamless non-clinical and administrative services
- We will build high-quality, trusted ways of working with our local people and partners so that together we can improve the health of our communities.

You can read more about our vision, values, and objectives at lnwh.nhs.uk/OWF.

Job Summary

As a Band 7, you would play a lead role in the management of an Orthopaedic and Trauma Unit-Evelyn Ward:

- To be a clinical expert and ensure the delivery of high-quality patient care centred in promoting patient safety in the unit.
- To promote and ensure continued development of the service in line with Trust, local and national initiatives.
- To provide effective leadership and direction over unit staff.
- To lead an audit and research related to the specialty of the unit.
- To manage the unit resource effectively including budget, human, financial and physical resources.
- To actively contribute to the achievements of the Directorate Business Outcomes.
- The post-holder with need to deputize for the Matron as required.

Structure



KEY RESPONSIBILITIES

Working relationships & Communication Requirements

- Establish and maintain effective communication with all disciplines of staff, developing professionalism through the Unit.
- Identify, discuss and report any relevant nursing/patient needs with team and patients.
- Provide support and advice to patients and relatives.
- Involve patients (and carers/families where appropriate) in their care and ensure accurate information and maintain good communication.
- Ensure good communication verbally and via formal documentation and electronic sources with all members of the nursing, multidisciplinary team, patients and families.
- Accept responsibility; be aware and able to locate all policies relating to good working practice within the clinical area and able to adhere to both by self and colleagues.
- Act as advocate for the patient.
- Attend meetings relevant to the clinical area and disseminate information via regular team meetings.
- Maintain accurate and legible records of patient care in line with Trust policies and NMC Guidelines.
- Adhere to the NMC Code of Conduct and Trust policies pertaining to patient confidentiality/ the Data Protection Act/Caldicott Recommendations.

Knowledge, Training and Education

- Ensure own compliance and compliance of others with regard to mandatory training and professional development requirements.
- Registered Nurse with current Nursing Midwifery Council (NMC) registration.
- Practice in accordance with the NMC Code of Professional Conduct (2002) and other appropriate NMC guidelines.
- Is wholly accountable for his/her own nursing practice and takes every reasonable opportunity to sustain and improve knowledge and professional competence.

Analytical & Judgmental Skills

- Be able to prioritise work according to individual patient need and the environment.
- Promote evidence-based decision making.
- Use reflective practice to improve clinical practice and decision making.
- Ensure due regard is given to the customs, values and spiritual beliefs of patients/clients/colleagues.
- Provide support and advice to patients, carer's and families when faced with distressing news/situations.

Planning & Organisational Skills

- Demonstrates the ability to work as part of the team and independently using own initiative.
- Be able to prioritise care effectively.
- Organises own time and that of junior staff and learners.
- To act as a role model to student nurses.
- To assist other clinical areas within the Trust if the clinical situation or staffing levels demand.

- Take responsibility for own professional development and clinical update, in conjunction with the Unit's performance appraisal initiative, competencies and assessment criteria, at agreed intervals.

Physical Skills

- Recognise situations that may be detrimental to the health and well-being of the individual, and take appropriate action.
- To ensure compliance with Trust policies/procedures/clinical guidelines for self and others.
- Report untoward incidents such as complaints, clinical emergencies, and injury or drug administration errors as per Trust policies/protocols
- Ability to work in a stressful and unpredictable environment, with the need to concentrate for long periods of time.

Responsibility for Patient/Client Care

- Ability to relate to all staff, patients, and visitors, demonstrating good listening skills and able to work effectively as part of the team.
- Provide a high standard of care by assessing, planning, implementing and evaluating patient care in close liaison with the multidisciplinary team.
- Recognize and respond appropriately to urgent and emergency situations.
- Be aware of your competence and acknowledge your own boundaries asking for assistance as required.
- Will inform Senior colleagues when changes in circumstances occur which affect safe and competent practice.
- Actively participate in formal/informal teaching in the clinical area as required.
- To teach and support pre -registered and junior nursing staff and promote a positive learning environment.

Level of Clinical responsibility

- Provide expert advice on all aspects of patient care, through others where appropriate.
- To be responsible for the assessment of individual patient care needs and the development, implementation, and evaluation of plans of care, ensuring high standards of evidence-based care.
- Provide leadership that promotes an effective multi-disciplinary contribution to the provision of patient care.
- Promote health education within the clinical area and be able to advise the patient, family and others in health promotion issues.
- Exercise a high degree of personal and professional autonomy and critical judgement
Monitor standards of cleanliness and the patient environment within the clinical area.
- Continually monitor standards of care and lead the improvement of care, be responsible for benchmarking, audit and research within the department.
- Ensure compliance with policies, procedures and clinical guidelines for self and others.
- Liaise, report and document any relevant nursing/patient needs with other health care professionals with ongoing responsibility for patient care, communicating changes as they occur.
- Recognize and respond appropriately to urgent and emergency situations.
- To take responsibility for advanced technical skills

Responsibility for Policy/Service Development

- Keep up to date with professional issues relevant to nursing practice within their area of clinical practice, management education and research.
- Openly question and challenge nursing practice in a constructive way so that standards of patient care are continually evaluated and improved, embrace new ideas and make changes for the benefit of patient care.
- Act as clinical resource within the ward team.
- To establish an active learning environment for all grades of staff within the ward, allowing staff to develop to their full potential.
- To act as an effective assessor/mentor and to support other ward staff in performing this role. Devise induction programmes, guiding practice, assessing competence, enabling, and supporting learning.
- Continually monitor standards of care and contribute to improvement of care through benchmarking, audit, and research. Completion of KPI's
- To be aware of objectives and strategies at Local and Government level.
- Act as a change agent for the unit when staff submits new ideas/innovations aimed at improving patient care pathway.
- In conjunction with other specialist and Senior Clinical staff, will participate in the setting, monitoring and evaluation of standards of care for patients and clients.
- Contribute to the improvement of care through benchmarking, audit and research.
- Be proactive in developing own expertise and learning resources for all staff.

Responsibility for Financial & Physical Resources

- As the delegated budget holder, to be responsible for efficient and effective usage of available resources.
- Monitor and manage episodes of sickness/absence.
- To be responsible for ensuring safekeeping of patient property in line with the Trust policy
- Planning of the staff duty roster to make effective use of staff.
- Promote cost improvement programmes and participate in being cost effective in the delivery of high quality care.
- Ensure routine stocking of clinical area.

Responsibility for Staff Management & Leadership

- Demonstrates the ability to work as part of the team and independently using own initiative. Be able to prioritise work effectively.
- To assist other clinical areas within the Trust if the clinical situation or staffing levels demand.
- Take responsibility for own professional development and clinical update, in conjunction with the Unit's performance appraisal initiative, competencies and assessment criteria, at agreed intervals.
- To demonstrate professional leadership and act as a role model to all staff.
- To act as a resource, supporting and motivating staff members.
- To manage the recruitment, selection and appointment of new staff.
- To ensure annual appraisal review for all members of staff and identify individual development plans for each member of staff.
- Actively encourage good practice and personal development. Promote an active learning environment for all grades of staff and students.
- To ensure that there is effective communication systems in place to allow staff to keep abreast of developments within the organisation.
- To assist other clinical areas within the Trust if the clinical situation or staffing levels demand.

- Contribute significantly towards ward or clinical projects, standard setting, audits and quality monitoring.
- To foster a culture of “no blame”
- To be responsible for ensuring confidentiality and safekeeping of patient records
- Ensure that patients, their families and carers have access to information that is current and allows them to make relevant and necessary decisions in order to participate in their condition management.
- Respond to both verbal and written complaints in line with Trust Policy. Page 5 of 11.
- To investigate accidents, incidents and complaints, implementing corrective actions where necessary, in consultation with the Senior nurse, in accordance with Trust Policies.

Responsibility for dealing with difficult Situations

- Set and maintain standards of practice, conduct decision making in conjunction with the nursing team/ward manager and challenge those who do not follow or meet the standards ensuring corrective action is taken when necessary, being clear about reporting mechanisms.
- Promote evidence-based decision-making.
- To manage areas of conflict and to promote a healthy working environment.
- Support people’s equity, diversity and rights.
- The post holder is expected to support, and where appropriate, council junior members of staff.

Responsibility for Information Resources

- Be computer literate; attend training to use computer applications that are essential to deliver patient care.
- Always maintain confidentiality, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.

Responsibility for Research & Development

- Is wholly accountable for his/her own nursing practice and takes every reasonable opportunity to sustain and improve knowledge and professional competence.
- Utilise opportunities to participate in audit and research for the development of the Units and the improvements for patient care.

Freedom to Act

- Adhere to the NMC Code of Conduct and Trust policies pertaining to patient confidentiality and the Data Protection Act.

Emotional & Mental Effort Requirements

- Have the ability to relate to all staff and patients, demonstrating empathy and emotional resilience when necessary.
- Be able to recognise own limitations, and utilise coping skills in stressful situations.
- Be able to ask for support when needed and utilise Occupational Health resources to maintain a personal well-being.

Physical Effort Requirements & Working Conditions

- Recognise situations that may be detrimental to the health and well-being of the individual, and take appropriate action.
- To implement the Health and Safety at Work Act and COSHH regulations.
- To maintain equipment in a safe and satisfactory condition, to report immediately any malfunction.
- To ensure compliance with Trust policies/procedures/clinical guidelines for self and others.
- Report untoward incidents such as complaints, clinical emergencies, and injury or drug administration errors as per Trust policies/protocols
- Ability to work in a stressful and unpredictable environment, with the need to concentrate for long periods of time.

Knowledge, Training and Education

- RN with current NMC registration.
- Degree Qualification
- Assessors/mentors/teaching qualification.
- Minimum 2 years at Band 6 within speciality
- Undertake personal development to meet identified needs.
- Attend mandatory training sessions.
- Leadership Experience
- Change management
- Ensure own compliance and compliance of others regarding mandatory training and professional development requirements.
- Ability to use computerised patient management programmes/trust communication programmes.

Additional Responsibilities

INFORMATION GOVERNANCE

All NHS workers must abide at all times by the Confidentiality: NHS Code of Practice document issued by the Department of Health, and follow the relevant confidentiality and privacy policies specifically adopted by the Trust. Information relating to patients, employees and business of the Trust must be treated in the strictest confidence and under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All information collected, stored and used must be done so in compliance with the Data Protection Act, the Freedom of Information Act (2000) and all relevant Trust Policy. Breaches of confidentiality or information governance protocol may lead to disciplinary action.

INFORMATION SECURITY

All staff must adhere to the requirements of the Trust's Information Security Policy, which covers the deployment and use of all of the Trust's electronic information systems (i.e. all computers, peripheral equipment, software and data). In serious cases, failure to comply with the Policy may result in disciplinary action and could also result in a criminal offence.

HEALTH AND SAFETY AT WORK Act (1974)

You are required to take reasonable care for your health, safety and welfare and that of other people who may be affected by your actions or omissions. These responsibilities apply at all times whilst you are at work or on duty and apply to all Trust premises and also whilst working in the community or on any other Trust business.

EQUAL OPPORTUNITIES AND EQUALITIES LEGISLATION

It is the policy of London North West Healthcare NHS Trust that no user of service, present or future employee or job applicant receives less favourable treatment on the grounds of their sex, perceived or actual sexual orientation, marital status, race, religion or belief, age, creed, colour, nationality, national origin, ethnic origin, or disability, or on the grounds of their association with someone in one of these groups; nor is disadvantaged by any conditions or requirements which cannot be shown to be justified.

PATIENT & PUBLIC INVOLVEMENT

Section 11 of the Health & Social Care Act 2001, places a duty on NHS organisations to involve and consult patients, the public and other stakeholders in the planning and ongoing development of services. It is the responsibility of each member of staff, clinical and non-clinical to appropriately involve and consult patients, the public and other stakeholders.

RISK MANAGEMENT

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

CORPORATE / CLINICAL GOVERNANCE

It is the duty of every employee to fulfil their individual clinical governance responsibilities and their expected contribution to ensuring that the Trust complies with benchmarked standards for quality of clinical care.

INFECTION CONTROL AND HOSPITAL-ACQUIRED INFECTION

Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control Policies and make every effort to maintain high standards to infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA. In particular all staff have the following key responsibilities:

- Staff must wash their hands or use alcohol hand rub on entry to or exit from all clinical areas and between each patient contact.
- Staff members have a duty to attend infection control training provided for them by the Trust.
- Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse. The abuse may be known, suspected, witnessed or be limited to raised concerns. Early recognition is vital to ensuring the patient is safeguarded and any other people (children and vulnerable adults) who may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The sharing of information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults. As an employee of the Trust you have a responsibility to ensure that:

- a) you are familiar with and adhere to the Trusts procedures and guidelines for safeguarding children and vulnerable adults
- b) you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

STAFF COMMITMENT TO PATIENT CARE

You are expected to ensure that patients' needs, experience and safety come first and to treat patients, carers, visitors, and colleagues with dignity and respect.

HEALTH RECORDS

Clinical staff must keep accurate and clear information which is essential for the proper care of patients. Clinical and non-clinical staff who handle or use, case notes are individually responsible for the confidentiality, tracking, filing and good order of the case note at all times as outlined in the Medical Records Policy and the Information Lifecycle Management Policy. For further information refer to; Department of Health website-*Records Management; NHS Code of Practice- 2006*

NHS CONSTITUTION AND CODE OF CONDUCT FOR MANAGERS

Staff are required to act in accordance with the legal duties and expectations relating to their responsibilities to the public, their patients and colleagues set out in section 3b of the NHS Constitution and pages 98-109 of the Handbook to the NHS Constitution. For Managerial staff, including anyone with supervisory responsibility, the core standards of conduct set out in the NHS Code of Conduct for NHS Managers (2002) or any subsequent amendments.

This list is only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to amendments to take account of changing circumstances.

The Trust reserves the right that you may be required to undertake such other duties and/or hours of work as may reasonably be required of you commensurate with your grade at your normal place of work or from another location within the Trust.

PERSON SPECIFICATION

Job Title: Clinical Nurse Manager

Division/department: Surgery – Northwick Park Hospital (Evelyn Ward)

REQUIREMENT	ESSENTIAL	DESIRABLE
Education/ Qualifications	<ul style="list-style-type: none"> Registered Nurse Teaching and Assessing qualification (Mentorship course) Leadership Course/training (showing evidence that are working towards it) 	<ul style="list-style-type: none"> Working towards MSc Post registration course in Orthopaedic Leadership Course Orthopaedic nursing experience
Knowledge & Experience	<ul style="list-style-type: none"> Extensive relevant clinical and managerial experience in surgical nursing as band 6/7 Leadership and Management experience Good knowledge of Orthopaedic and Surgical Patients Change management/ influencing change Previous experience with HR issues 	<ul style="list-style-type: none"> Surgical experience or/and Pre/Post-operative surgical nursing Team leadership /Management experience Research experience
Skills, Abilities and Attributes	<ul style="list-style-type: none"> Surgical nursing skills and up-to-date knowledge of Orthopaedic and Trauma surgical Practices Leadership and management skills Good communication and interpersonal skills Auditing and Mentoring skills Computer skills Understanding of care bundles/pathways Able to deliver care to pre and post- operative surgical patients Adaptable, flexible and works well as a part of a team Ability to work under pressure High level of organisational skills Willingness to take further development Strong sense of commitment to openness, integrity and honesty in undertaking the role 	<ul style="list-style-type: none"> Demonstrate a pro-active approach to change
HEART Values	<ul style="list-style-type: none"> Demonstrate commitment to Trust HEART values – Honesty, Equity, Accountability, Respect, and Teamwork. 	<ul style="list-style-type: none"> Awareness of Trust Values

Job description and person specification drafted / amended by:

Name: Shereen Avillo Arenas

Designation: Matron

Date: 28/02/2024

JOB DESCRIPTION AND PERSON SPECIFICATION AGREEMENT

Job Holder's Signature		Date	
Line Manager's Signature		Date	