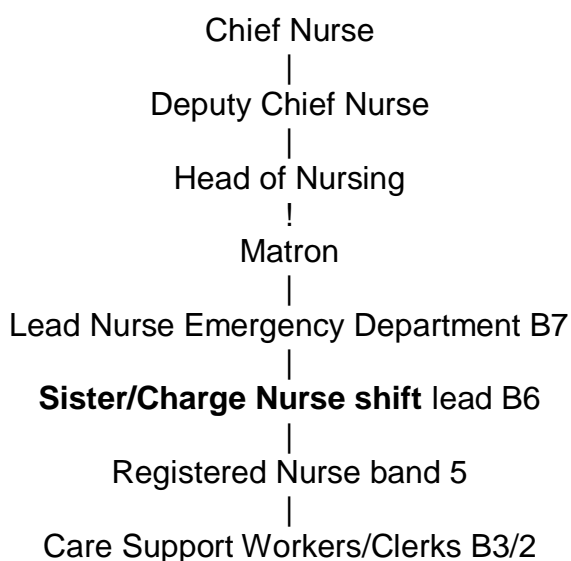


<b>1. JOB DETAILS</b>	
<b>Job title:</b>	<b>Sister / Charge Nurse</b>
<b>Accountable to:</b>	<b>Matron Emergency /Urgent Care</b>
<b>Managerially (if required)</b>	<b>Lead Nurse Emergency Department</b>
<b>Agenda for Change Band:</b>	<b>6</b>
<b>Permanent:</b>	<b>Permanent /Secondment</b>
<b>Location:</b>	<b>Emergency Department</b>
<b>2. JOB SUMMARY</b> (A brief description of the main purpose of the post)	
<p>The post holder will work within the NMC Code of Professional Conduct, trust policies, guidance and procedures to ensure safe working practice of self and others.</p> <p>The post holder will manage staff to meet the needs of patients in assessment, planning, implementation and evaluation of care as a role model within the department.</p> <p>*The post involves taking charge of the Emergency Department (ED) when required to do so on a shift basis.</p> <p>*The post holder may undertake extended training to support the department in providing triage streaming or as an Emergency Nurse Practitioner.</p> <p><i>*Depending on specific role remit, training, development and scope of practice</i></p>	
<b>3. ROLE OF DEPARTMENT</b> (The function of the department in which the post holder works)	
<p>The role of the Emergency Department is to identify and provide initial treatment for patients attending the department with a wide variety of illness or injury. Where appropriate patients are then referred to specialist teams within and / or external to the hospital, or provided with treatments and or advice for on-going self-management.</p> <p>Patients are initially assessed or streamed via triage and treatment need prioritised by a nurse before referral to either a doctor or Emergency Nurse Practitioner (ENP) or GP out of Hours (GPOOH) service for further management.</p> <p>Alternatively, patients may be referred to other agencies such as primary care facilities or dental services.</p>	

#### 4. ORGANISATIONAL CHART

(Including in diagrammatic form to whom the post is responsible to and any posts which are responsible to the post holder)



#### 5. KEY WORKING RELATIONSHIPS

(The range of individuals and organisations the post holder has contact with, how regularly and for what purpose)

The post holder will be expected to work closely with the multi-disciplinary team in the Emergency Department, to plan and respond to the changing needs in the department.

The post holder will also need to work closely with the site co-ordination team, ward managers, medical staff and nursing teams from other departments to ensure smooth transitions of care.

#### 6. DUTIES AND RESPONSIBILITIES OF THE POST

1. Establishing and maintaining communication with various individuals and groups on complex potentially stressful topics in a range of situations. (NHS. KSF. Dimension 1. Level 4. FEN Core Fellow Level).

##### **This involves;**

- Maintaining accurate and legible patient and staff records.
- Demonstrating leadership and supports others in communicating with highly complex and sensitive information in a potentially hostile and highly emotive atmosphere.
- Proactively encouraging and assisting in communicating with those having special needs/cultural needs.
- Recognising and supporting staff in stressful situations – Taking the lead in resolving conflict- recognised training undertaken in negotiation and advocacy skills.
- Explaining complex issues to patients and colleagues.

- Breaking bad news and supporting patients and carers.
2. Develop knowledge and practice in an area of work. (NHS. KSF. Dimension 2. Level 4. FEN Core Fellow Level).

**This involves;**

- Maintaining advanced theoretical and practical knowledge in line with local procedures and protocols.
  - Addressing own learning needs to constantly develop practice, including recognised leadership training.
  - Providing support and education within the workplace to all staff working as a role model.
  - Proactively addressing teaching needs identified locally and wider in the trust, facilitating a developmental culture.
  - Delivering health promotion and education to patients as appropriate.
  - Demonstrating leadership and competence in areas throughout, such as; \*
    - Patient triage /streaming and/or assessment in all presentations within the department
    - Emergency/life-threatening management, such as ALS/ATLS/TNCC/APLS
    - Fracture immobilisation/C-spine immobilisation and management
    - Various other skills are also pertinent; venepuncture, cannulation, wound closure and wound management, IV drug administration and a knowledge and use of local PGDs
- \*following trust training package/external training and declaration of competency statements.

This represents an example list of skills, it is not an exhaustive list, nor is it intended to limit the nurse in development further.

3. Develop a working environment and culture that actively promotes health, safety and security. (NHS. KSF. Dimension 3. Level 4. FEN Core Fellow Level).

**This involves;**

- Regularly assesses risk in the working environment, ensuring it meets with local policies and procedures and is safe for patients and staff.
- Ensures staff are aware of any factors which may affect their health, reporting incidents appropriately.

- Identifies and develops teaching programmes/exercises held to promote safety/management of incidents, security and risk. Updates awareness in managing these events to maximise resources and safety.
- Responds to concerns appropriately, communicating with outside agencies and sharing information when appropriate.
- Evidence of successful change management and audits of change to improve patient care/environment.

4. Develop and improve services. (NHS. KSF. Dimension 4. Level 4. FEN Core Fellow Level).

**This involves;**

- Ensures local policies and procedures are followed where appropriate. Innovative in developing and leading on service improvements.
- Identifies areas of improvement and proactively seeks to lead service improvement, working with local teams and others relevant to develop the service.
- Effectively managing and reviewing skill mix.
- Stimulates discussion locally to inform and challenge staff, updating on political issues, local performance and reform across the field of emergency care.

5. Improve quality. (NHS. KSF. Dimension 5. Level 4. FEN Core Fellow Level).

**This involves;**

- Maintains high-level skills and knowledge as a resource/role model for staff and patients.
- Uses evidence based data to develop and evaluate guidelines in monitoring and reviewing quality initiatives.
- Innovative in developing initiatives to meet performance targets in line with trust vision, local arrangements and national agenda.
- Managing day to day factors which may compromise quality and addressing these issues, such as staffing resources and clinical issues, such as drug errors.
- Responds appropriately and professionally to maintaining quality, managing critical incidents and escalating events/mobilising resources when appropriate.
- Informally and formally networking with colleagues and agencies to share quality initiatives, spread good practice and accept responsibility for developing further.

6. Promote people's equality, diversity and rights. (NHS. KSF. Dimension 6. Level 3. FEN Core Fellow Level).

**This involves;**

- Interprets the rights and responsibilities of people in a way that is consistent with the letter and spirit of the law, trust policies and relevant professional standards.
- Supports patients and staff to make informed decisions on care/management to promote their rights.
- Recognises ethical dilemmas, reflects and develops solutions, making changes in practice where required.
- Challenges behaviour which compromises the rights of others.

7. Assess people's health and well-being needs when those needs are complex and change across the caseload. (NHS. KSF. Dimension 7. Level 4. FEN Core Fellow Level).

**This involves;**

- Identifies people's health and wellbeing and their needs through observation, discussion and the use of technical assessment methods.
- Demonstrates ability to competently assess and reassure the patient/others in care/interventions planned.
- Collects, collates and organises data on the health and wellbeing and related needs of groups with whom s/he is working drawing appropriate conclusions and making them available to relevant people.
- Aware of own role, responsibilities, accountability and scope of practice. Demonstrates extended skills, acting in a supervisory/supportive role to juniors developing and extending scope of practice.
- Functions as a team-leader in response to life-threatening situations. Documented evidence of ATLS/ALS and/or TNCC.

8. Plan, deliver and evaluate programmes to address people's complex and changing health and wellbeing needs. (NHS. KSF. Dimension 8. Level 4).

**This involves;**

- Explains clearly own role, responsibilities, accountability and scope of practice.
- Discusses and agrees with people and colleagues the needs to be addressed, appropriate aims for the plan of care and stages within it, who could contribute to meeting different needs.

- Supports people effectively throughout, promoting their wishes and beliefs, addressing their concerns and encouraging them to promote their own health and wellbeing.
- Undertakes interventions in a manner that is consistent with evidence-based practice, own scope of practice and legislation, applying skills and knowledge to meet changing needs.
- Mobilises and communicates with other professional groups where necessary to meet specific needs

9. Contribute to raising the awareness of communities and populations about health and wellbeing. (NHS. KSF. Dimension 9. Level 1).

**This involves;**

- Providing up to date information that is applicable to the interests of individuals and groups about factors which affect health and wellbeing, and the services and resources available to promote health.
- Alerting other healthcare professionals to arising issues concerning health and wellbeing.

10. Monitor the health and wellbeing of groups and individuals and contribute to protecting those groups and individuals whose health and wellbeing is at risk. (NHS. KSF. Dimension 10. Level 2).

**This involves;**

- Observes what is happening, what people are suggesting through their behaviour and what is not said.
- Obtains and listens to people's views about their needs, health and wellbeing.
- Refers groups and individuals whose needs are outside own scope of practice to the appropriate practitioners and agencies.
- Takes actions appropriate to the significance of risk, in line with trust policies and procedures.
- Discusses care as soon as possible with the relevant practitioner/agency to enable that professional to form a picture of the risk and the issues inherent within it.

11. Plan, monitor and quality assure the application of technology for measurement, monitoring and treatment. (NHS. KSF. Dimension 17. Level 3).

**This involves;**

- Obtains relevant information to plan the work and confirms that the process that has been requested is consistent with the available clinical information.
- Sets up critical care/monitoring equipment and ensures patients having clinically-specific tests are properly prepared and supported.
- Positions equipment and self appropriately to the requirements of the procedure and to reduce risks to patients and staff.
- Interprets and presents findings and outcomes concisely, making recommendations based on valid interpretations of data.
- Quality assures equipment as per local policy.

12. Develop, sustain and evaluate partnership working with individual groups, communities or agencies. (NHS. KSF. Dimension 18. Level 4).

**This involves;**

- Identifies and promotes the advantages/disadvantages and purpose of partnership working.
- Identifies and promotes opportunity to improving relationships with other professional groups.
- Works with others to develop agreed action plans concerning care delivery.
- Shares information with other professionals as appropriate to benefit patient care inline with local policy.

13. Leads work teams in the development of knowledge, ideas and work practice. (NHS. KSF. Dimension 19. Level 3).

**This involves;**

- Identifies and relates clear benefits, inspiring others toward trust vision, incorporating local support.
- Anticipates plans, advocates for development and change whilst acknowledging tradition.
- Constructively challenges opposition to change and development.
- Communicates and celebrates development locally and wider to reinforce achievements.
- Accepts responsibility for any arising problems and tensions arising in the team.
- Maintains stability during times of change.

14. Delegate work to others. (NHS. KSF. Dimension 20. Level 4).

**This involves;**

- Acts in a manner which promotes equality of opportunity to all those who have the necessary ability or potential to take on delegated responsibility and authority.
- Delegates to ensure resources are managed and tasks are completed within acceptable timescales.
- Delegates in a way that takes into account learning and developmental needs for staff, while offering support and monitoring.
- Identifies threats to delegated work, taking appropriate action to counter them.
- Delegates clearly and specifically to inspire commitment and enthusiasm.

15. Determine the effective use of physical and/or financial resources. (NHS. KSF. Dimension 21. Level 4).

**This involves;**

- Take account of trends, developments and other factors that are likely to affect resources and their use.
- Clarifies and resolves any areas of uncertainty and disagreements.
- Monitors resource use and availability regularly and reliably.

Manages resources when required ensuring records are legible and accurate, making records available to local departmental manager/as per local policy.

## **7. WORK SETTING AND REVIEW**

(Who is responsible for setting and reviewing the work, the extent to which the post holder works unsupervised, and the extent to which they are free to act without direct reference to a more senior person)

The Sister / Charge nurse will work unsupervised on a daily basis and is expected to work within their agreed individual scope of practice.

Reference to senior leadership team should be made regularly and in relation to work.

## **8. JOB DESCRIPTION AGREEMENT**

Post holder's signature .....

Date .....

Line Manager's signature .....

Date .....



**PERSON SPECIFICATION****POST TITLE: Emergency Department Band 6 Sister / Charge Nurse**

Factor	Essential	Desirable
Qualifications	Registered Nurse with current NMC registration Evidence of recent and ongoing professional development Mentorship/ equivalent teaching qualification or working towards.	Degree / degree level study Acute medical / surgical experience
Experience	Experience of working within Emergency department. Competent / experienced Emergency department nurse Experience of working with a wide range of complex clinical conditions Competent at triage assessment, planning, implementing and carrying out care of patients with acute illness / injury. Experience of supervision/mentorship of staff and peers	Evidence of working in variety of clinical settings
Knowledge	Knowledge of current NHS issues including Emergency Department performance targets Knowledge and experience of management models, implementing change and/or new clinical practices. Awareness of current professional issues. NMC Code of Conduct. Knowledge of clinical governance procedures	Knowledge of triage/ streaming. Knowledge of primary care system

Skills and Aptitudes	<p>Highly developed level of clinical assessment skills and extended scope of practice skills (IV cannulation, IV drug administration, ECG taking, phlebotomy)</p> <p>Excellent interpersonal and communication skills</p> <p>Able to lead, empower, and motivate others</p> <p>Proficient computer and IT skills</p> <p>Ability to work effectively in a multidisciplinary team, independently and within a team.</p> <p>Ability to handle and deliver highly sensitive information</p> <p>Ability to work under pressure, manage time and make effective decisions to share with the team.</p>	<p>Ability to use Manchester Triage system competently</p> <p>Ability to use clinical judgement to inform decision making with regard to streaming</p> <p>Competent at assessment of injury for X-ray requirement</p> <p>Competent at administering medicines under Patient Group Directives (PGD)</p> <p>Clinical skills competency: intravenous access, phlebotomy, intravenous drug administration.</p>
Personal Circumstances	Ability to work flexibly as service needs require in all clinical areas over the 24 hour period	
Other requirements	Self-motivated/professionally proactive	

## PERSON SPECIFICATION AGREEMENT

Post holder .....

Date .....

Line Manager .....

Date .....