

Recruitment information pack



FAST FORWARD YOU CAREER

BE PART OF A SUPPORTIVE TEAM

WORK ALONGSIDE WORLD-LEADING EXPERTS



DELIVER INNOVATIVE PATIENT CARE

ACCESS PERSONALISED CAREER DEVELOPMENT

BE PART OF A SPECIALIST AND DYNAMIC NURSING TEAM



WHO WE ARE

Join Imperial College Healthcare and become part of a community of 12,000 staff working with a wide range of partners to offer 'better health, for life'.

Formed in 2007, we are one of the largest NHS trusts in the country – providing acute and specialist care to over a million patients each year in central and north London and beyond.

With a global reputation for ground-breaking research and innovation as well as excellence in education, we offer huge expertise across a wide range of clinical specialities.

Alongside our five hospitals – Charing Cross, Hammersmith, Queen Charlotte's & Chelsea, St Mary's and the Western Eye – we have a growing number of community and digital services, reflecting our commitment to developing more integrated care with our partners. We also provide private healthcare at all of our hospitals (in dedicated facilities).

Together with Imperial College London and two other NHS trusts, we form one of six academic health science centres in the UK – focused on translating research into better patient care. We also host one of 20 National Institute for Health Research biomedical research centres in partnership with Imperial College London.

Our mission is to be a key partner in our local health system and to drive health and healthcare innovation, delivering outstanding care, education and research with local, national and worldwide impact.

OUR VALUES AND BEHAVIOURS

With our staff and partners, we have developed a clear and ambitious vision as well as a set of core values that shape everything we do. Together they guide our organisational strategy and our behaviours framework:

- **Kind:** we are considerate and thoughtful so everyone feels valued, respected and included
- **Collaborative:** We actively seek others' views and ideas so we can achieve more together
- **Expert:** We draw on diverse skills, knowledge and experience so we provide the best possible care
- **Aspirational:** We are receptive and responsive to new thinking, so we never stop learning, discovering and improving

OUR HOSPITALS

Our hospitals and services

We have five hospitals on four sites, as well as a growing number of community and digital services across central and west London:

Charing Cross Hospital, Hammersmith.

Charing Cross Hospital offers outstanding day surgery and cancer care, award-winning dementia services and medicine for the elderly, and is a renowned tertiary centre for

neurosurgery with a hyper-acute stroke unit. It is also a hub for integrated care in partnership with local GPs and community providers.

Hammersmith Hospital, Acton

Hammersmith Hospital is a specialist hospital renowned for its strong research connections and haematology service. It is home to a dedicated heart attack centre and Europe's largest renal transplant centre.

Queen Charlotte's & Chelsea Hospital, Acton

Queen Charlotte's & Chelsea Hospital is a maternity, women's and neonatal care hospital. It is a tertiary referral centre and looks after women with high-risk, complicated pregnancies, as providing a midwife-led birth centre.

St Mary's Hospital, Paddington

St Mary's Hospital is a large, acute hospital and hosts one of the four major trauma centres in London, alongside a 24-hour A&E department. With one of the most renowned paediatric services in the country, St Mary's is also home to Imperial Private Healthcare's Lindo Wing.

Western Eye, Marylebone

The Western Eye Hospital is a specialist hub for ophthalmic services in West London with a 24/7 eye A&E – providing emergency treatment for both adults and children. Facilities include: outpatients, inpatients, day case and emergency services.

WHY JOIN US?

Reach your potential through outstanding learning and development opportunities

Every year we welcome hundreds of doctors, nurses and other healthcare professionals to train with us. We support staff to pursue formal education, conduct research and take part in courses, seminars and training programmes – including giving study leave. Wherever you are in your career, we offer opportunities for continuing professional development (CPD). If you are starting in an entry-level role, we also offer NVQ level two and level three qualifications. We also have a number of leadership development programmes to support you as you progress, alongside cross-specialty and cross-profession clinical education.

Experience the rich heritage of hospitals that have made history

Some of our clinicians' achievements continue to transform healthcare practice and make a lasting impact on the world. In 1928, Alexander Fleming discovered the antibiotic penicillin at St Mary's revolutionising medicine and earning himself a Nobel prize – this is just one in a long line of many discoveries and developments that have put us on the map as at the forefront of innovation.

Draw on huge expertise as part of a strong international community

Get ready to work with colleagues from all over the world with a sense of community, wellbeing and shared endeavour. We look after children, adolescents and adults – caring for tiny babies through to patients who need end of life care. We have a global reputation for our expertise in areas like: cardiology, haematology, renal and transplantation, infectious diseases, neurology and trauma care – to name just a few. We are part of the

Reach your potential in hospitals that make history

Charing Cross | Hammersmith | St Mary's |
Queen Charlotte's & Chelsea | Western Eye

prestigious [Shelford Group](#) – the top ten NHS multi-specialty academic healthcare organisations dedicated to excellence in research, education and patient care.

Feel supported by a positive culture

You can expect leadership and the chance to do your best in an open, respectful working environment supported by a shared set of values. Our leadership team ensure they are accessible – meeting staff at monthly CEO sessions and on ward walk rounds. Every employee has an annual personal development review to discuss their progress and development needs. We have a number of thriving staff networks at the Trust for you to join including: the leadership network; the women's network, the LGBT+ network and the nursing and midwifery BAME network.

Recognition and career progression

We value our staff and recognise the unique contributions they make to their patients and colleagues with our [Make a Difference](#) recognition scheme and annual awards ceremony. We encourage patients, members of the public, visitors, carers as well as colleagues to nominate our staff when they go the extra mile and celebrate the dedication of long-serving staff. Every year you'll have a personal development review where you'll identify objectives and development needs for the next year. Together you and your manager will establish a plan to help you fast-forward your career and gain the experience and skill you need to progress to the next level.

Conduct research here

Our clinicians work alongside biomedical scientists, chemists, physicists and engineers from Imperial College London to develop new ways of diagnosing, treating and preventing disease. As part of an academic health science centre, we aim to apply research discoveries to healthcare as quickly as possible so we can improve the lives of NHS patients and populations around the world. Our culture is about identifying research opportunities and supporting our staff to pursue them. One of our goals is to encourage many more healthcare professionals outside of medicine to pursue academic careers by providing research skills training sessions, grant-writing support and access to fellowship opportunities. As of 2018/19 we have 600 active research projects.

Access brilliant benefits and enjoy a new social life

Join the NHS pension scheme – one of the most generous schemes in the UK. Have the opportunity to work flexibly. Benefit from on-site accommodation and employee travel. Voluntary benefits include: season ticket loan, on-site nurseries, childcare vouchers, cycle to work scheme, fitness facilities and well-being initiatives including yoga and meditation classes. Join the Trust's choir or orchestra, running club or football club, or become a member of the Charity's Arts Club to receive exclusive access to free exhibitions at the Tate Modern and shows. You can even enter the Royal Albert Hall ballot and win tickets to music events! Experience the best that London can offer on your doorstep – benefit from generous London weighting supplements that will help you make the most of it!

JOB DESCRIPTION

Job title	Senior Sister / Charge Nurse
Band	7
Directorate/ department	Ophthalmology
Division	Surgery, Vascular and Cancer
Location of work	Western Eye Hospital
Hours	37.5
Reports to	, Matron
Accountable to	Lead Nurse

1. Job purpose

To.

The post holder will be responsible for the assessment, planning and provision of specialist ophthalmic nursing advice and carries out specialist nursing procedures, including surgical patients.

Will provide clinical and managerial leadership to junior staff, students and may undertake research, lead clinical audits in own specialist area. They will assist the nurse in ensuring the effective running of the wards/daycare ,OPD and pre-op assessment and providing site cover Ensuring the safety and wellbeing of patients and always working in a manner that promotes dignity and human rights through the adoption of person centred care principles.

The successful candidate will be co-leading and working in our ophthalmic OPD clinics and also may be asked to work in the pre-op assessment/ day care units and Emergency department when required . You will be responsible for making sure that patients receive a comprehensive and quality service, ensuring that they are informed and educated throughout.

The successful candidate must possess or the willingness to acquire skills of an intravitreal injector and you will be assigned sessions per week and they will provide Senior site cover during the week and weekends as required.

2. Key stakeholders

- Lead Nurse
- Matron

- General Manager
- Deputy General Manager
- Clinical Director
- Business manager

3. Key areas of responsibility

Clinical responsibilities

Ensure high standards of patient care at all times challenging and ensuring others challenge poor practise, in accordance with the NMC Professional Code of Conduct.

- Independently manage a group of patients within the ophthalmic speciality whilst working as part of the multidisciplinary team, delivering individualised and personalised direct care.
- Responsible for carrying out clinical ophthalmic practice within the designated clinical area, ensuring that high quality, current evidence-based nursing assessment, care planning, implementation, interventions and evaluations for patients is provided from admission through to discharge.
- Demonstrate appropriate practice and specialist advice in the assessment, planning, implementation and evaluation of patient care. This includes history taking, physical examination and the requesting of agreed diagnostic procedures/clinical investigations.
- Provide senior site cover for the whole hospital per roster and service requirements
- In collaboration with senior members of the Directorate I team provide assurance that the standards set out in the relevant Nursing & Midwifery strategy and direction of Nursing & Midwifery for the Trust are delivered at ward level.
- Ensure local plans support all clinical quality external accreditation, for example Care Quality Commission (CQC) essential standards, Safety Thermometer, Commissioning for Quality and Innovation (CQUIN), Quality Accounts, NHS Litigation Authority.
- Ensure agreed systems and process to consistently provide safe, effective high quality patient care and embed a culture of improvement, focusing on the Trust's harm free indicators, measuring practice and using variations in the data to develop local improvement projects are in place on the ward.
- Through visible clinical leadership ensure that the delivery of kind, compassionate and respectful care takes place, and that the ward team develop relationships with patients that involve better listening and decision making; 'no decision without me'
- Act as the patient's advocate when appropriate, when informed decisions may lead to choices being made concerning treatment options.

- Ensure that the delivery of care in the ward meets the individual needs of all patients, including single-sex accommodation, providing adequate food and drink, basic hygiene needs and considers inclusivity and personalisation.
- Ensure that all patient care is assessed, planned, prioritised and high quality, both physical and psychological delegating to support staff as required. Seek advice and support from other staff as required.
- In accordance with the individualised patient care, ensure clinical observations are taken, results recorded and any appropriate actions taken based on the results.
- Ensure the maintenance of professional contemporaneous records at all times, document all actions and interventions in a clear and honest and timely manner in line with Trust policy.
- Develop effective teamwork, to ensure patients are regularly reviewed as part of regular ward rounds, to include ongoing care plans especially for nights, weekend and bank holiday periods.
- Ensure ward nursing team monitor patient progress, work towards safe and timely discharge plans and ensure barriers to discharge are identified and acted on appropriately.
- Using professional judgement be prepared to intercede and act as patient advocate to clarify prescribed plans of care.
- Deal with concerns raised by patients and visitors in a proactive manner, review patient feedback results and update the ward's patient experience improvement plans, as needed.
- Champion a safeguarding culture at ward level, which meets the needs of people with mental health problems and those with issues involving mental capacity
- Ensure on arrival to the ward patients, relatives and other staff are received in a professional manner and act in a courteous and polite manner at all times, thereby ensuring good public relations between patients, public and staff.
- Ensure next of kin are informed of patient's treatment and admission in line with Trust Information Governance requirements and assist with the arrangements for relatives to see medical staff and others as required
- Store, check and administer drugs in accordance with the Trust Medicines policy.

2. **Managerial responsibilities.**

- Ensure nursing practices comply with Trust procedural documents.
- To have local open and transparent communication channels that support the ward team to do the right thing for people we care for, to be bold when they have good ideas and to speak up when things go wrong.
- To ensure the Trust's risk management policy is appropriately utilised in the ward.

- Manage the department when on duty with overall continuing clinical responsibility, and lead a team of staff, in order to carry out delivery of care to a complex group of patients.
- Manage the delegated budget for the ward/department, working closely with the matron and Lead nurse, General and Finance managers, working to achieve financial balance.
- Develop the department team, ensuring a learning environment, leading by example and to be aware of the effect of change upon all bands of staff.
- Ensure the health and safety of all staff, patients and visitors, reporting any incidents, hazards, or defects and taking responsibility to minimise risk. To implement action plans to ensure improvement if an incident has occurred. At all times adhering to and ensuring adherence to Trust policies and procedures.
- Lead improvement / transformation projects on the ward as indicated by local and national initiatives.
- In accordance with Trust's policy for Provision of Safe Staffing and Skill Mix levels, formally agree with Matron and Lead nurse' workforce requirements, utilising acuity and dependency tools monitor and review of nursing workforce as indicated, ensuring integration with the local delivery plan, and the optimal deployment of the nursing workforce.
- In line with the Trust's e-rostering policy deploy staff to ensure safe and appropriate nursing care is given at all times. This includes the approval of ward / department off-duties anticipating problems where they exist and taking local / timely actions as appropriate.
- As Line Manager, take responsibility for human resource issues including appraisal, personal development, sickness absence, disciplinary and grievance, recruitment and selection and personal career development delegating as appropriate.
- Take an active role in discharge planning and ensure close and effective liaison with other agencies following a patient's admission/discharge to/from a department. Liaise with support services to ensure satisfactory levels of service and where concerns bring these to the attention of the line manager or directorate team as needed.
- Ensure all complaints both formal and informal are dealt with promptly and courteously in accordance with Trust policy. To respond in writing to complaints by interviewing staff, collating information and writing statements to provide evidence, reviewing practise where appropriate in response.
- Actively participate in local and Trust level meetings proactively seeking to improve patient's experience and feeding back relevant information to the Team.
- Meet regularly with the Matron to monitor clinical care, finance/resources and HR issues, ensuring clear communication pathways into and out of the department.
- Handle, check and store patient's cash and valuables in accordance with the Trust policy.
- Deputise for Matron if required.

3. Education, Training and Health Promotion responsibilities.

- Lead the teaching, supervision and continuous assessment of all learners, delegating as appropriate. Provide a quality learning environment for all staff including medical and others.
- Ensure all mandatory study days are attended and that accurate records are maintained.
- Monitor and supervise performance of all staff, identifying and actioning specific training needs, delegating as appropriate.
- Lead and actively contribute to the development and delivery of ward teaching and mentorship programmes.
- Ensure the implementation of health promotion strategies, as agreed by the multidisciplinary team
- Ensure relevant and up to date patient information is readily available.
- Arrange specialist nurses input in the clinical education of patients and staff
- Lead and contribute to developments on the ward dictated by local and national initiatives and undertake benchmarking.

• 4. Research and Development

- • Promote and undertake nursing research updating own knowledge to promote excellence in clinical practice.
- • Utilise research findings in the delivery of specialist patient care, developing new ways of working and to disseminate relevant information to staff.
- • Participate and contribute to audit and research within the speciality in collaboration with colleagues.

5. Compliance and Governance

• Maintain clear and legible patient records in accordance with both Trust and professional standards for record keeping.

• Take an active role in risk assessment, supporting implementation of strategies to minimise risk.

Ensuring incidents and near misses are reported, through promoting a no blame culture.

• Ensure all staff act in accordance with local, hospital and statutory guidelines and policies including health & safety initiatives.

• Will work in accordance with corporate objectives and ensure that all staff are aware.

• Take all possible precautions to safeguard the welfare and safety of staff, service users, visitors and the public, by implementing all policies related to health, safety, security and risk.

6. Communication

- To create an environment that fosters good communication between patient and health care professionals, that meets individual's needs.
- Be an effective communicator and be a role model in liaising with the community and other members of the health care team.
- Provide support mechanisms for sharing good practice within the Ward/Department and Trust wide.
- Provide specialised advice concerning the care and treatment of identified groups or categories of ophthalmic patients/clients.
- Communicate effectively and efficiently with all members of the multi-disciplinary team regarding patient care.
- Will communicate with patients and relatives, making reports and liaising as appropriate with medical staff other member of the care team and management.
- Report to the Doctor/Sister/Charge Nurse and members of the multidisciplinary team on patient's conditions, both verbally and in writing as required.
- Liaise with inter-hospital departments/personnel.
- Attend and participate in ward meetings and help promote new ideas and methods and assist in their implementation.

7. General responsibilities

This might include, for example, responsibility towards NHS policy development, team leadership, research support or leadership, project management.

5. Scope and purpose of job description

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the postholder.

PERSON SPECIFICATION

Directorate/ department	Ophthalmology Outpatients Department/Diagnostic hub	Band
Text	Senior Sister / Charge Nurse	7

Criteria relevant to the role	Essential	Desirable
Education/ qualifications	<ul style="list-style-type: none"> • Registered Nurse • Degree in Nursing or equivalent qualification • Accredited ophthalmic qualification or equivalent 	<ul style="list-style-type: none"> • Management qualification or equivalent experience • MSc qualification or working towards MSc.

	<ul style="list-style-type: none"> • • • Ophthalmic expertise across a range of ophthalmic procedures • 	
Experience	<ul style="list-style-type: none"> • Minimum 2 years' experience as a charge nurse/sister. • • Extensive experience within Ophthalmology • Experience of leading and developing a team • Knowledge of quality, standard setting, benchmarking and audit. • Knowledge of budget management 	<ul style="list-style-type: none"> • Experience at Band 6 as a team leader
Skills/knowledge/abilities	<ul style="list-style-type: none"> • Organisation, administrative and management skills • Teaching • Ability to lead a team • Ability to problem solve • Ability to appraise staff • Ability to work effectively under pressure • Ability to perform clinical activities specific to speciality • Competency in medication administration including IV drugs • Knowledge of quality, standard setting, benchmarking and audit • Knowledge of budget management • Performance management, PDP setting and appraisal 	<ul style="list-style-type: none"> •
Values and behaviours	<ul style="list-style-type: none"> • Demonstrable ability to meet Trust values 	<ul style="list-style-type: none"> • •

Other requirements	<ul style="list-style-type: none"> • IT skills including use of MS Outlook • Use of MS Office packages including word, excel and power point • Coaching skills • Articulate with advanced written and oral communication skills • Physical qualities - sufficient to fulfil the duties of the post with any aids and adaptations 	<ul style="list-style-type: none"> •
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Additional information

1. Health and safety

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law while following recognised codes of practice and Trust policies on health and safety.

2. Medical examinations

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.

3. Equal opportunities

The Trust aims to promote equal opportunities. A copy of our Equality Opportunities Policy is available from the Human Resources department. Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

4. Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role.

5. Disclosure & Barring Service/safeguarding children and vulnerable adults

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. [Find out more about the Disclosure & Barring Service](#). Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for

ensuring that they are aware of specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

6. Professional registration

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any codes of conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

7. Work visa/ permits/Leave to remain

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

8. Conflict of interests

You may not, without the consent of the Trust, engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust while you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

9. Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with, and adhere to, current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

Clinical staff – on entering and leaving clinical areas, and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staff are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

Non clinical staff and sub-contracted staff – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

Flu vaccination – All patient-facing staff are required to have the flu vaccination on an annual basis, provided free of charge by the Trust. Staff have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents' library section on the intranet.

10. No smoking

The Trust operates a smoke free policy.

11. Professional association/trade union membership

The Trust is committed to working in partnership with trades unions and actively encourages staff to join any trade union of their choice, subject to any rules for membership that the Trade Union may apply.