

Job Description & Person Specification



Job title: Neonatal Ward Manager

Band: 7

Job Description

1. General Information

Job title: Neonatal Ward Manager

Band: 7

Department: Woodland Neonatal Unit

Division: Women and Children Services

Reports to: Matron

Accountable to: Head of Nursing

DBS Clearance required: Enhanced

2. Key relationships

Divisional Management teams, Head of Nursing, Matrons (Neonatal, maternity and paediatric), Neonatal nursing and midwifery teams, consultants (neonatal, obstetric and paediatrician) and their teams, Practice Development Nurse, Clinical Practice Facilitator, Community Outreach Team, Service Users, PALS, Risk Team, ER/HR managers, Finance Manager, East of England ODN network team, LMNS, infant feeding leads (neonatal & maternity), neonatal data administrator, members of multidisciplinary team such as safeguarding team, allied health professionals, social services, Neonatal Critical Care Transformation Project Manager, workforce team.

3. Job Summary

The ward manager is accountable and responsible in the delivery of all care and management of their area of responsibility including the supervision of students. This will be achieved through ensuring that appropriate assessment, delivery and evaluation of holistic, evidence-based nursing care is undertaken, together with the effective coordination of multidisciplinary care and management and that is delivered in a collaborative, efficient and seamless way by a competent and motivated workforce.

The post holder will be working clinically as a credible member of the senior nursing team, demonstrating excellent, competent clinical skills to patient.

The postholder will also be working in a supervisory capacity and be expected to lead and manage team performance and monitor and contribute to the standards of care delivered thus enhancing patient experience, improving patient outcomes and contributing to the organisational priorities of improved patient flow, reduction in sickness levels and safe deployment of the nursing workforce.

4. Primary duties and areas of responsibility

OPERATIONAL

Management/Leadership responsibility

- Works closely with the Matron and Head of Nursing regarding all quality performance and management issues
- Acts up for neonatal Matron as required or in her absence
- Facilitates and maintains effective communication within the multidisciplinary team and works in partnership with other service providers leading to efficient care pathways for the infant.
- In the absence of the matron, to initiate and lead staff meetings ensuring that the neonatal team are kept informed and involved in unit developments and Trust decisions
- Be part of the neonatal management team attending meetings and responsible in the implementation of audits, provision of statistics and Quality and Risk management
- Be responsible for providing effective liaison and communication networks with all professionals, internal and external to the Trust.
- To ensure that the Patient experience agenda is a high priority for the ward area, that a range of effective processes are in place to monitor parent satisfaction and capture feedback, that all feedback is listened to and acted upon
- Empowering team members to enhance patient care and future succession planning within team structure

- Assist the Matron in the investigation of complaints and incidents in a proactive manner, ensuring appropriate action is taken to address issues raised through a positive learning culture
- Implement the Trust and the unit's policies and initiatives, supporting senior staff by effective communication and change management.
- Takes the lead within sphere of responsibility for interviewing and selection, orientation and development of new staff, ensuring mandatory training and other trainings are met
- Together with the Matron lead and manage the neonatal services to deliver high quality, safe, cost effective care of babies, families and staff
- Assist the Matron in ensuring the effective utilisation of all resources (human and financial) within the neonatal and transitional care unit budget
- To take appropriate action in managing an emergency, leading the management of the situation as required
- Lead and manage team performance to enhance patient experience, improve patient outcomes and contribute to the organisational priorities of improved patient flow, reduction in staff sickness levels and safe deployment of the nursing workforce
- To implement Trust vision and values and ensures staff understands the unit's objectives and their role within the team
- To familiarise and comply with all Trust policies and procedures and ensures that all members of the ward nursing teams are also compliant. This includes correct adherence to the uniform policy and ensuring that a name badge and visible trust ID are worn at all times
- Provides opportunity for discussion of local issues and appropriate sharing and cascading of organisational and professional information
- Act as a role model, providing clinical leadership, maintaining staff morale and promote effective team work
- Actively participate in local and national networking to maintain and develop expert levels of knowledge
- Encourage and promote continual quality improvement and implementation of evidence-based practice, where necessary facilitating and managing change in response to clinical or organisational demands

- To inspire and facilitate the development of NNU staff by providing an open supportive and encouraging environment in which all staff feel valued and where best practice prospers
- To effectively manage and develop nursing staff and services to provide professional and managerial leadership in the delivery of high quality, safe, cost effective care of babies, families and staff.
- Assume responsibility of the neonatal unit whilst on duty ensuring rotas are covered throughout the 24-48 hour period .
- Create a culture that values and supports staff, enabling staff to reach their full potential and possess a high degree of personal and professional satisfaction
- Ensure ongoing performance review as a means of promoting good staff morale, building skills and competence. Ensure all staff have development plans in line with Trust objectives

Clinical responsibility

- Ensures that clinical communication, records, handover, reports and other patient related information is conveyed and recorded promptly and accurately
- Actively manages the delivery of care on a day by day level and maintain a visible presence in the ward to promote the best interests of infants and families and to provide a clear focus for effective clinical leadership to the nursing team
- Act as an excellent role model, expert practitioner, leading, managing, delivering care and teaching, in order to support and motivate staff and directly monitor and contribute to the standards of care delivered
- Ensure the continuous and effective management of the ward area, ensuring the clinical environment is clean, secure and safe and ensuring that in his/her absence the nurse in charge of the ward are responsible for ensuring that cleanliness standards are maintained
- Assertive and able to challenge others when rights of patients may be infringed
- Continued monitoring of standards and the quality of care including documentation in appropriate health care record
- To ensure the implementation of the Trust's attendance management policy and the provision of support to staff returning from sick leave

- Promotes interdisciplinary working, with outcomes aimed at the best interests of patients and cohesive service delivery
- Providing clear feedback to team members in a way that is conducive to maintaining and improving performance. Where performance is poor take necessary steps to effectively manage the individual with support from Human resources
- Delegating responsibility to develop others whilst being aware of the impact on patients and colleagues when delegation is inappropriate
- Generating and sustaining relationships that promote dignity, diversity, rights and responsibilities within the team and wider organisations
- Actively participates in clinical and organisational audit, ensuring the standards of professional performance are set, monitored and corrective action is taken when necessary
- Undertaking regular environment monitoring audits and risk assessments and taking action as required
- Ensuring that all staff are aware of their responsibilities in relation to maintaining a clean and safe environment that is conducive to therapeutic and ethical practice
- Communicate with parents, relatives and staff using a high level of skills in response to a diverse range of complex situations
- In conjunction with the named nurse, NIC and named safeguarding children nurse, recognise, assess, plan and implement strategies to protect vulnerable babies and families
- To use innovative thinking to ensure the provision of high-quality care in the most efficient and effective manner, in accordance with Trust policies and procedures
- Ensures that all staff are aware of the responsibilities placed on them under the Health and Safety and that agreed safety procedures are carried out and a safe environment is maintained for staff, patients and visitors

Financial/Resource Management

- Contribute to the planning, monitoring and control of ward resources assisting the Matron to effectively manage allocated budget and keep expenditure within budget

- Ensure that adequate stocks and supplies of consumable are maintained on the ward and escalate any concerns/shortages to Matron without delay
- Responsible for working to the principles of the Trust Recruitment and Retention with the aim of reducing vacancies and maintaining a safe level of staffing
- Ensures that all pharmaceutical supplies are ordered and administered and controlled drugs are checked in accordance with the Trust policy
- Ensure prudent use of bank and agency in line with Trust/local policy and available budget

Research/Governance

- Promote and ensure a positive risk reporting culture is developed, role modelling practice and ensuring feedback is achieved from risks and actions taken to ensure learning is achieved
- To participate in audits/research/projects as directed and initiate and feedback those which would assist in practice and professional development
- Responsible for the implementation of audit, quality and risk management initiatives in the ward and publicising and sharing good practice with peers
- Develop and evaluate clinical policies and procedures for neonates, monitoring and reviewing clinical standards initiating and facilitating research and audit programmes and using risk assessment and the implementation of evidence-based practise in line with the principles of clinical governance.
- Continually evaluate practice in the department, making changes as appropriate

Personal and professional development

- Adhere to the NMC Code of Professional Conduct, Scope of Professional Practice, Trust Policies and Procedures at all times
- Ensures awareness of own team strengths and weaknesses and takes action to use and minimise them accordingly
- Responds positively to advice and impact of behaviours on others

- Responsible for developing and sustaining own knowledge, management and clinical skills and professional awareness in accordance with CPD requirements and maintain professional portfolio
- Disseminate and share knowledge with other professionals as required and act as an educational resource
- Organises and appraises the performance of her team to ensure provision of relevant training and development with the aim of achieving the highest standard of professional and personal contribution to the nursing team
- Develop an effective learning culture suited to the needs of pre and post registered staff and students, identifying their training needs to support and develop staff
- Facilitate the development of all nursing staff in management and leadership skills
- Create a proactive teaching and learning culture by ensuring the development and maintenance of education programmes for students and junior members of staff
- To be responsible for the updating and development of clinical practises utilising evidence-based practice in conjunction with the medical teams and the neonatal practice development nurse
- To inspire and facilitate the development of neonatal unit staff by providing an open supportive and encouraging environment in which staff feel valued and where best practice prospers
- Oversee that all members of the nursing team receive clinical supervision, appraisal, CPD requirements and complete mandatory trainings

5. On-call requirements (applicable for roles which are 8b and above only)

On-call may be required for roles Band 8b and above. This will be determined by the Head of Emergency Planning. If you are required to participate, training and induction to on-call will be provided.

Person specification

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Band 7

	Essential Requirements	Desirable Requirements
Education and Qualification	<ul style="list-style-type: none"> • Valid registration as RN/RSCN • NLS certification • Neonatal qualification (ENB 405) • Teaching and assessing qualification • Degree in related area of clinical practice • Leadership and Management qualification • Relevant experience in an acute neonatal setting • Evidence of ongoing dynamic continuing professional development 	Relevant post graduate qualifications (MSc/BSc)
Knowledge	<ul style="list-style-type: none"> • Knowledgeable clinician and ability to apply evidence to practice • Knowledge of change management and application • Demonstrates ability to find new ways of working and advance practice • Understanding of group dynamics and the appropriate management to ensure team working 	Discusses up to date relevant guidance in relation to neonatal care

	<ul style="list-style-type: none"> • Knowledge and experience of negotiating and motivating groups and individuals to deliver an agreed objectives • Understanding and experience of managing case mix and skill mix according to competing clinical priorities • Demonstrate an understanding of the impact of decisions made in a variety of clinical settings, ensuring patient's safety is at the forefront of planning • Knowledge and understanding of audit and research methodologies • Awareness of financial resource management • Understanding of clinical governance and managing clinical risk • Knowledge of managing clinical incidents and complaints • Handling of safeguarding issues according to Trust policies and procedures • Hospital cleanliness standards • Health and safety agenda • Understanding of NMC Code of professional conduct, scope of professional practice and its application to clinical practice • Awareness and keen sense of cultural diversity and overcoming language barriers 	
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Experience	<ul style="list-style-type: none"> • Experience in neonatal care as Band 7 • Experience of taking charge of a department and leading and managing a team • Clinical expertise within speciality • Experience in teaching/mentoring and presentation to others • Managing change and problem solving • Evidence of managing and improving the patient experience • Management of complaints and local resolution • Management of clinical risk and quality improvement • Evidence of ability to set own priorities, meet tight deadlines and work independently • Experience in recruitment and selection of staff • Experience in performance and sickness management 	<p>Research and audit experience</p> <p>Experience in writing business cases</p> <p>Project management</p> <p>Roster management</p> <p>Experience in resource /budget management</p>
Skills	<ul style="list-style-type: none"> • Strong leadership skills, able to motivate staff and build effective teams • Able to work well under pressure, demonstrating a calm and resilient approach 	<p>Ability to demonstrate previous proven initiatives/changes</p>

	<ul style="list-style-type: none"> • Ability to encourage, inspire and develop others • Ability to work as part of a team as well as autonomously • Ability to demonstrate a high standard of credible and effective clinical skills and an ability to teach these to the nursing team • Effective management skills • Computer skills • Excellent and effective communication skills-verbal/written • Sensitive to the needs of service users and staff • Effective listener and ability to comprehend and translate key messages • Sound clinical judgement and good critical analysis • Effective conflict resolution skills • Able to prioritise workload 	
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Additional information

- The duties and responsibilities outlined in the job description although comprehensive are not definitive and you may be required to perform other duties at the request of your manager.
- This job description is designed to reflect duties currently incorporated in this post. These may change in the light of changes in the service provided by the Trust. Any such changes will be fully discussed with the post holder.
- It is the responsibility of all staff to be aware of the risks in their working environment and to ensure that all working practices are undertaken in such a way that risks are minimized. All staff must report risks in line with Trust policy and take the necessary action to ensure that colleagues, patients, and visitors are not exposed to unnecessary or avoidable risk.

Dignity & Respect	The Trust requires that you treat others with dignity and respect and that you do not harass or otherwise discriminate against any other member of staff, patient or visitor to the Trust or employees of any associated employers or contractors of the Trust on the grounds of sex, age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, religion or belief and sexual orientation.
Values Based Appraisals	All staff employed within the Trust will be expected to participate in the annual values based appraisal process for themselves and any staff accountable to them.
Rehabilitation Of Offenders Act	Under this Act, offences which are 'spent' need not be revealed to a potential employer. However, there are some occupations which are exempt from the Act. Under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, all employees of the Trust are not protected by the Act and therefore employees and applicants do not have a right not to reveal 'spent' convictions if asked. Further information can be found via: https://www.gov.uk/government/organisations/disclosure-and-barring-service
Health Clearance	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.
Professional Registration	Staff undertaking work which requires professional registration are responsible for ensuring that they are registered with the appropriate professional body 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 on request.
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.
Confidentiality / Data Protection / Freedom of Information	Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, post holders must apply the Trust's FOI procedure if they receive a written request for information.

Job pack last reviewed: 17/11/22

Our commitment to you

West Hertfordshire Teaching Hospitals NHS Trust is committed to recruiting the best person for the job, based solely on their ability and individual merit as measured against the criteria for the role; through a process that is fair, open, consistent, and free from bias and discrimination.

We are committed to being a diverse and inclusive employer and foster a culture where all employees are valued, respected and acknowledged. All applicants will be considered for employment without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

We particularly welcome applications from Black, Asian and Minority Ethnic communities, people with disabilities and/or long-term health conditions and LGBT+ community members. We have policies and procedures in place to ensure that all applicants and employees are treated fairly and consistently. We are proud to be accredited as a Disability Confident Employer, with a number of active staff networks. Staff network members create a positive and inclusive work environment at West Hertfordshire Teaching Hospitals NHS Trust by actively contributing to the Trust's mission, values and efforts specific to inclusion.

We ask all applicants to tell us about their personal information to help us monitor our processes and ensure that we treat everyone fairly.



Staff benefits and rewards

Supporting you

- Our Employee Assistance Programme (EAP) is a free service for staff provided by Vita Health. It's here to help you manage all of life's events 24/7 365 days a year.
- We have a spiritual care team offering support to people of all faiths.
- The Trust offers health and wellbeing days which includes free massage and relaxation treatments, in addition to fitness classes.

Flexible Working

- At West Herts we recognise the importance of a good work life balance and the ability to work flexibly. We are delighted to offer a variety of flexible working options for all staff. Please check out our web page for more information.
- <https://www.westhertshospitals.nhs.uk/flexibleworking/>

Annual leave

- You get 27 days on starting, 29 days after 5 years and 33 days after 10 years' service (excludes bank holidays).
- If you already have NHS service, then we will honour this in terms of your annual leave entitlement.
- We have a range of flexible working options across the Trust including part-time hours and home working.

Discounts

- You can order bikes and safety accessories with our Cycle to work scheme staff benefit.
- Discounted childcare at our onsite Busy Bees nurseries.
- Free eye tests.
- Free quarterly health checks, massages, and fitness classes.
- Discounted gym memberships including Anytime Fitness and Nuffield Health.

NHS Pension

- One of the UK's best pension schemes, the NHS pension offers an excellent package of benefits. Visit: www.nhsbsa.nhs.uk/pensions.aspx for more information on NHS Pensions.

Maternity/Paternity Pay & Shared Parental Leave

- Female staff with at least one years' service can benefit from up to a year's leave, 8 weeks of which are full pay, then 18 weeks at half pay plus Statutory Maternity Pay.
- The Trust also provides two weeks paternity leave for partners at full pay, for those with at least one years' service. Further information outlined in the policy.

Development Opportunities

- The Trust offers over 300 online courses that staff can undertake either at home or in the workplace.

- Staff may be eligible for funding to undertake an apprenticeship or a foundation degree, or undertake courses provided by the University of Hertfordshire or an alternative course provider.
- The Trust has a Coaching Network and trained coaches within the Trust are matched with staff of all disciplines to provide a powerful development opportunity.

Staff Recognition

- The Trust recognises its staff through Long Service Awards, Stars of Herts Awards and through an Annual Stars of Herts event.

Library

- The library staff are committed to providing an efficient service, offering the latest and most appropriate collections, along with a study environment supported by advice and guidance on finding information.
- Staff can ask the library to search for information, evidence and publications.

Staff Networks

- The Trust has an equality and diversity staff network providing support for staff. This includes Disability, Carers, BAME and LGBT+ networks.
- The Trust recognises several trade unions and works in partnership with Unison, Unite, BMA and RCN to name a few.
- The Trust has a range of peer support networks which include Wellbeing Champions and Mental Health First Aiders.

Temporary Staffing via Bank

- A fantastic opportunity to gain additional experience and keep your skills up to date
- Flexible shift patterns
- Competitive weekly pay and access to 'NHSP Stakeholder pension' for eligible members

Schwartz Centre Rounds

- A forum where all staff (clinical and non-clinical) can come together regularly to discuss the emotional and social aspects of working in healthcare.
- Helps staff to feel more supported in their jobs and allows them the time and space to reflect

Engagement Events

- Annual engagement events at West Hertfordshire Teaching Hospital include, Well Fest All Stars Awards Night, Afternoon Tea's and much more.