



Sister / Charge Nurse

(Emergency Integrated Care)

Paediatric Emergency Department





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Welcome



Chelsea and Westminster Hospital NHS Foundation Trust is proud to be one of the top performing and safest trusts in England.

We have two main acute hospital sites—Chelsea and Westminster Hospital and West Middlesex University Hospital, plus our award-winning clinics across North West London and beyond.

- We employ over 7,000 staff and 500 volunteers
- We treat someone in A&E every 90 seconds
- We deliver a baby every 50 minutes
- We operate on a patient every 16 minutes
- We do 50 imaging procedures each hour
- We serve a diverse population of 1.5 million from the beginning to the end of life

Our values

Our PROUD values demonstrate to staff, patients and the public the standards of care and experience they should expect from our services:

- **P**utting patients first
- **R**esponsive to patients and staff
- **O**pen and honest
- **U**nfailingly kind
- **D**etermined to develop

Job summary

Job title	Paediatric Sister / Charge Nurse
Band	Band 6
Division	Emergency and Integrated Care
Responsible to	ED Senior Sister / Charge Nurse
Accountable to	Matron
Type of contract	Permanent
Hours per week	37.5
Location	Chelsea and Westminster Hospital

The Sister/Charge Nurse is expected to support and lead staff within the Paediatric Emergency Department. This role carries the continuing responsibility for the management of the department, as delegated by the Matron, together with the provision of a 24 hour expert paediatric emergency nurse service.

As a senior member of the nursing team you will be expected to deliver a high standard of nursing care based on the theory of family centred care. You will be expected to act as a role model and work with the multidisciplinary team within the directorate ensuring that a high standard of holistic care is maintained for all children and their families.

You will be expected to assist senior nursing staff with management requirements ensuring that a quality service is maintained. You will be expected to participate in education throughout the unit and hospital and ensure quality is maintained.

Key responsibilities

The Sister/Charge Nurse will be responsible for;

- The assessment of care needs and the development, implementation and evaluation of programmes of care as part of the multi-disciplinary team from admission to discharge using research based practice.
- The delivery of care in accordance with the regulatory body's code of practice and the Trust's and ED policies and protocols. To be aware of the organisational and nursing strategy.
- Ensuring safeguarding concerns are escalated and acted upon promptly and appropriately.
- Participation with Quality Improvement; auditing effectiveness and incorporating findings into practice.
- Participation in the Trust's achievement of quality and financial targets, locally and nationally driven.

Key working relationships

- Senior Sister/ Charge Nurse
- Medical team
- OT/Physio
- CAMHS/Psych liaison team
- Paediatric team
- Management team
- Support team
- Admin and Reception
- UCC

Roles and responsibilities

- To acquire competency in basic nursing skills for ED.
- Assess, plan, implement and evaluate care given to patients.
- Maintaining high standards of patient care.
- To liaise closely with social services, health visitors and ward staff to ensure the safety and wellbeing of children seen in ED when required.
- To work effectively within the multi-disciplinary team in order to ensure safety of patients and achieve desired outcomes for patients and their families.
- Be proactive in maintaining local and national Quality Indicators for ED.
- To ensure the accurate documentation of patient care in notes.
- To assist in the admission, transfer and discharge of patients in accordance with local policy.
- To participate in research/quality improvement projects/audits as requested by the Operations Manager/Lead Nurse.
- To participate in the developing and monitoring of standards of care and other quality initiatives in a positive manner.
- To maintain awareness of and comply with Trust policies and protocols at all times.
- To provide leadership that promotes a patient focused approach to care.
- To encourage and support junior staff in professional growth; acting as a role model for junior colleagues and mentoring students as appropriate.
- To develop personal and professional leadership skills and be proactive in problem solving.
- Take responsibility for one's own actions and encourage the same amongst others.
- Be active in creating and maintaining a harmonious working environment.
- To fulfil the role of the departmental triage nurse, utilising advanced skills of assessment, prioritisation, decision-making, risk management and communication skills.
- To have responsibility for the security and maintenance of equipment belonging to the Emergency Department. Help to ensure that all equipment is in safe working order in conjunction with the Lead Nurse.
- Actively developing and improving the services we provide.
- Ensuring patient safety at all times.
- Ensuring safe clinical practice amongst the MDT at all times.
- Never undertaking practice that you do not feel competent in.
- Respond to incidents and complaints as they arise, reporting to senior staff.
- Embrace and encourage change in clinical areas/hospital Trust.

Person specification

Job title	Paediatric ED Sister / Charge Nurse
Band	Band 6
Division	Emergency & Integrated Care

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

E = Essential

D = Desirable

Trust values

Putting patients first	E
Responsive to patients and staff	E
Open and honest	E
Unfailingly kind	E
Determined to develop	E

Education and qualifications

Part 1 Registered Nurse – Child or equivalent	E
Level 3 Safeguarding	E
PILS certificate	E
Mentoring/Assessing qualification or willingness to undertake	E
APLS/EPALS	E

Experience

Currently working in Emergency Nursing	E
Proven Emergency Nursing experience	E
Evidence of further study	E
Post-Registration qualification in Children's Emergency Nursing or equivalent	D

Skills and knowledge

Clinical documentary competence in:	
- IV drug administration	E
- Minor injury Assessment	
- Plastering	
Ability to coordinate and lead nursing care in individual areas of the Paediatric Emergency Department	E
Ability to anticipate the changing workload and to make effective decisions to allocate staff accordingly	E
Excellent communication and interpersonal skills necessary to engage with patients, the multidisciplinary team, emergency services and outside agencies to ensure efficient operation of the emergency department	E
Proven leadership qualities necessary to lead the paediatric emergency department	E
Specialist emergency care knowledge enabling the delivery of a high standard of clinical care to the patients, supervision of staff and support for grades of the medical team	E
Ability to deal with relatives in stressful or bereavement situations, giving a high level of support and advice	E
Ability to recognise the potential for physical or verbal violence and take action to defuse the situation	E
Awareness of role in a major incident and be capable of managing the department response to an incident	E
An understanding of professional issues relating to safeguarding the child and family	E

Personal qualities

Performs as effective role model	E
Approachable, supportive, receptive, adaptable, innovative, assertive	E
Self-motivated and able to motivate others within the team	E
Commitment to teamwork	E
Able to prioritise and coordinate own work and that of others	E
Demonstrates professional behaviour	E
Committed to providing child friendly care	E



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