

SENIOR SISTER/CHARGE NURSE OUTPATIENT DEPARTMENT

Nursing and Midwifery

Job Description and Person Specification



About us

We provide care for the residents of three diverse London boroughs. Most of our 7,800 permanent staff live in Barking and Dagenham, Havering and Redbridge and the majority are from black, Asian and minority ethnic groups. We also provide healthcare services to people in south west Essex, and specialist neurosciences services to the whole of the county.

Our services include all the major specialties of large acute hospitals and we operate from two main sites - King George Hospital in Goodmayes and Queen’s Hospital in Romford. We have two of the busiest emergency departments in London – more than 300,000 people visited our A&Es in 2023. We also provide outpatient services at Brentwood Community Hospital, Barking Community Hospital, Loxford Polyclinic, and Harold Wood Polyclinic.

We’re pleased to be leading the way in reducing the time our patients wait to get the treatment they need. The Elective Surgical Hub at King George Hospital is one of eight to be accredited as part of a national scheme; the Care Quality Commission has raised the ratings for urgent and emergency care at Queen’s and King George hospitals; and data released by NHS England showed that the Trust was the most improved in 2023 for reducing waits for emergency care.

We are particularly proud of our regional Neurosciences Centre; Radiotherapy Centre; Hyper Acute Stroke Unit; and dedicated breast care service at King George Hospital. We’re also part of the North East London Cancer Alliance.

Our Trust values

We take PRIDE in everything we do, our five core values reflect that PRIDE. These values were developed together with our staff. We work hard to provide outstanding care to our community, delivered with PRIDE.

Our PRIDE values of Passion; Responsibility; Innovation; Drive and Empowerment inspire us and keep our patients at the heart of everything we do.

OUR VISION: TO PROVIDE OUTSTANDING HEALTHCARE TO OUR COMMUNITY, DELIVERED WITH PRIDE

OUR PRIDE VALUES



PASSION RESPONSIBILITY INNOVATION DRIVE EMPOWERMENT

Job Description

Job title: Senior Sister / Charge Nurse, Outpatient Department

Band: 7

Hours of work: 37.5 hours

Location: Outpatient Departments Trust Wide

Specialty/department: Outpatient Department

Accountable to: Director of Nursing, Safeguarding & Harm Free Care

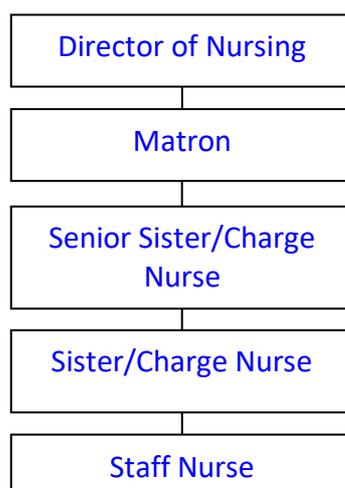
Responsible to: Matron

1. Job purpose

The main purpose of the role is to act as a role model, providing leadership, clinical and staff management, giving advice, support and teaching whilst co-ordinating the Outpatient nursing team in the clinical area. To demonstrate advanced clinical specialist skills in order to provide the highest standard of individualised evidence based patient centred care, in line with Trust and CQC standards, while supervising the work of others.

To have responsibility for operational management of staff and resources for Outpatient Department.

Organisational Position (illustrative)



2. Relationships

The post holder is expected to establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open, honest communication.

Internal Relationships

All clinical staff
Trust Board
Non-Exec Directors
Managers
Support staff
Consultants
Patients

External Relationships

Patient's relatives
Outside agencies (CQC, Healthwatch)
GP's
Community services (Learning Disabilities, Autism Awareness)
Social workers
Discharge teams
Members of the public

3. Job summary

The Senior Sister/Charge Nurse will promote and monitor safe and effective practice, enhancing the patient experience, providing effective leadership and management, contributing to the delivery of the Trust/Divisional objectives

4. Clinical / operational responsibilities

- Ensure communication within the Outpatient's department is constructive and affective and includes the multidisciplinary team and other wards and departments.
- Act as advocate for both nurses and patients.
- To support the Matron in the Human Resources management of staffs including attendance, sickness and annual leave management, induction and orientation, selection and recruitment.
- Be responsible for ensuring Personal Performance Reviews are undertaken and assist in the development plans.
- Monitor and review staff performance, applying the relevant policies for performance managing staff, as appropriate.

- Ensure record keeping within the clinical area is accurate and contemporaneous. This includes both clinical and management data and documentation.
- Responsible for implementation of audit, quality initiatives in the clinical area.
- Co-ordinate the patient care within the Outpatient services from clinic consultation through to admission or discharge, as required.
- Prepare nursing staff rotas, in advance and view the daily activity to ensure continuity of nursing care with the agreed establishment , ensuring safe staffing, skill mix levels are deployed across the Outpatient departments in accordance with the clinic sessions.
- Make recommendations to the Matron in order to ensure that service provision reflects the needs of the patients and available resources.
- To complete, adhere and action the OPD clinic risk profile for staffing on a sessional basis.
- Participate in the budget management of the department ensuring that all necessary material resources are available for the clinic sessions and allocated as appropriate.
- Implement Trust and Department written standards of care, operating procedures, policies and protocols. Monitor and evaluate care practices through clinical audit.
- Formulate standard operating procedures, protocols and guidelines relevant to Outpatient department, guidelines for staffs to ensure high standards of care are maintained
- To maintain effective communications with the Matron
- To attend relevant Trust meetings, as and when required (such as Patient Experience, Nursing, Midwifery and AHP, Safeguarding, Senior Sisters, Nutritional, Decontamination)
- To facilitate/attend regular departmental meetings, which provide the opportunity for discussions of Outpatient and Trust issues, appropriately sharing and cascading information, empowering staff and achieving improvements (such as daily huddles, team meetings, estates meeting, sub clinic and clinical support meeting, Senior OPD joint meetings)
- Support Outpatient system/communications – amending staff skill mix and levels to ensure effective running of the clinics – Bookwise, E roster,
- To support the Matron in ensuring that all infection prevention and control guidelines are adhered to in accordance to the Trust Policy.

- In liaison with the Matron, investigate accidents, incidents and PALS/complaints, implementing corrective actions, with lessons learnt to improve patient experience.
- Maintain an active role on a regular basis within the clinical area as and when required in order to ensure that an up to date practical knowledge is maintained.
- Maintain an active role on a weekly basis in the clinical area in order to ensure senior visibility and up to date practical knowledge is maintained.
- Supporting the Matron in patient experience, ensuring staff, patients and relatives/carers have the opportunity to communicate (verbally/written) enabling good practice shared or improvements to be made.
- Deputise for the Outpatient Matron, when necessary.

5. Policy, service, organisational and professional responsibilities

- To work with Matron to manage the Outpatient budget, providing safe patient care within allocated resources.
- To be responsible for the care, control and proper administration of drugs and prescriptions as laid down nationally and within the Barking, Havering & Redbridge University Hospitals NHS Trust.
- Adhere and act in accordance to the NMC 'The Code'.
- Display enthusiasm and interest in enhancing the good reputation of the Outpatient services both internally and externally. Promoting the PRIDE values.
- To be responsible for identifying own professional needs and development, undertaking the necessary training/education to maintain professional registration.
- Ensure level of knowledge and competency is maintained to the highest level, practising as a role model for nursing team.
- Act as a leader and role model, adopting a flexible approach in the role which encompasses leadership, management and clinical responsibilities.
- Assertive and able to challenge others when the rights of the patient may be infringed. Demonstrate skills in dealing with interpersonal conflict and acting as support for staff, patient and relatives.
- Take appropriate action to ensure that statutory regulations, Trust policies and procedures (health and safety, fire, cardiac arrest, drugs etc) together with the

statutory bodies' rules and codes of professional conduct are strictly adhered to.

- To promote a professional image at all times ensuring all patients and staff are afforded privacy and dignity regardless of race or gender but with sensitivity towards their cultural need.
- In conjunction with the Matron ensure that the Nursing, Midwifery & AHP Strategy is implemented with OPD.
- On behalf of the Matron ensure that FFT questionnaires are administered and FFT results are shared within OPD.
- As delegated, will lead in the following areas: Nutrition, Safeguarding and Harm Free Care agendas relating to OPD.

6. General

- All staff are responsible for the continual compliance with CQC standards and outcomes.
- The postholder must be aware of, and work in line with, our Trust's Safeguarding Adults and Children procedures.

7. Personal development

All staff are required to be appraised by their line managers at least once a year at a personal development review meeting where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed. Where necessary, help and support will be provided and development opportunities agreed in line with service provision and knowledge and skills competency framework.

8. Mandatory Trust responsibilities

Amending the job description

This is a newly created role and it is expected that as the organisation develops and changes, it may be necessary to vary the tasks and/or the responsibilities of the postholder. This will be done in consultation with the postholder and it is hoped that agreement can be reached to any reasonable changes.

Confidentiality

The post holder must at all times maintain a complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The postholder must respect patient named confidentiality in keeping with "Caldicott principles".

Data protection

The Trust relies on special provisions under data protection legislation to process personal information. Personal information includes name, address, national insurance number and date of birth as well as anything else confidential or sensitive. For example, racial or ethnic origin, trade union membership, health and the commission or alleged commission of any criminal or civil offences.

The Trust's fair processing notice on its [intranet](#) and [website](#) details what personal information the trust uses, why this is required, the lawful basis for processing (legitimate reasons for collection, storage, usage and sharing), how the Trust processes (uses, stores, retains, disposes and protects) personal information, retention periods, who we share personal information with, confirmation of your information rights and the process for reporting a complaint or concern.

The Trust will lawfully process your personal information in compliance with data protection legislation.

Leaders' agreement

If the post holder has leadership and/or line management responsibility, then they are responsible for demonstrating, and developing in line with, the standard of behaviour as outlined in our Trust 'Leaders' Agreement'.

Policies and procedures

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy. The postholder is also expected to be aware of our Trust's Risk Management Strategy which includes the responsibilities placed on them by the Health and Safety at Work etc Act (1974) and the Clinical Governance Framework. All employees are expected to comply with all Trust Policies and Procedures.

Safeguarding children and vulnerable adults

Safeguarding and promoting the welfare of children, young people and adults is central to the care provided by our Trust and the post holder must be aware of their responsibilities and work in line with our Trust's Safeguarding Adult and Children Procedures.

Health and safety

Under the Health & Safety at Work etc. Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts or omissions at work. This includes co-operating with management in complying with health and safety obligations, commensurate with their role, to maintain a safe environment and particularly by reporting promptly any incidents, defects, risks or potential hazards.

You must co-operate with Management in discharging its responsibilities under the Health and Safety at Work etc Act 1974 and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees, others and visitors.

Sustainable development and our health and wellbeing

The Trust is committed to UK Climate Change Act and NHS Sustainable Development Unit strategy to reduce its business activity related carbon emissions and its impact on the environment. Our Sustainability vision is to "continually sustain, retain and enhance the savings and culture change to meet our sustainability commitments."

All staff are required to support the Trust's Sustainability vision, which aims to minimise environmental and healthcare impacts by developing preventative approaches. This will help improve the internal and external environment, reduce impact on natural and energy resources, reduce air pollution, prevent infection, provide financial savings and improve the health and wellbeing of staff, patient and the public.

All Managers Band 7 and above are required to take appropriate responsibility in their departments. They are expected to support in raising awareness, encouraging staff on waste segregation, energy savings, promoting active and healthy modes of travel, help reduce waste and embed sustainability by completing a Sustainability Impact Assessment on their local activity and business cases.

Infection control

Employees must be aware of the responsibilities placed upon them by The Health Act (2007) to ensure they maintain a safe, infection free environment. This includes the knowledge and understanding of the management of infected patients and the principles of Standard Infection Control Precautions including the correct technique for Hand Washing and the appropriate use of Personal Protective Equipment (PPE).

Smoke free

Our Trust buildings and grounds became fully Smoke Free on National No Smoking Day 11th March 2015. Our Trust expects all staff to promote healthy living and to set good examples in their own behaviour. Those not ready to quit smoking must remain smoke free during working hours, and will not be able to smoke in Trust uniform, in Trust grounds including car parks, while driving on Trust business or take smoking breaks. Second hand smoke causes

heart and lung disease, and is harmful to young children. However, disposable or rechargeable e-cigarettes (“vaping”) may be used outside hospital buildings.

General

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy.

The postholder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the postholder. As our Trust develops, the requirements of the job may change and the postholder is expected to adapt to these changes.

Equal opportunities policy

Our Trust operates in a multi-ethnic area. All members of staff are expected to take into account equalities in all areas of work.

All employees are expected to abide by our Trust’s equal opportunities policy, failure to do so could result in disciplinary action up to and including dismissal.

Date: 25/02/21

Prepared By: *Ashleigh Gerada*

Reviewed By : Josephine Larkin 02/03/2022

Person Specification

Selection Criteria	Essential Criteria	Desirable Criteria	Means of Assessment
Education/Qualifications	Registered Nurse Degree level or working towards Mentorship/Teaching qualification Qualification/evidence of continued professional development in Outpatient Department	Leadership qualification or equivalent experience in training	A, I
Skills/Abilities	Significant, recent post registration experience as a Sister/Charge nurse. Knowledge of current developments in Outpatients Excellent communication skills (written and verbal) Proficient organisational skills Ability to lead, motivate others	Flexible working Evidence of research or audit work, implementing change in clinical practice	A, I
Experience/Knowledge	Post-registration experience at band 6 (equivalent) or above and evidence of managing a team of staff Evidence of leadership Evidence of budget and staff management	Knowledge of OPD procedures	A, I
Personal Qualities	Demonstrates PRIDE values and behaviours and has a positive and proactive attitude to work Professional attitude towards nursing Trustworthy and non-prejudicial Enthusiastic for the profession Flexible to work across sites		I