AFC Reference:	LOC/0068
Job Title:	Deputy Ward Manager / Senior Clinical Nurse – Inpatients
Band:	6
Division/ Service:	Local Division
Accountable to:	Modern Matron
Responsible to:	Ward Manager

Job Outcomes:

As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high-quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers.
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.

Job Purpose:

To support the Ward Manager in ensuring the environment is managed safely and effectively over a 24-hour period. Ensuring the delivery of high standard of care to Service Users, providing support, supervision and education for colleagues, other professionals and students. Support the Ward Manager in developing the team and acting up as required.

Principal Responsibilities:

Clinical/Managerial

1. To support the Ward Manager in providing clinical advice, expertise and leadership to all Ward Staff.

2. To take a key role in ensuring Service Users' care plans are developed to meet the assessed needs of the individual under the guidelines of ECC. To monitor the care plans developed for Service Users, where necessary to supervise and train others to carry out and deliver planned care.

3.   To ensure a seamless approach by liaising with other professionals as required.

4.   To liaise appropriately with family members, carers and significant others with regards to the assessment of Service Users. To refer to the Modern Matron as necessary. To support the Ward Manager in addressing and resolving concerns by Service Users and Carers sensitively and promptly.

5.   To assist the Ward Manager, monitor and work with the ward team to ensure that Service User risk is assessed and managed appropriately, and that risk management plans are of a high standard.

6.   To direct and supervise ward staff, in order to ensure delivery of a high standard of care to Service Users.

7.   To assist the Ward Manager in identified clinical audit projects and setting standards for care based on sound research findings. Ensure that the ward team maintains standards. Assist the Modern Matron in the implementation of change arising from new findings.

8.   To co-ordinate the systematic monitoring and evaluation of Service Users and ward environment.

9.   To use verbal and non-verbal communication skills gained through training and experience to impart sensitive information e.g., diagnosis or symptoms to Service Users and their families. To offer support to other staff to do this.

10.   To support the Ward Manager in ensuring that the ward resources are managed appropriately to maximise care and efficient work patterns. This will include tasks such as producing rotas, management of sickness and absence, annual leave and extra resources, keeping the Modern Matron informed at all times.

11.   To use skills gained through experience to communicate with members of your team in the implementation of change and in the interest of good, cohesive team working.

12.   To check understanding of information where there are often barriers to effective communications due to distress of psychiatric symptoms in Service Users, or where there is resistance in staff. This may include situations where English is not the first language.

13.   To use skills gained through experience to give and receive information (adhering to Caldicott guidelines) to other individuals with regards to a Service User's care in reviews and multi-disciplinary meetings. These individuals may be external to the Trust.

14.   To have an in-depth knowledge of the Mental Health Act 1983. To support staff involved in the application of the Mental Health Act 1983, ensuring that they are aware of and fulfilling their duties. Ensure that Service Users are aware of their rights under the Mental Health Act 1983 and that they are exercised appropriately.

15.   To liaise with other professionals offering a service within the ward to ensure a high quality of service delivery.

16.   To provide and monitor a range of therapeutic activities for Service Users by appropriate guidance and supervision of the ward team.

17. To ensure that all relevant information with regards to a Service User's care and treatment is documented accurately and legibly into the health record. Supervise and monitor the entries made by junior team members, through performance management and audit.

18. To lead the provision of teaching sessions in order to pass on knowledge and skills.

19. To assist the Ward Manager in the implementation of change or new systems within the area.

20. To use skills gained through experience to assess and monitor the physical/mental health of Service Users, seeking an opinion from other professionals, where appropriate.

21. To use skills gained through training and experience to de-escalate situations where Service Users become physically or verbally aggressive.

22. To use skills gained through experience to deal with team members who become angry, hostile or distressed.

23. To ensure that team members get appropriate support following violent incidents and liaise with the Ward Manager to ensure any identified actions arising from such incidents are implemented

24. To ensure that all incidents or near misses are documented as per Trust policy and that any follow-up action is taken.

25. To lead Service User reviews ensuring that the team has all the relevant information on which to base their clinical decisions.

26. To co-ordinate the team in order to ensure that medical or psychiatric emergencies are acted on promptly and appropriately.

27. To provide nursing reports both in written and verbal formats, as requested e.g., for a Service User Mental Health Act appeal.

28. To support and assist the ward team develop care plans that enable Service Users to reach and maintain their optimum level of health and independence.

29. To ensure the safe administration of medication to Service Users, ensuring that the Nursing and Midwifery Council regulations are followed.

30. To take part in the implementation of the Trust's PDP process for all staff in the ward team.

31. To act as a mentor to junior staff and students.

32. To support the Ward Manager to provide reports and statistical returns to a variety of Trust departments and approved external audit agencies as requested.

33. To assist the Ward Manager, tackle any unsatisfactory performance promptly and constructively.

34. To participate in the investigation process regarding the disciplinary procedure and Service User/Care complaints.

<u>Professional</u>

35.   To be responsible for maintaining your own Nursing and Midwifery Council registration and PREP requirements

36.   To develop effective working relationships with other professionals outside of the Trust in order to enhance the delivery of care to Service Users.

37.   To participate, as a supervisor and supervisee, in the Directorate's performance management/supervision framework. Work towards and help others work towards goals and objectives, as agreed in Personal Development Plans.

38.   To take responsibility for maintaining and developing your knowledge and skills within your area of work.

39.   To attend, as appropriate, courses and conferences which will provide information for new developments within the field of Older Peoples' Mental Health and to feed back and share knowledge gained from attendance.

40.   To be professionally accountable for your actions as a registered nurse.

41.   To act, at all times, in accordance with Trust policies and procedures, ensuring that all team members are adhering to policy and procedure.

42.   To undertake mandatory training as stipulated by the Trust and ensure that all actions are in line with training. To monitor that all team members take up mandatory training annually.

43.   To keep up to date with developments in nursing practice and make recommendations for change to the Modern Matron as appropriate.

44.   To co-ordinate projects to look at specific nursing practices and ensure findings are implemented within the team.

45.   To take an active role in the reporting of adverse incidents as per Trust policy. Ensure that team members follow the policy and appropriately report all incidents.

46.   To seek advice and further training, if appropriate, before carrying out any duty you are unsure of.

47.   To organise the local induction of new staff.

48.   To support junior staff nurses, participate in the preceptorship process, including ensuring they all have mentors and supporting them in fulfilling any actions plans agreed with their mentors.

<u>Organisational</u>

49.   To liaise with other Ward Managers in the absence of own Ward Manager to maximise the use of resources to meet unplanned clinical need, e.g., temporarily redeploying staff to/from own Ward.

50.   To adhere to the Trusts rights-based approach taking into account service user choice.

51.   To assist in and participate in the recruitment and retention of ward staff.

52.   To identify to the Ward Manager any problems or concerns that may affect/disrupt the provision of service and to contribute to supporting any agreed actions.

53.   To take reasonable care for the health and safety of yourself and any others that may be affected by your acts and omissions at work.

54.   To ensure that you are familiar with the terms and conditions of your post.

55.   To support the Ward Manager in identifying, reporting and managing environmental risk and ensuring appropriate action is taken to maintain a safe environment.

Other

56.   To maintain and promote with other staff, service user confidentiality at all times both on and off duty.

57.   To ensure that work is conducted in accordance with the Trust's Equality and Diversity Strategy and contribute to its development.

58.   To deal sensitively with Service Users who have a high level of anxiety or aggression due to their mental health problems.

59.   To maintain appropriate professional boundaries with service users at all times both on and off duty.

60.   The post holder will be expected to use their judgement/flexibility about their working hours in order to meet service needs and ensure that staff working outside of Monday to Friday, 9.00 am – 5.00 pm receive appropriate supervision.

61.   In exceptional circumstances, to co-operate with reasonable requests from more senior staff to vary your area of work to meet unplanned clinical need.

Generic Responsibilities for all staff:

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders.
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.

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- Value the contribution of the patient/ service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment.
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.
- Attend a one day Just and Learning & Civility and Respect training workshop.
- Be an ambassador for Just & Learning and Civility & Respect following the training.
- Positively advocate the just and learning culture within your team.
- Be a confident supporter and implementer of the Trust CARES Values including Civility & Respect within your team.
- Support their team/ services to create a positive environment for Just and Learning Culture.
- Participate in Just and Learning Culture events.
- Bring Just and Learning Culture updates/ information to the attention of team members and other MCT colleagues they work with.
- Support and encourage the sharing of concerns about the safety and quality of care with senior leaders with the aim of improving safety and quality.
- Actively participate in creating an open culture within your team so that concerns and difficulties can be discussed safely and respectfully.
- Speaking up in the event that they are exposed to incivility between colleagues in the workplace #iwillspeakup.
- Listening and understanding others who have concerns and taking a collaborative approach to work towards a solution to improve civility and respect.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS:	• Registered Mental Health Nurse	• First line management • Evidence of post registration study / continuing professional development e.g., ENB 998 / Mentorship in Practice or D32, 33 NVQ
KNOWLEDGE/ EXPERIENCE:	• Relevant experience at 6 band or above • Knowledge of relevant Mental Health legislation • Knowledge of Mental Health Nursing interventions • Knowledge of clinical risk and Health & Safety Management • Demonstrate knowledge of NMC guidelines • Ability to work as a member of a multi-disciplinary team • Demonstrate knowledge in the concepts of mentorship, preceptorship and supervision and ability to provide education and supervision to qualified and unqualified staff • Demonstrate a good knowledge of the Code of Conduct and the nurses' responsibility to identify gaps in their knowledge base	• Proven experience of leadership and management
VALUES:	• Continuous Improvement • Accountability • Respectfulness • Enthusiasm • Support • High professional standards • Responsive to service users • Engaging leadership style • Strong customer service belief • Transparency and honesty • Discreet • Change oriented	
SKILLS:	• Able to communicate effectively both verbally and non-verbally	• Ability to assist in the process of standard setting and audit

	- Possess excellent listening and negotiation skills - Ability to contribute to developing nursing excellence within the ward area	- Computer literate - Clinical Leadership skills
OTHER:	- Professional attitude - Flexibility - On going post-registration development	