



JOB DESCRIPTION

JOB DETAILS	
Job Title	Sister/Charge Nurse
Reports to	Clinical Nurse Manager
Band	6
Department/Directorate	Endoscopy/ Medical Services Division

JOB PURPOSE

Provide clinical and managerial leadership to the nursing and multi-professional team within Endoscopy. This includes acting as a clinical leader and an expert practitioner for a specific team of nurses within Endoscopy - liaising, guiding and advising the multidisciplinary team and external agencies in the provision of optimum patient care.

This will require the Sister/Charge Nurse to regularly review the clinical records of patients under their sphere of responsibility, to evaluate the effectiveness of the standard of care planning and delivery, and to use the results to work with the team to improve patient flow & outcomes. Within their leadership role they will be responsible for providing feedback on the evaluation of good and poor practice to team members ensuring effective role modelling and mentorship to the team.

The Sister/Charge Nurse will also be expected to play a proactive role in quality and service improvement and working closely with the Clinical Nurse Manager and multi-disciplinary team, assist in the auditing of clinical standards of care within their clinical area. This includes ensuring a good working environment in which all patients receive a high standard of clinical care

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

Leadership:

- As clinical team leader and expert practitioner, liaise guide and advise the multi-disciplinary team in the provision of optimum patient care.
- Under the direction of the Clinical Nurse Manager ensure that environment and Endoscopy processes are responsive to the changing needs of patients and their carers recognising the importance of privacy, dignity and diversity.
- On a daily basis lead the team by role modelling in practice, working alongside and supervising the Endoscopy team in a clinical capacity. This includes facilitating a culture of continuing professional development and practice development.
- Support team members effectively during the development review process and be responsible for ensuring the team is able to meet their development objectives.
- As part of your development, assist on specified and agreed directorate and Trust wide Nurse/Midwife Development Projects. In addition, deputise for the Clinical Nurse Manager in his/her absence on a delegated basis.

Clinical & Professional standards:

- As clinical leader of the team be responsible for completion and/or maintenance of:
 - Benchmarking Essence of Care in practice
 - Hand hygiene compliance charts

- Falls risk assessments
- Pain assessments
- Early Warning Scores
- Standards of documentation
- Clinical observations / interventions which are recorded accurately and responded to effectively
- Standards for drug administration
- For monitoring effective patient assessment and evaluation processes within their sphere of responsibility
- Other quality indicators within their sphere of responsibility.

Undertake care in a manner that is consistent with:

- Evidence based practice and / or clinical guidelines
- Multi-disciplinary team working
- Legislation, policies, procedures
- Patient centred care
- Compliance with the local delivery of infection control practice as defined by National recommendations and local policies including the implementation of the Saving Lives Initiatives
- An environment that is fit for purpose in delivering safe and effective patient care and is responsive to the needs of patients and their carers recognising the importance of individual privacy and dignity.

Department & Staff Organisation:

- Maintain effective communication channels between the team, Clinical Nurse Manager, primary care and external agencies within your sphere of responsibility.
- Ensure processes are in place to facilitate effective communication processes are established with all disciplines, patients and relatives, that meets individual needs
- Actively seek patient / carer feedback and ensure this is feedback to the Clinical Nurse Manager and team members.
- In conjunction with the Clinical Nurse Manager deal with complaints in a calm and courteous manner, ensuring that wherever possible complaints are dealt with efficiently and satisfactorily and resolved in the local clinical area
- With the Clinical Nurse Manager lead team meetings and actively involve members of the team to contribute with innovative ideas on how the planning and organisation of work can improve the patient's journey.
- Participate in Trust rostering systems e.g. Helthroster for effective use of staff, identifying staff shortages and excesses and liaising with colleagues and Clinical Nurse Manager for the effective use of staff.
- Be responsible on a daily basis for making optimum use of the departmental skill mix.
- Contribute to the recruitment selection of the team in line with Trust policies as part of the retention strategy ensuring that the workforce is fit for purpose.
- Be responsible for the delegated line management of junior nursing staff promoting a culture of positive discipline. This includes supporting individual staff members personal and professional development needs within the formal appraisal / IPR process, agreeing and setting appropriate time bound action points to encourage development.

Delivery Plan:

In collaboration with the Clinical Nurse Manager, ensure departmental teams contribute to the delivery of the Directorate's strategic and operational plan focusing on the following specific areas:

- Staff competencies
- Directorate objectives and targets
- Patient flow & Quality care
- Service development initiatives relevant to his/her area
- To work with the Decontamination and Stores Service Manager and ATO's to ensure regular maintenance, servicing and repair of specialist Endoscopy equipment.
- To have knowledge and understanding of the procurement process relating to the purchasing and trialling of equipment and assist the Clinical Nurse Manager in the facilitation of this process. Report any problems /issues to the Clinical Nurse Manager.

KEY WORKING RELATIONSHIPS

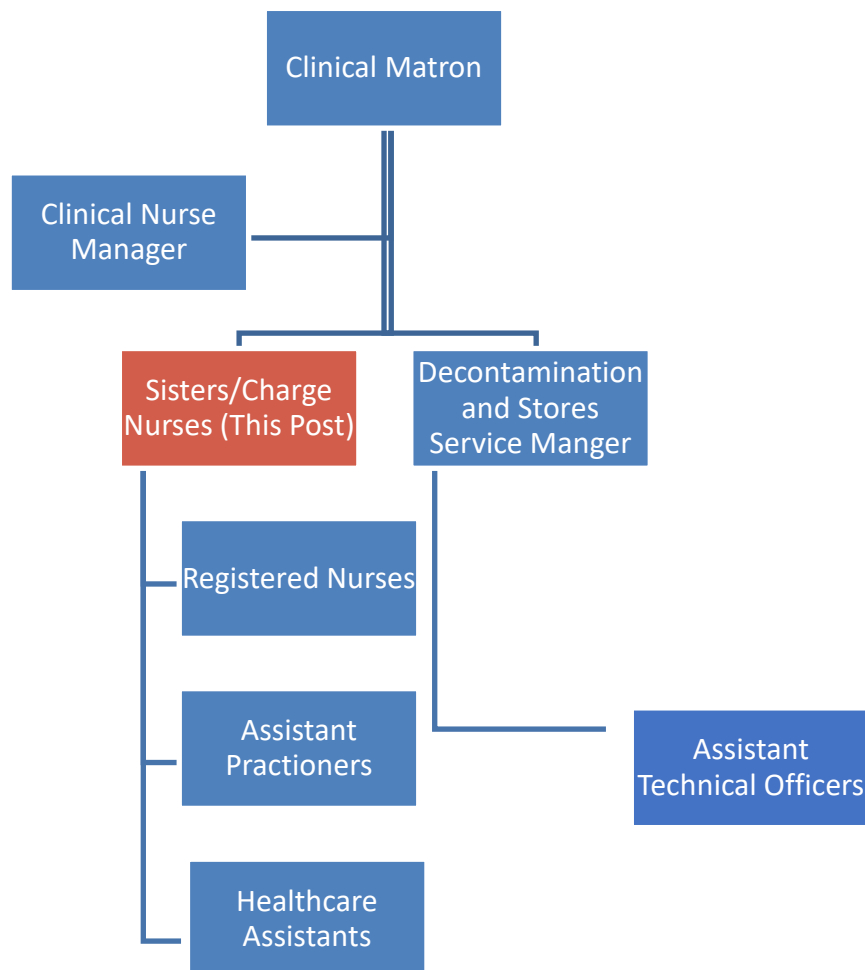
Internal to the Trust

- Clinical Matron
- Clinical Nurse Managers
- Surgeons and Anaesthetists
- All Endoscopy team members
- Medical staff
- Procurement Team
- Receipts & Distribution Team
- Allied health professionals
- Clerical staff
- Cluster Managers
- Departmental Managers
- Divisional Managers
- Divisional Finance Team
- Ward staff
- HSDU Team
- Facilities team.

External to the Trust

- NHS Trusts
- Other Health Organisations
- National Institute for Clinical Excellence (NICE)
- Company / Supplier Representatives
- NHS Supply Chain
- Peninsular Procurement Strategic Alliance

ORGANISATIONAL CHART



FREEDOM TO ACT

- To represent and advocate the clinical aspect of change when leading or participating in the procurement of new theatre consumables
- Is responsible for assessment, planning, implementation and evaluation of surgical equipment and products
- Organises time, equipment and staff to deliver effective stock management across the entire inventory and manages the clinical trialling of new consumables.
- To lead on the monitoring of theatre consumables and control the use of resources within budgetary limits
- Leads the routine stock audit as part of prudent financial management required by the Division and wider Trust.

COMMUNICATION/RELATIONSHIP SKILLS

- Possess good communication skills to facilitate the collaboration between all professionals in the complete care and management of all patients with their speciality.
- Work in partnership with all Ward Managers and Consultants and extended members of the multidisciplinary team, within the Trust and community in order to provide a coherent patient-centred service ensuring effective communication networks are established and maintained
- Communicate sensitive information, opens barriers to information. Demonstrates sensitivity, empathy and reassurance.
- Work in partnership with nurses and other health professionals to address patient's health needs through planning and delivering interventions which are based on best practice and clinical judgement.
- Establish an environment which supports patients and carers as partners in the planning delivery and evaluation of their care, to ensure that they understand and agree with the programme of care
- Access effective clinical supervision to allow personal reflection on own practice and self-development both personally and professionally.

ANALYTICAL/JUDGEMENTAL SKILLS

- To make use of relevant analytical information in decision making, problem solving and consumables management advising staff on the most appropriate products.
- Applies validated research findings to practice.
- To lead on the monitoring of theatre consumables and control the use of resources within budgetary limits

PLANNING/ORGANISATIONAL SKILLS

- Leads the routine stock audit as part of prudent financial management required by the Division and wider Trust.
- Organises time, equipment and staff to deliver effective stock management across the entire inventory and manages the clinical trialling of new consumables.
- Continually reviewing with teams the resource allocation and spend in relation to their sphere of responsibility.
- In collaboration with the Clinical Nurse Manager, identifying appropriate action plans to resolve any resource problems
- Identifying to the Clinical Nurse Manager any areas of potential cost improvement or service efficiency.
- Demonstrating an awareness of local and Trust wide financial and budgetary guidelines.
- Authorising nurse bank expenditure within financial framework.

- To have the ability to order and access consumables for Endoscopic use, problem solve and manage faults in equipment – liaising with the Clinical Nurse Manager

PATIENT/CLIENT CARE

- Is responsible for assessment, planning, implementation and evaluation of peri-operative care of patients undergoing surgery/procedures within theatre.
- To supervise and direct the planning and management of patients care.
- Organises time, equipment and staff to deliver patient care.
- Gives skilled support to medical staff and other members of the multidisciplinary team.
- Administers drugs and treatments as prescribed in accordance with the Trust policies and their professional codes and standards.
- Actively promotes effective communication within the Departments and multidisciplinary team.
- Participates in audits of patients care.
- To respect and value the diversity of our patients, their relatives, carers and staff by committing to address the needs and expectations of the diverse communities we serve to provide high quality care, and strive to make best use of talents and experience from our workforce.
- Recognises situations that may be detrimental to health and well-being of the individual and institutes preventative measures.
- To be a flexible member of the team working in all areas of the department as and when required covering the units opening hours with the addition of working in outlying areas.

POLICY/SERVICE DEVELOPMENT

- To contribute to the implementation of improvements of working methods and practices.
- To identify and act on any risk that could affect the safety of patients, careers or staff.
- To comply and work in accordance with Trust Policies and Theatre Standards of care.
- To report all accidents and incidents promptly in accordance with Health and Safety policy.
- To adhere to Trust Policies with regards to Clinical Governance and share responsibility with their line manager for the completion of staff PDR's (Lower Bands)
- To implement improvements and changes within the directorate and Trust.
- To assist in establishing appropriate systems within the department for monitoring quality standards, facilitate audits of service and risk assessments and act on them accordingly.
- Assist the Clinical Nurse Manager with service improvement initiatives by applying change management strategies, and ensuring staff involvement.
- Encourage the team to develop constructive suggestions for service improvement ensuring that the Clinical Nurse Manager is aware of any impact that such initiatives may have on patient care provision.
- Involve the team in benchmarking exercises and encourage feedback from patients

FINANCIAL/PHYSICAL RESOURCES

- To contribute in monitoring and controlling the use of resources within the budgetary limits.
- To develop financial awareness within the team so that individual staff contribute to the efficient use of resources.
- To contribute to the analysis of staffing requirements against work load activity.
- To participate in and contribute to changes and improvements within the Directorate and Trust.
- To work with the relevant system to establish and maintain stock levels.
- To work with company representatives and the procurement team to ensure best value for stock items.

HUMAN RESOURCES

- Participates in the development and teaching of staff and students, and in the orientation of new staff. Supports other members of the team in developing this role.
- Maintains and develops own professional expertise by arranging and attending meetings, study days and in-service training including mandatory training as agreed with the manager
- Participates in regular planned supervision in relation to clinical supervision and reflective practice.
- In liaison with the Clinical Nurse Manager, monitor sickness and absence of team members within their work area and reporting trends as appropriate.

INFORMATION RESOURCES

- To assist with the collection, recording and storage of information.
- To promote evidence-based practice through the process of clinical audit and research within a multi-professional framework to ensure that clinical care is both effective and appropriate.
- To contribute to the analysis and use of relevant information in decision making, problem solving and care management.

RESEARCH AND DEVELOPMENT

Has prime responsibility for developing clinical skills of their team. This includes:

- Taking part in regular performance review.
- Providing day-to-day support to enhance role of link nurses identified to support mandatory training e.g. manual handling, infection control etc.
- Acting as role model / resource to team members within their remit.

Taking responsibility for developing on-job learning opportunities. These include:

- a. Reflective practice.
 - b. Shadowing.
 - c. Professional supervision.
 - d. Coaching/mentoring others.
- Seeking development opportunities for their team outside their workplace. These include:
 - a. Networking.
 - b. Private study.
 - c. Distance learning.
 - d. Action learning sets.

- Being aware of, support and develop team members with regard to legislation, policies and procedures.
- Assisting the Clinical Nurse Manager in producing the annual training needs analysis for all staff members under their remit
- Encouraging staff to participate in, and help facilitate Clinical Supervision sessions for team members.
- Being aware of the correct process for study leave as per Trust Policy.
- Identifying issues that are restricting the staff's opportunities to develop effectively, and communicate these to the Clinical Nurse Manager.
- Being proactive in seeking alternative ways of development when resource issues restrict learning.
- Seeks to develop new skills.
- Applies validated research findings to practice.
- Facilitates the professional development needs of the theatre team and facilitates their development through Professional Development Review (PDR).
- Takes responsibility for personal development and education.
- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling.

- To contribute to and work within a safe working environment.
- The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.

PHYSICAL SKILLS

- Standing and walking
- Ability to undertake manual handling and movement tasks
- Manual dexterity for handling surgical equipment and kit
- Prepared to work variable shifts as required

PHYSICAL EFFORT

- Frequent to moderate effort is required when undertaking moving and handling of kit and equipment. Occasional assistance with the moving and handling of patients.
- A combination of standing, walking, bending and stretching is required throughout the shift.

MENTAL EFFORT

- Frequent concentration is required for undertaking ordering and stock management purposes.
- Ability to cope with frequent interruptions.

EMOTIONAL EFFORT

- The theatre environment can sometimes provide challenging and emotional situations. Must be able to maintain a professional approach in all situations.

WORKING CONDITIONS

- The postholder will be working in a busy and potentially noisy environment and will be subjected to a range of bodily odours, with the expectation of being able to support patients with these in a professional and non-judgemental manner.
- The postholder may be exposed to a variety of challenging behaviours and should respond, within their individual competence whilst maintain their own health and safety and that of their colleagues and other patients.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long-standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	Sister/Charge Nurse
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Requirements	Essential	Desirable
<p>QUALIFICATION/ SPECIAL TRAINING</p> <p>Registered General Nurse/ C&G 752/DipHe or Degree Level ODP. Relevant post registration Degree or willingness to work towards qualification. Leadership course or relevant clinical experience Endoscopy qualification or relevant clinical experience</p>	<p>E</p> <p>E</p> <p>E</p>	<p>D</p>
<p>KNOWLEDGE/SKILLS</p> <p>Able to work within NMC/HCPC Code of Conduct. Full understanding of the role and its limitations as stated in the job description. Supervisory/Leadership Skills. Effective written and verbal communication skills. Ability to use evidence-based practice. Ability to handle a fast throughput of work whilst maintaining high standards of individualised care. Knowledge of budgetary control issues.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p>
<p>EXPERIENCE</p> <p>Experience as a team leader. Minimum 12 months Endoscopy experience.</p>	<p>E</p>	<p>D</p>
<p>PERSONAL ATTRIBUTES</p> <p>Insight into effective team work and work constructively in a multi-disciplinary team. Contributes to own personal development and service improvement. Positive approach to change. An understanding of Trust and relevant NHS issues. Reliable and good attendance record. Enthusiastic and motivated.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p>
<p>OTHER REQUIREMENTS</p> <p>Ability to move trolleys, patients, necessary equipment. Adaptable to changing needs of the service. Flexible and adaptable to shift patterns and work location. Willingness to undertake skills training related to the post. Shows evidence of on-going professional development.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	

		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y		x		
Contact with patients	Y				x
Exposure Prone Procedures	Y		x		
Blood/body fluids	Y			x	
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y		x		
Respiratory sensitisers (e.g isocyanates)	Y	x			
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y/N		x		
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	Y	x			
Noise (over 80dBA)	Y	x			
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y			x	
Heavy manual handling (>10kg)	Y		x		
Driving	Y		x		
Food handling	Y		x		
Night working	N				
Electrical work	N				
Physical Effort	Y			x	
Mental Effort	Y			x	
Emotional Effort	Y				x
Working in isolation	N				
Challenging behaviour	Y	x			