

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Sister/Charge Nurse Neonatal Unit |
| **Reports to**  | Clinical Nurse Manager Neonatal Unit |
| **Band**  | Band 6 |
| **Department/Directorate**  | Neonatal/Specialist Services |

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| **JOB PURPOSE**  |
| The overall job purpose of the Neonatal sister is to provide clinical and managerial leadership to the nursing and multi-professional team within the Neonatal Unit. This includes acting as a clinical leader and an expert practitioner liaising, guiding and advising the multidisciplinary team and external agencies in the provision of optimal care of babies and their parents.This will require the Neonatal Sister 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 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.They will also be expected to play a proactive role in quality and service improvement and working closely with the Neonatal Nurse managers, Matrons and multidisciplinary team assessing and auditing of clinical standards of care within their clinical area. This includes ensuring a good working environment in which all babies and their families receive a high standard of clinical care. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| **Leadership**As clinical team leader and expert practitioner, liaise and advise the multidisciplinary team in the provision of optimum care for babies and their families.Under the direction of the Neonatal Clinical Nurse Managers ensure that environment and ward processes are responsive to the changing needs of babies and their families 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 ward team in a clinical capacity. This includes facilitating a culture of continuing professional development and practice development.Support team members effectively during the KSF 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 Neonatal Clinical Nurse Manager in their absence on a delegated basis.**Clinical and Professional Standards** As clinical leader of the team be responsible for completion and/or maintenance of:* To be accountable for own professional practice and work within the NMC’s Code of Professional Conduct.
* To be an active member of the NMC’s professional register.
* Benchmarking Essence of Care in practice.
* Hand hygiene compliance.
* Pain assessments.
* Standards of documentation.
* Clinical observation/interventions which are recorded accurately and responded to effectively.
* Standards for drug administration.
* For monitoring effective assessment and evaluation processes of the babies and their families within the Neonatal Unit.
* Other quality indicators within the Neonatal Unit.
* Clinical team working that ensures that every patient, in conjunction with it’s carers has a predicted date of discharge within 24 hours of admission to clinical area.

Undertake care in manner that is consistent with:* Evidence based practice and/or clinical guidelines.
* Multidisciplinary team working.
* Legislation, policies, procedures.
* Patient centred care.
* Compliance with the local deliver 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.Contribute to quality improvement to take appropriate action, informing the Neonatal Matrons when there are concerns in the areas of:* Conduct of Care.
* Scope of Professional Practice.
* Multidisciplinary Team Working
* Data and Information Gaps.
* Ineffective Systems.
* Poor communication.
* Workload issues.
* Poor individual or team practice.
* Complaints.
* Financial and resource implications.
* Health and safety deficits.
* Patient flow.
* Infection control rates.

**Departmental and Staff Organisation*** Maintain effective communication channels between the team, Matrons, Primary Care and external agencies within the Neonatal Unit.
* Ensure processes are in place to facilitate effective communication processes are established with all disciplines, patients and relatives that meet individual needs.
* Actively seek patient/carer feedback and ensure this is feedback to the Matron and team members.
* In conjunction with the Matron deal with complaints in a clam and courteous manner, ensuring that wherever possible complaints are dealt with efficiently and satisfactorily and resolved in the local clinical area.
* With the Matron 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 for effective use of staff, identifying staff shortages and excesses and liaising with colleagues and Matrons for the effective use of staff.
* Be responsible on a daily basis for making optimum use of the ward and/or departmental skill mix.
* Ensure a predicted date of discharge is in place for every patient ensuring effective utilisation of the multi-disciplinary team on a daily basis.
* 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 promoting a culture of positive discipline. This includes supporting individual staff members personal and professional development needs within the formal appraisal/PDR process, agreeing and setting appropriate time bound action points to encourage development.
* Be responsible for adhering to relevant HR policies.
* In liaison with the Clinical Nurse Manager, monitor sickness and absence of team members within their work are and reporting trends as appropriate.
* Where appropriate consider the adoption of flexible working patterns in the workplace recognising individual team member’s needs and the potential impact on service provision.
* Support and keep the team involved and motivated in service improvement initiatives utilising suggestions from the team.
* Work in collaboration with facilities staff to ensure high standards of environmental cleanliness – this includes the maintenance of effective cleaning of ward equipment.
* Report and problems/issues to the Clinical Nurse Manager.

**Delivery Plan**In collaboration with the Clinical Nurse Manager, ensure ward/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
* Length of stay
* Service development initiatives relevant to his/her area

**Resources**Work with the Clinical Nurse Managers to maintain and review as appropriate the pay and on-pay budget. This responsibility involves:* Continually reviewing the teams resource allocation and spend, in the Neonatal Unit.
* In collaboration with the Clinical Nurse Managers, identifying appropriate action plans to resolve any resource problems.
* Identifying to the Clinical Nurse Managers any areas of potential cost improvement or service efficiency.
* Demonstrating as awareness of local and Trust wide financial and budgetary guidelines.
* Authorising nurse bank expenditure within financial framework.

**Risk and Governance**As Neonatal Sister/Charge Nurse promote, monitor and maintain best practice for health, safety and security.This responsibility includes:* Being aware of and promoting adherence to agreed policies to maximise safety within the work environment.
* Identifying within his/her work area, any risk that could affect the safety of patients, the public and staff members.
* Offering team members appropriate channels to feedback any concerns they may have over health, safety and security.
* Facilitating attendance at essential training ensuring 100% compliance.
* Ensuring all staff are aware and comply with timely incident reporting in line with the Trust policy.
* As part of his/her daily leadership role, identifying persistent risk issues and addressing these with the team members to reduce/remove the risk, ensuring that any concerns are passed on to the Clinical Nurse Managers within an appropriate time span.
* In conjunction with the Clinical Nurse Managers, review quarterly ward incident figures and key quality indicators and contribute to the formulation of remedial plans.

**Patient and Staff Involvement*** Seek feedback from families during their ward stay on the standard of care that they have received.
* Attempt to resolve concerns and complaints at ward level in partnership with patients, carers and their family and other healthcare professionals.
* Be aware of potential areas for discrimination in the workplace and take positive action.
* With the Clinical Nurse Managers, use PALS and Complaints feedback to review practice within own area.
* Support the team in understanding principles of equality and diversity and ensure team employ a culture of fairness.
* Assist the Clinical Nurse Managers in developing systems that focus on equality and diversity within their ward area and continually strive to provide best practice in partnership working, user involvement, sharing best practice, significant event audits and open reflective feedback.

**Service Improvement*** Assist the Clinical Nurse Managers 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 Matrons are aware of any impact that such initiatives may have on patient care provision.
* Involve the team in benchmarking exercises and encourage feedback from patients.

**Research and Development, Education and Training**Has prime responsibility for developing clinical skills of their team. This includes:* Taking part in regular performance reviews.
* Providing day-to-day support to enhance role link nurses identified to support mandatory training e.g., manual handling, infection control etc.
* Acting as a role model/resource to team members within their remit.
* Taking responsibility for developing on-job learning opportunities. These include:
1. Reflective practice
2. Shadowing
3. Professional supervision
4. Coaching/mentoring others
* Seeking development opportunities for their team outside their workplace. These include:
1. Networking
2. Private study
3. Distance learning
4. Formal courses
5. Action learning sets
* Being aware of, support and develop team members with regard to legislation policies and procedures.
* Assisting the Clinical Nurse Managers in production of 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 restriction the staff’s opportunities to develop effectively and communicate these to the Clinical Nurse Managers.
* Being proactive in seeking alternative ways of development when resource issues restrict learning.

**Strategy**In support of the Directorate Manager, Service Manager, Lead Nurse/Head of Midwifery, Matron and Clinical Nurse Managers, contribute at a local level to review the Directorate’s service and business strategy, including the equality and diversity strategy.**Other Responsibilities**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. |
| **KEY WORKING RELATIONSHIPS**  |
|  The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.In addition, the post holder will deal with the wider healthcare community, external organisations and the public.This will include verbal, written and electronic media. Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * NNU Team
 | * Social care
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| * Bramble Team
 | * Community Nursing Team
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| * Obstetric Team
 | * Health Visitors
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| * AHP’s
 | * South West Neonatal Network
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| To work within the nursing and medical teams and contribute to decisions about patient care in line with the Trust and service policy. Be professionally accountable for all aspects of own work, including the management of patients in your care. To work autonomously and be able to provide expert advice to patient and families in relation to patient condition and specialist treatments and services in line with the Trust and service policy. |
| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| Facilitate and maintain effective communication within the Neonatal Team and with the wider multidisciplinary team. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Complex facts or situations requiring analysis, interpretation, comparison of a range of options. Requires skills for assessing and interpreting specialist acute and other patient conditions and taking appropriate actions, this may include non-medical prescribing. To monitor and review the effectiveness of interventions with the patient and colleagues and modify this to meet changing needs and established goals of care. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Plan, organise complex activities, programmes requiring formulation and adjustment Plan patients care, managing an individual caseload of complex patients effectively and efficiently. To co-ordinate direct referrals within the speciality and to provide assessment of patient’s needs.Plan & organise day-to-day service provision. |
| **PATIENT/CLIENT CARE**  |
| To assess patients and their complex needs and those of their families and plan, implement and evaluate appropriate programmes of care – this will include at times communicating highly sensitive information. To provide emotional, psychological and practical support to babies and their family/carer throughout their pathway and to facilitate communication between families and professionals. To recognise ethical dilemmas relating to care and act as the patient/relative’s advocate when required. To support the development of care pathways for patients with relevant specialist conditions. |
| **POLICY/SERVICE DEVELOPMENT**  |
| Promote a culture of continuous improvement and transformation, enabling all change management activity, providing expertise, advice and guidance to staff and working with staff groups and change champions as required. |
| **FINANCIAL/PHYSICAL RESOURCES**  |
| Work with Clinical Nurse Manager to maintain and review as appropriate the pay and non-pay budget. This responsibility involves: • Review procedures and practices to attempt to reduce wastage and/or cost. • 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. |
| **HUMAN RESOURCES**  |
| Supervise junior members of the staff as applicable (e.g. Health Care Support Workers or Registered Nurse). • Support senior staff in recruitment and interviewing processes in line with Trust practices and procedures. • Take an active role in the mentoring and supervision of student nurses and junior staff • Provides teaching in practice to other staff and students through clinical supervision and facilitation• Assist in the delivery of education and training for the wider Multidisciplinary Team. |
| **INFORMATION RESOURCES**  |
| • Ensure clear, accurate and concise records are kept in accordance with all regulatory requirements including the Data Protection Act. • Ensure that data entry is accurate. • Respond to data queries within a timely manner. • Demonstrate awareness of the Ethics Committee Procedures through prompt reporting of Serious Adverse Events, submission of Trust application, protocols, advertisements and amendments. |
| **RESEARCH AND DEVELOPMENT**  |
| To maintain own and others’ awareness of relevant research evidence related to the speciality and work with others in applying this to practice. To identify areas of potential research relating to the speciality and to participate in national and local relevant research activities on a regular basis and to provide feedback to relevant groups. To participate in local and national research and audit projects and service evaluation as requested in order to improve standards of patient care. |
| **PHYSICAL SKILLS** |
| High degree of competence and dexterity in practical nursing skills, providing a supporting role with Assessments, administering intravenous and oral medication, cannulation, and taking blood. |
| **PHYSICAL EFFORT** |
| High degree of competence and dexterity in practical nursing skills, providing a supporting role. The role will have a combination of sitting, standing and walking with occasional moderate effort for several short periods along with sitting at a VDU for long periods of time |
| **MENTAL EFFORT** |
| The work pattern is occasionally unpredictable and subject to interruption. The post holder will require resilience to deliver specialist nursing care in at time, stressful and emotional demanding environments. Requirement to regularly concentrate to deliver and manage varied priorities and demands of liaising with a wide range of people. |
| **EMOTIONAL EFFORT** |
| Work with patients and their families/care during emotionally distressing and uncertain times. The post holder will respond to concerns and questions from a wide range of people who may be anxious and distressed relating to their babies’ condition and treatment. Ability to adapt to an unpredictable workload. Frequent exposure to distressing or emotional circumstances. |
| **WORKING CONDITIONS** |
| Occasional working with hazardous substances (cytotoxic drugs, bodily waste and fluids) when in clinical setting Occasional aggressive behaviour when dealing with face to face complaints. Regular use of VDU. |
| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute 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 infectionAs 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 (DES) if appropriate to role.
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| **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.
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| **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.  |

PERSON SPECIFICATION

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| **Job Title** | Sister/Charge Nurse |

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| **Requirements** | **At recruitment** | **At 2nd KSF Gateway** |
| **QUALIFICATION/ SPECIAL TRAINING**First level registered Nurse/Midwife Neonatal QIS modules or equivalentExperience of clinical team leadershipA degree or diploma post registration qualification or equivalent | EEEE | EEEE |
| **KNOWLEDGE/SKILLS**Good leadership skills and managerial experienceEvidence of changing practice in a clinical settingEvidence of involvement in standard setting and clinical auditAbility to apply research findings and support evidence-based practiceKnowledge of budgetary control issuesExcellent communication skillsA commitment to improving patient servicesAwareness to the Matrons Charter | DDDDDEED | EEEEEEEE |
| **EXPERIENCE** Co-ordination on a daily basis the clinical and educational requirements as defined by the Clinical Nurse Manager within the Neonatal Unit.Assess, plan, implement and evaluate clinical care of babies and their families.Develop programmes of care and care packages.Implement policies and propose changes to practice arising from e.g. audits, complaints.In conjunction with the Nurse Managers, deliver an efficient effective service within budgetary constraints. | DEEEE | EEEEE |
| **PERSONAL ATTRIBUTES** Excellent interpersonal skills.Positive and enthusiastic attitude.Flexible and adaptable.Commitment to openness, honesty and integrity in undertaking the role. | EEEE | EEEE |
| **OTHER REQUIREMENTS** The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  | E | E |

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