

# JOB DESCRIPTION

JOB DETAILS	
Job Title	Sister/Charge Nurse Buttercup
Reports to	Clinical Nurse Manager
Band	AfC Pay scale – Band 6
Department/Directorate	Buttercup, Nightingale Exeter

## JOB PURPOSE

The overall job purpose of the Sister/Charge Nurse is to provide clinical and managerial leadership to the nursing and multi-professional team across the Buttercup setting. 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 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 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 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 CNM ensure that environment and Departments 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 Outpatient teams in a clinical capacity. This includes facilitating a culture of continuing professional development and practice development. Support team members effectively during the appraisal 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 Cluster 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
- Safeguarding vulnerable Adults/Children
- Pressure ulcer 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
- Any 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
- Ensure 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, and take appropriate action, informing the CNM when there are concerns in the areas of:

- Conduct of Care and/or
- Scope of professional practice
- Failure in multidisciplinary Team Working
- Data & Information Gaps
- Ineffective Systems
- Poor communication
- Workload issues
- Poor individual or team practice
- Complaints
- Financial and resource implications
- Health and safety deficits
- Patient Flow

### **Departmental & 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 and that they are established with all disciplines, patients and relatives, that meets individual needs.
- Actively seek patient / carer feedback and ensure this is fed back to the 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 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. Health Roster 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 department's 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.
- 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 area 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.

- Ensure that we work in collaboration with facilities staff to ensure high standards of environmental cleanliness – this includes the maintenance of effective cleaning of department's equipment.
- Report any problems /issues to the clinical nurse manager

### **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
- Service development initiatives relevant to his/her area
- Wait times

### **Risk & Governance**

As 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 team members to reduce / remove the risk, ensuring that any concerns are passed on to the clinical nurse manager within an appropriate time span.
- In conjunction with the clinical nurse manager, investigate incidents, develop and implement action plans.
- In conjunction with the clinical nurse manager review quarterly departments incident figures and key quality indicators and contribute to the formulation of remedial plans.

### **Patient & Staff Involvement**

- Seek feedback from patients and their families during their outpatient stay on the standard of care that they have received.
- Attempt to resolve concerns and complaints at unit 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 clinical nurse manager, 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 manager in developing systems that focus on equality and diversity within their department 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 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

## **Education and Training**

- Has 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:
- Evidence of post-graduate study or, or the equivalent experience.
- Reflective practice.
- Shadowing.
- Professional supervision.
- Coaching/mentoring others.
- Seeking development opportunities for their team outside their workplace. These include:
- Networking.
- Private study.
- Distance learning.
- Formal courses.
- 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 matron.
- Being proactive in seeking alternative ways of development when resource issues restrict learning.

## **KEY WORKING RELATIONSHIPS**

Lead Nurse

Head of Outpatients

Clinical Matron

Nightingale staff

Trust Multidisciplinary Team

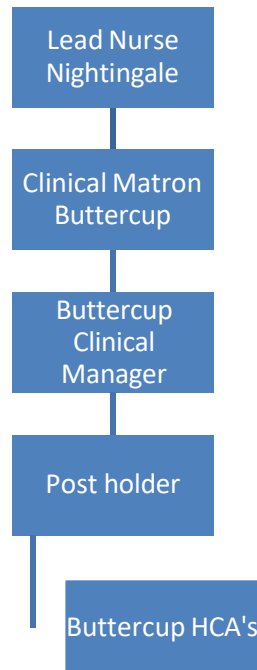
Patients and Relatives

Students

Volunteers

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.

## ORGANISATIONAL CHART



## COMMUNICATION/RELATIONSHIP SKILLS

- Facilitate and maintain effective communication within the Buttercup team and between the multidisciplinary clinical team.

## 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 and act as an ambassador for outpatients,

## 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.

#### **OTHER RESPONSIBILITIES**

- 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.
- 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

#### **DISCLOSURE AND BARRING SERVICE CHECKS – delete section if not applicable**

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.

#### **THE TRUST- VISION AND VALUES**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision, we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity  
 Fairness,  
 Inclusion & Collaboration  
 Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

# PERSON SPECIFICATION

<b>Job Title</b>	Sister/ Charge Nurse Buttercup
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<b>Requirements</b>	<b>At Recruitment</b>	<b>At PDR</b>
<p><b><u>QUALIFICATIONS / TRAINING</u></b></p> <ul style="list-style-type: none"> <li>First level registered Nurse/Midwife (or relevant professional registration)</li> <li>Clinical knowledge and experience within Surgical and Medical Specialties</li> <li>Experience of clinical team leadership</li> <li>A degree or diploma post registration qualification or equivalent</li> <li>Experience of clinical team leadership</li> <li>Experience in an Outpatient Area</li> </ul>	E D E E E E	E D E D E E
<p><b><u>KNOWLEDGE / SKILLS</u></b></p> <ul style="list-style-type: none"> <li>Good leadership skills and managerial experience</li> <li>Evidence of changing practice in a clinical setting</li> <li>Evidence of involvement in standard setting and clinical audit</li> <li>Ability to apply research findings and support evidence-based practice</li> <li>Knowledge of budgetary control issues</li> <li>A commitment to improving patient services</li> <li>Awareness of the Matrons Charter</li> <li>Develop programs of care and care packages</li> <li>Clinical Knowledge / skills appropriate to OPD areas covered.</li> <li>Cannulation and venepuncture</li> <li>Male and Female Urethral Catheterisation skills</li> <li>Keen interest in nursing patients with acute injuries/illness</li> </ul>	E E D D D E E D E E E E D E	E E D D D E E D E E E E D E
<p><b><u>PERSONAL ATTRIBUTES</u></b></p> <ul style="list-style-type: none"> <li>Excellent communication and Interpersonal skills</li> <li>Positive and enthusiastic attitude</li> <li>Flexible and adaptable</li> <li>Commitment to openness, honesty and integrity in undertaking the role</li> <li>Willingness to rotate to other areas within Nightingale</li> <li>A commitment to improving patient services</li> </ul>	E E E E E E	E E E E E E
<p><b><u>OTHER REQUIREMENTS</u></b></p> <ul style="list-style-type: none"> <li>Co-ordination on a daily basis the clinical and educational requirements as defined by the Clinical Nurse Manager within area of responsibility.</li> <li>Assess, plan, implement and evaluate clinical care of patients.</li> <li>Develop programmes of care and care packages.</li> <li>Implement policies and propose changes to practice arising from e.g. audits, complaints.</li> <li>In conjunction with the Clinical Nurse Manager, deliver an efficient effective service within budgetary constraints.</li> </ul>	E E E E E	E E E E E

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