JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Sister/Charge Nurse |
| **Reports to** | Clinical Matron ED |
| **Band** | AFC Band 7 |
| **Department/Directorate** | Medicine |

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| **JOB PURPOSE** |
| To provide specialist nursing advice to support and facilitate high quality, individualised care to patients, without supervision, in collaboration with the multi-disciplinary team in line with national and local targets.  To support and assist with the development of qualified nursing staff working in the Emergency Department (ED) and Minor Injury Units (MIU’s), acting as a clinical role model, working to develop an ongoing programme of training and education for the Emergency Department and the Minor Injury Units. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| To provide sound clinical leadership and develop support mechanisms for sharing good practice within the clinical setting and Trust Wide.  Maintain and promote effective communication both verbally, electronically and in writing with all members of the multi-disciplinary team and other wards or departments, including formal presentation of information relating to your service.  To demonstrate politeness, courtesy and sensitivity in dealing with patients, relatives, carers, visitors and colleagues, maintaining good customer relations.  Support the department in achieving the key quality indicators, and in providing evidence based practice and development of new services/pathways, to include audit and change management.  In conjunction with the clinical staff of the department, be responsible for ensuring competencies are maintained, recorded and kept up to date.  Support all members of staff in delivering in their role as supervisors and assessors as per the NMC 2019.  Participate in development plans to transform the hospital to meet the needs of the future.  Promote the corporate image of the Trust to all individuals, groups and organisation both within the Trust and the community at large.  To take the lead in ensuring staff compliance to the Trusts’ policies and procedures.  Have continuing responsibility for the provision of a suitable, clean, uncluttered and safe environment for the physical and psychological wellbeing of staff, patients, relatives and carers. |
| **KEY WORKING RELATIONSHIPS** |
| Areas  of  Responsibility:   * The post holder will be based in the ED, however, there will be a requirement to travel and work in the MIU’s as necessary * You will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager * Responsible for supporting and assistant junior nurses to develop into competent nurses in the role in the ED/MIU * To develop an ongoing programme of training and education for the ED/MIU’s * To ensure competencies are recorded and kept up to date * Also responsible for the smooth running and overarching support to staff in all areas on the shop floor   The post holder will be required to work closely with the Matron and the Senior Nursing team in the ED, supporting the team in its delivery of care and performance. You may be required to deputise for the ED Matron in her absence.  The post holder will be required to work autonomously with minimal supervision, managing their own workload and schedule. They will be required to uphold the NMC Code and to abide by Trust policies and procedures.    Of particular importance are working relationships with:     |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Associate Director Of Nursing for Medicine | * SWAST | | * Clinical Matron for Emergency Care and MIU’s | * DPT * Primary Care Trust | | * Nursing and Medical colleagues * Healthcare Assistants/Students * Radiology | * Private Sector * Other NHS Trusts | |  |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| The post holder will be required to work autonomously with minimal supervision, managing their own workload and schedule. They will be required to uphold the NMC Code and to abide by Trust policies and procedures. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| To provide sound clinical leadership and develop support mechanisms for sharing good practice within the clinical setting and Trust wide.  To demonstrate politeness, courtesy and sensitivity in dealing with patients/clients/visitors/relatives and colleagues.  Work in partnership with managerial band 7s and Department Matron to ensure all training needs are identified.  To collaborate with clinical staff in the ED/MIU’s to establish ongoing educational need.  The post holder will utilise a range of communication skills through all mediums including face to face, telephone and electronic.  Demonstrate effective communication skills to staff, patients and carers where there may be barriers of understanding such as a lack of knowledge about clinical practice, service delivery, or care pathways.  Demonstrate competence and confidence when involved in communication of complex issues.  The post holder will need skills in order to deliver knowledge and understanding across a range of subjects and in relation to sometimes complex clinical procedures and decision making.  The skills required will include motivational, negotiating, persuasion, empathising, counselling, reassurance, and the ability to break bad news. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| The post holder will be responsible for promoting the assessment of needs, development, implementation and evaluation of programmes of care in line with the Nursing and Midwifery Council (NMC) and reflect the Trust’s policies, procedures, standards and guidelines.  The post holder will demonstrate the skills to enable staff to assess and interpret specialist acute and other patient conditions, ensuring actions are initiated as appropriate.  The post holder will be expected to analyse complex facts. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The post holder will prioritise, plan workload, and organise own time in collaboration with the line manager who leads ED/MIU’s  Ensure that the staff within ED/MIU’s have access to and are aware of the most recent national and local guidelines/policies which impact on and effect the delivery of service. . |
| **PATIENT/CLIENT CARE** |
| To act in accordance with the NMC Code of Conduct and to be accountable for own clinical practice and professional actions at all times. Ensure continued and effective registration with the NMC. |
| **POLICY/SERVICE DEVELOPMENT** |
| Implements policies and procedures, and proposes changes to practices for own area, contributing to the development of specialist protocols.  Promotes integrated working with other teams. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| Demonstrates safe working practices in the use of equipment in the area.  Demonstrates effective management of the efficient use of available resources. |
| **HUMAN RESOURCES** |
| Support the management of the nursing team under the direction of the matron.  Provide leadership and supervision to less experienced members of the team.  Participate with nursing developments and quality initiatives within the unit as agreed.  Ensure demonstration of collaborative practice  Contribute to the development of policy, procedures and guidelines within the clinical area and propose changes.  Identify potential sources of risk and deal with them proactively.  To promote and support health and well-being within the team.  Participate in the management of change and support others during the process; encouraging new ideas and developments, and contributing to the evaluation of the process.  Participate in the recruitment and retention of staff and to organise and orientate staff on induction, including supporting staff working towards their professional objectives and competencies.  To undertake audits within the unit as required; for example: privacy and dignity, handwashing and neutropenic sepsis, and other clinical indicators.  Support the matron and team leaders in the assessment of staff performance and when initiating the Trust performance procedures.  To organise own work load.  To act as a resource supporting and motivating staff members.  To keep abreast of and participate in local and Trust initiatives.  Ensure patient comfort, dignity, safety, and confidentiality at all times.  Demonstrate a patient-centred approach to care and education.  Provide coaching / guidance to less experienced staff to enhance their decision making skills.  Monitor individual staff portfolio of development in conjunction with the matron.  Support team members with risk management assessment and implementation.  Identify training needs and set objectives, and contribute to individual performance review and appraisal.  Collect data for local and national audit to improve patient care.  Participate in the Trust appraisal process within the set timescale.  Participate in clinical supervision as required.  Undertake continuing professional development. |
| **INFORMATION RESOURCES** |
| The post holder will be required to record clinical data in relation to patient care when working with learners. |
| **RESEARCH AND DEVELOPMENT** |
| Contribute to the development of new nursing knowledge.  Support the implementation of evidence-based practice.  Participate in the completion of audits.  Review NICE guidelines relevant to Emergency Care and implement change where necessary. |
| **PHYSICAL SKILLS** |
| The post holder will be required to have the dexterity and accuracy required for procedures such as venepuncture, cannulation, accessing of central venous devices and administration of IV therapies. They must be able not only to demonstrate these skills but to have underpinning knowledge to support staff training.  The post holder will be required to have standard keyboard skills, and use of presentation and e-learning resources. |
| **PHYSICAL EFFORT** |
| Moderate physical activity is required when working with staff/learners in the clinical setting. |
| **MENTAL EFFORT** |
| The post requires frequent concentration with an often unpredictable work pattern.  The post holder will need to be able to re-prioritise work/support in order to accommodate unexpected demands |
| **EMOTIONAL EFFORT** |
| Emotional effort will be required on a regular basis when working with staff/learners dealing with patients and relatives. |
| **WORKING CONDITIONS** |
| The postholder will have exposure to bodily fluids.  Exposure to aggressive physical/verbal behaviour when working with staff/learners in practice.. |
| **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 (DES) 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 an exciting opportunity for the Emergency Department. It is a new post to recruit 2 Senior Sister/Charge Nurse/Practice Educators. This will enable 5 day supernumery cover on the shop floor to educate and support the junior nurses, but also will enable you to maintain your skills of the day to day management of the department.  The role will be split into approximately 60:40 - 60% role as supernumery Practice Educator and 40% rostered clinical shifts. This equates to 6 clinical shifts (11.5 hrs) per month where you will be co-ordinating the department, and 10 educator shifts per month (9.5hrs). You will be expected to work alongside junior staff in an educational and supportive role. You will need to be flexible.  We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.  We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share knowledge with neighbouring healthcare agencies and professionals.  We recruit competent staff whom 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.  The Trust operates a ‘non-smoking’ policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.  All employees must demonstrate a positive attitude to Trust equality policies and Equality scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.  If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.  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.  **STAFSTAFF HEALTH AND WELLBEING**  You must take responsibility for your workplace health and wellbeing:   * Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible) * 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.   If you are a line manager, in addition to the above, it is expected you will:   * Champion health and wellbeing. * Encourage and support staff engagement in delivery of the service. * Encourage staff to comment on development and delivery of the service. * Ensure during 1:1’s / supervision with employees you always check how they are.   **HEAL HEALTH AND SAFETY AT WORK**  The e Your employer will take all reasonably practical steps to ensure your health, safety and welfare while at work work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.  **INFEII INFECTION CONTROL - ROLE OF ALL STAFF**  It is tI It is the responsibility of all members of staff to provide a high standard of care to the patients. This includes good infection prevention practice.  All sta All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this in this includes;   * Attending mandatory and role specific infection prevention education and training. * C Challenging poor infection prevention and control practices. * E Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for * e example, standard precautions, hand hygiene, prevention & management of inoculation incidents   **CONFCONFIDENTIALITY**  You You may not disclose any information of a confidential nature relating to the employer or in respect of which which the employer has an obligation of confidence to any third party other than where you are obliged to discl disclose such information in the proper course of your employment or as required by law. Any failure to compl comply with this term of your employment will be treated as an act of misconduct under the employer's discip disciplinary procedure.  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PERSON SPECIFICATION

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| **Job Title** | **Senior Sister/Senior Charge Nurse/Practice Educator** |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Registered Nurse with an active NMC registration  Recognised teaching qualification and recent experience of teaching and supervising learners  Recognised Nurse Practitioner qualification  Advanced Life Support (ALS) or willing to undertake  European Paediatric Advanced Life Support (EPALS) or willing to undertake | E  E  E  E  E |  |
| **KNOWLEDGE/SKILLS**  Evidence of continued professional development  Evidence of sound knowledge of Safeguarding Adults and Children  Excellent clinical skills  Excellent IT skills | E  E  E |  |
| **EXPERIENCE**    Current Band 6 experience in ED  Extensive experience of working with children  Considerable experience working within a multidisciplinary team  Experience of clinical audit and clinical improvement projects  Experience in developing/reviewing standards/policies/protocols/Patient Group Directives  Change Management experience  Experience of clinical supervision, mentoring and appraising staff  Experience of simulation training | E  E  E  E  D  D  E  D |  |
| **PERSONAL ATTRIBUTES**  Excellent interpersonal skills  Excellent communication skills  Able to demonstrate motivation of self and others  Able to work on own initiative  Excellent time management and organisational skills  Able to respond flexibly to daily demands and challenges  Able to deliver formal and ad-hoc teaching  Able to work as a team member | E  E  E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust  Ability to travel to other locations as required | 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 |  |  |  | X |
| Contact with patients | Y |  |  |  | X |
| Exposure Prone Procedures | Y |  |  |  | X |
| Blood/body fluids | Y |  |  |  | X |
| Laboratory specimens | Y |  |  |  | X |
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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 |  |  | XX |  |
| Respiratory sensitisers (e.g isocyanates) | Y |  |  | XX |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y |  |  |  | X |
| Animals | Y | X |  |  |  |
| Cytotoxic drugs | Y | X |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | Y |  |  | X |  |
| 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 |  |  |  |  |
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| **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 |