**ROYAL DEVON & EXETER NHS FOUNDATION TRUST**

**JOB DESCRIPTION**

**1. JOB DETAILS**

**Job Title: Clinical Nurse Manager**

**Band: 7**

**Reports to: Clinical Matron**

**Department / Directorate: Medicine**

**2. JOB PURPOSE**

The overall job purpose of the Clinical Nurse Manager is to have continuous 24-hour responsibility for leading and co-ordinating the clinical, managerial and educational requirements of the ward. This includes acting as an expert resource for the Ward Sister/Charge Nurse and ward team to support them in the delivery of effective care.

As a leader they will be responsible for ensuring a good working environment in which all patients and carers receive a high standard of care. This includes being responsible for the implementation and monitoring of assessment tools to ensure optimum safety and care. This will require the Clinical Nurse Manager adopting a highly visible and accessible approach for patients, their relatives/carers and staff. It will mean that s/he leads by example and empowers staff in their personal and professional development to undertake a greater range of clinical skills to modernise and improve patient care, including updates of essential training.

The post holder will be expected to play a proactive role in quality and service improvement and working closely with the Clinical Matron and multi-disciplinary team and will be responsible for the monitoring and auditing of clinical standards of care within the defined area.

**3. DIMENSIONS/ KEY WORKING RELATIONS**

Be responsible for ensuring the Ward Sister/Charge Nurse and ward area are aware of, and work within, local and Trust wide financial and budgetary guidelines as well as be responsible for the delegated budget for their sphere of responsibility.

Recruitment and retention of nursing staff at Band 2-5, and participates in the recruiting, and retaining of, band 6 staff in conjunction with the Clinical Matron.

This is a generic job description. Additional specific responsibilities and requirements depending on specialty will be confirmed during the selection procedure.

**4. ORGANISATIONAL CHART:**

Clinical Matron

Post Holder **Cluster Management Team**

Ward Staff

Denotes Line Management accountability

Denotes Reporting accountability

**5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:**

**Leadership:**

* As leader of a ward and an expert practitioner, liaise, guide and advise the multi-disciplinary team and external agencies in the provision of optimum patient care.
* Be responsible for ensuring the environment and ward processes are responsive to the needs of patients and their carers recognising the importance of privacy, dignity and diversity.
* Individuals will be highly visible in their clinical areas, working alongside and supporting the teams in a clinical capacity. This will require individuals to spend at least 60% of their time in direct clinical practice.
* Acting as a role model, employ professional behaviour that encourages and coaches their team members to challenge their current competencies, whilst seeking opportunities to expand their roles. This includes the promotion of a culture of appraisals and personal development whilst setting clear, smart objectives to meet the needs of the individual, clinical area and organisation.
* As part of his/her development, assist on specified and agreed directorate and Trust wide Nurse/Midwife Development Projects. This includes deputising for the Clinical Matron in his/her absence on a delegated basis.

**Clinical & Professional standards:**

Be responsible for:

* The standards of drug administration including storage and safe handling within the clinical area.
* Leading the implementation of the Nursing Quality Assessment, At Risk Module, Hand Hygiene Compliance Charts, Pressure Ulcer assessment and monitoring of other quality indicators within their sphere of responsibility

**KEY ACCOUNTABILITIES**

* Monitoring and maintaining all quality systems and processes within own work area.
* Setting and maintaining high standards of nursing care reflecting evidence-based practice.
* Implementing the local delivery of infection control practice as defined by national recommendations and local policies including the implementation of the Saving Lives Initiatives
* Implementing the recommendations of the Matrons Charter/PEAT findings.
* Ensuring that every patient, in conjunction with his or her carers, has a predicted date of discharge within 24 hours of admission to the clinical area.

Within sphere of responsibility be responsible for setting and maintaining standards for:

* Conduct of Care
* Scope of Professional Practice
* 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
* Infection Control rates
* Pressure Ulcer rates

This includes monitoring standards and identifying action plans to address any areas of concerns. When appropriate inform the Clinical Matron where there are persistent problems.

**Departmental & Staff Organisation:**

* Act as a conduit between the clinical team and ward staff to ensure effective communication between the directorate and the teams within your remit.
* Ensure processes are in place to facilitate effective communication processes are established with all disciplines, patients and relatives, that meets individual needs
* 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
* Arrange and chair regular ward team meetings ensuring agreed actions are minuted and reviewed
* Work with the sisters in managing and reviewing the nursing/midwifery workload on a daily basis ensuring equitable provision across the area of responsibility.
* Be responsible for using appropriate systems to ensure effective rostering, and making optimum use of the wards and departments skill mix.
* Manage the flow of patients within the clinical area ensuring a predicted date of discharge and effective utilisation of the multi-disciplinary team on a daily basis.
* Lead and develop a robust recruitment and retention strategy within their area of responsibility, ensuring a workforce fit for purpose.
* Be responsible for the line management of sisters and nursing staff, promoting a culture of positive discipline. This includes addressing 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 the deployment of HR policies within their sphere of responsibility.
* Proactively manage sickness and unauthorised absence in line with the Trust policy and report trends in sickness absence to the Clinical Matron.
* Implement the recommendation of Improving Working Lives and act on the results of the staff survey.
* Identify potential areas for service improvement. Plan and agree terms of reference with Clinical Matron and liaise as relevant with other Trust committees.
* Work closely with facilities staff to ensure high maintenance and effective cleaning of ward equipment. Report any problems/issues to the Clinical Matron

**Delivery Plan:**

To assist the Clinical Matron in the implementation and evaluation of the Division’s strategic and operational plan focusing specifically in the following areas:

* Staff competencies
* Directorate objectives and targets
* Length of stay
* Service development initiatives pertinent to sphere of responsibility

**Resources:**

Work with the Clinical Matron to maintain and review as appropriate the delegated pay and non -pay budget. This responsibility involves:

* Continually reviewing with ward/departmental sisters and teams the resource allocation and spend in relation to their sphere of responsibility. This includes identifying appropriate action plans to resolve any resource issues. Any adverse financial / resource situation must be reported to the Clinical Matron.
* Be responsible for the application of the Trust’s financial standing orders within the clinical area
* Act as the authorised signatory on the payroll and ward environment fund.

**Risk & Governance:**

Work with the Clinical Matron and the Assistant Director of Nursing to ensure that there is full compliance with internal and external governance and best practice requirements. Take overall responsibility for:

* Ensuring all staff are aware of and follow the appropriate policies, legislation and MHRA alerts.
* Promoting an informal as well as formal process with regard to risk management to ensure that risk assessment is a continuous process and is embedded as part of the normal daily role for all staff
* Leading and managing an effective risk assessment process for the ward / clinical area ensuring high risk areas are identified and incorporated into the local risk register
* Ensuring all staff within sphere of responsibility have access to essential training and achieving 100% compliance.
* Promoting a blame free culture in reporting incidents and where appropriate initiating a local investigation in a timely manner.
* Reviewing quarterly ward incident figures and key quality indicators and where necessary formulating remedial plans.

**Patient & staff involvement:**

* Proactively seek feedback from patients and their families during their hospital admission on the standard of care that they have received
* Be responsible for using an appropriate and varied approach for resolving complaints and issues at a local level in partnership with patients, carers and their family and other healthcare professionals.
* Use own expertise to address issues of unfair or discriminatory practice in a manner that achieves a positive outcome
* Actively use PALS and Complaints feedback to review practice within own area
* Be responsible for developing the Sisters and ward/departmental teams’ knowledge and awareness to address and recognise equality and diversity.
* Develop systems that focus on equality and diversity within their service, 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 Matron in implementing the Trust Service Development Programme and participate in Division or Trust work streams that contribute to the modernisation and improvement of patient services.
* Be responsible for ensuring that systems are developed that encourage the team to offer suggestions of how the service can be improved.
* Continually review data bundles appropriate to own area and use this information to identify areas for service improvement – e.g. saving lives bundles.

**R&D, Education and Training:**

Has prime responsibility for promoting a learning environment. This includes:

* Being responsible for co-ordinating mentorship for all learner nurses/midwives, unregistered and registered staff.
* Establishing links to enable effective student nurse/midwife placement and facilitation of other learners
* Ensuring all nursing/midwifery staff are appraised using the KSF outlines including appropriate application of the Trust Study Leave Policy ensuring consistency and equity for all staff.
* Ensuring all mandatory training is undertaken and recorded.
* In collaboration with the Clinical Matron take responsibility for ensuring that the information collected at appraisals / IPR’s is used to develop a training needs analysis annually that reflects the individuals’ and work place needs to promote an optimal quality of service provision.
* Being responsible for ensuring that a variety of learning opportunities are available to support learner nurses/midwives and to develop their team members including, Clinical Supervision, Significant Event Audits, Team meetings with reflective feedback, shadowing opportunities and one to one feedback.
* On a continual basis working alongside their team, acting as a role model, leader, supervisor and support contact to ensure all staff members are facilitated in their allocated responsibilities
* Ensuring all staff are competent in the Early Warning Score system within the clinical area
* Being responsible for developing own skills and knowledge and contribute to the development of others.

**Strategy:**

In support of the Divisional Manager, Cluster Manager, Assistant Director of Nursing and Clinical Matron contribute to the review of the Division’s service and business strategy, including the equality & diversity strategy.

**THE TRUST - PURPOSE AND VALUES**

We are committed to serving our community by being a high quality specialist Hospital with consultant-led services. We aim to co-ordinate our services with primary and community care, and to develop a limited number as Sub-Regional Referral Centres with appropriate levels of research, development and educational involvement. Where appropriate, and consistent with our services, we may provide services aimed at preventing disease and debilitation.

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 our knowledge with neighbouring healthcare agencies and professionals.

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.

**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, the Trust reserves the right to insist on changes to your job description after consultation with you.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

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.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

**PERSON SPECIFICATION**

**POST: Clinical Nurse Manager**

**BAND: 7**

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| **BAND: REQUIREMENTS**  | **At** **Recruitment**  | **At PDR**  |
| **QUALIFICATIONS / TRAINING** First Level Registered Nurse Clinical experience in stroke Care. Experience of leading clinical teams at band 6 or equivalent Relevant Degree. | E D E D | E E E E |
| **KNOWLEDGE / SKILLS** Ability to deploy a ward team effectively Specialist nursing knowledge of caring for Stroke PatientsAbility to apply research findings and support evidence based practice Ability to manage a budget A fundamental understanding of Human Resource systems and processes Excellent Communication Skills A commitment to excellence in patient care  | E E D D D E E  | E E E E E E E  |
| **EXPERIENCE** Demonstrable experience of leadership and management of a clinical team Evidence of leading change in clinical practice Experience of standard setting and audit  | E E D  | E E E  |
| **PERSONAL ATTRIBUTES** A commitment to patient centred compassionate care Excellent interpersonal skills Flexible and adaptable to change Commitment to openness, honesty and integrity  | E E E E  | E E E E  |

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| **HAZARDS IDENTIFIED (*tick as appropriate*):** |
| Laboratory specimens Proteinacious Dusts |  | Clinical contact with patients | x | Performing ExposureProne Invasive Procedures |  |
| Blood /Body Fluids | x | Dusty Environment |  | VDU use |  |
| Radiation |  | Challenging Behaviours | x | Manual Handling | x |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling | x | Working in Isolation |  |