

## JOB DESCRIPTION

JOB DETAILS	
Job Title	Ward Manager
Reports to	Clinical Matron, Medicine
Band	Band 7
Department/Directorate	Medicine

JOB PURPOSE
<p>The Ward Manager will ensure effective day to day operational management of Capener Ward with a maximum of 27 patients.</p> <p>The post holder is expected to carry out relevant forms of care and procedures for which they are competent to practice without direct supervision.</p> <p>To promote and deliver evidence-based care.</p> <p>The post holder may be required to deputise for the Clinical Matron as and when required.</p> <p>The post holder will work closely with other Ward Managers, Nurses and the senior nursing team to ensure equality in the service across the Trust.</p> <p>The post holder will provide a clear focus on service quality from the patient's point of view and developing changes and improvements as appropriate.</p> <p>The post holder will be a key member of the nursing team with responsibility and accountability for managing the ward and providing professional leadership support to the staff.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The ward manager will lead the operational management of the ward to ensure that:</p> <ul style="list-style-type: none"> <li>• High standards of care delivery are achieved and maintained.</li> <li>• Such services are delivered in an efficient and cost-effective way and within allocated resources.</li> </ul> <p>The ward manager will be based in the acute hospital. The post holder will fulfil all tasks and work as part of a team.</p> <p>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.</p> <p>To function as a professional role model and clinical leader for the nursing teams, demonstrating both clinical and managerial competence.</p> <p>To be highly visible and accessible in clinical areas to facilitate communication with staff and patients, observe clinical practice and ensure environmental standards are maintained.</p> <p>Participate in audit and produce action plans where appropriate to improve identified areas of practice. Promote and support innovative practice and ensure relevant research findings are incorporated into nursing practice.</p> <p>To be aware of new policies, procedures, guidelines and standards which affect care. To action as appropriate and evaluate the outcome.</p> <p>Participate in, promote and support the provision of clinical supervision.</p>

To ensure that all clinical and legal documents (both paper and electronic) are accurate, comprehensive and legible and that staff understand their relevance and the confidentiality of their nature.

Responsible for the maintenance of risk assessments relevant to their clinical area. An action plan to control risks should be jointly developed with the senior team.

To monitor incident forms, investigating as necessary and identifying risks.

To participate in Serious Event Audits and SRI investigations relating to own ward.

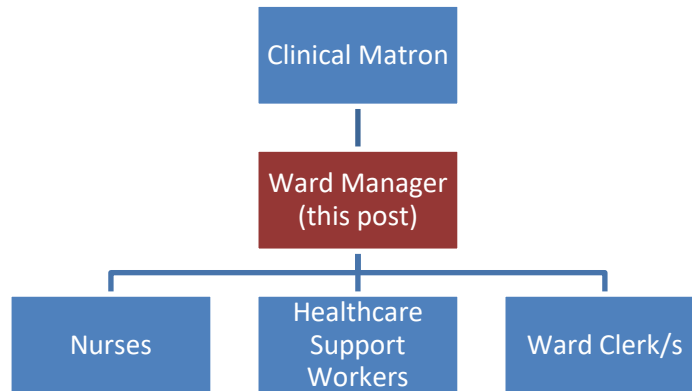
**KEY WORKING RELATIONSHIPS**

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:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Ward team</li> <li>• Clinical Matron</li> <li>• Associate Director of Nursing</li> <li>• Other Ward Managers</li> <li>• Lead Clinicians</li> </ul>	<ul style="list-style-type: none"> <li>• Patients relatives</li> <li>• Care homes</li> <li>• Other hospitals</li> <li>• GPs</li> </ul>

**ORGANISATIONAL CHART**



**FREEDOM TO ACT**

- The post holder will work autonomously to ensure the safe staffing and delivery of patient care on the ward.
- The post holder is the lead for the ward and will be accountable for their own professional actions
- The post holder will Identify, assess and develop plans for minimising clinical risk; ensure compliance with Health and Safety policies; ensure all staff have access to clinical supervision as a means of reflecting on significant events and improving standards of care and decision making;
- The post holder will monitor incident reports, ensuring any necessary action is taken, ensuring robust mechanisms are in place to achieve corrective action and share appropriate learning;
- Investigate and act on formal complaints, including prompt handling of poor performance;
- Promote and participate in Clinical Audit to develop and establish standards across the ward

**COMMUNICATION/RELATIONSHIP SKILLS**

- Provide and receive highly complex, sensitive information. Communicates very sensitive, complex condition related information to patients, relatives offering empathy and reassurance.

- To communicate effectively between departments and Trusts to ensure patient journey is seamless.
- To work in partnership with nurses and other health professionals to address people's health needs through planning and delivering interventions which are based on best practice and clinical judgement.
- The post holder will establish effective systems of communication to ensure that staff feel fully involved in shaping of the ward; communicating effectively with a wide range of people and will need to be able to present information in a variety of ways both to large groups as well as on a 1:1 basis.
- Ensure the development of an effective communication system within the unity between all disciplines.
- To hold regular team meetings in an atmosphere which encourages staff to put forward information and suggestions for improvement.
- Ensure staff receive up-to-date information e.g. team briefings.
- To attend Divisional, Ward Manager and Patient Safety meetings as appropriate.
- Respond to complaints and suggestions to effect improvements within the service. In conjunction with the customer relations department, investigate and respond to complaints as required.
- 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.

#### **ANALYTICAL/JUDGEMENTAL SKILLS**

- Monitoring standards and ensuring that they match national and local requirements.
- Ensuring appropriate quality processes that support good practice are implemented throughout appropriate departments.
- Ensuring that arrangements for the systematic review of patient's opinions and complaints are put in place.

#### **PLANNING/ORGANISATIONAL SKILLS**

- Plan, organise complex activities, programmes requiring formulation and adjustment.
- Responsible for the assessment and planning of care needs and development of programmes of care, including implementation and evaluation, to ensure that high quality evidence-based care is delivered.
- Participate in Rota planning, review shift systems and ensure that the appropriate skill mix is maintained to meet the needs of the service at all times.
- The post holder will be organised and plan workload appropriately.
- Plan and organise day-to-day service provision.
- Actively participate in strategic service planning and development.

#### **PATIENT/CLIENT CARE**

- To support patients in meeting their own health and wellbeing through providing expert information, advise and support.
- To assess patients and their complex needs and those of their families and plan, implement and evaluate appropriate programmes of care; this will include communicating highly sensitive information about diagnosis, treatment options and issues surrounding terminal illness and bereavement.
- To provide emotional, psychological and practical support to the patient and their family/carer throughout their pathway and to facilitate communication between patients, families and professionals.
- To recognise ethical dilemmas relating to care and act as the patient/relative's advocate when required.

#### **POLICY/SERVICE DEVELOPMENT**

- In conjunction with the Clinical Matron, will develop and implement an appropriate ward strategy and philosophy which is reviewed on a regular basis.
- Lead new approaches to nursing care within the unit/ward, including changes in advanced practice.
- Participate in nursing, audit and divisional meetings as appropriate.
- Ensure ward staff receive up-to-date information via team briefings and meetings.

- Participate in setting standards, monitoring the quality of the service and identifying how current practice can be involved.
- As part of the multidisciplinary team be responsible of actively identifying areas of risk, reporting incidents and taking action utilising the relevant Trust procedures.
- Participate in the training, education and assessment of pre and post registration nurses and other healthcare learners completing NVQs and other qualifications.
- Promote and participate in clinical supervision.
- Act formally as a mentor and ensure that other trained staff maintain their competency to provide this role to others.
- Utilise educational opportunities to facilitate learning in the clinical situation.
- Demonstrate a high commitment to professional and personal development to ensure that professional competencies are maintained and developed to continue to meet the needs of the service.
- Maintain ward training matrix and encourage staff to actively engage in identifying personal training needs which are in line with the needs of the service. Assist staff to identify how these needs may be addressed.

### **FINANCIAL/PHYSICAL RESOURCES**

- The post holder has a personal duty of care in relation to equipment and resources.
- The post holder will work within a defined day to day operational budget, ensuring that any projects undertaken are established and managed in a financially responsible manner.
- Coordinate the ward and resources and be responsible for running the ward in a cost-effective manner.
- Responsible for the effective use of Trust resources and compliance with the Trust Standing Financial Instructions (SFIs).
- To use human and financial resources in an effective way for the benefit of patients and to achieve operational objectives. The post holder will be an authorised signatory for the until budget within the context of the Trust's SFIs.
- Responsible for the safe handling of patient property/valuables in line with ward procedures and Trust SFIs.

### **HUMAN RESOURCES**

- The post holder is accountable for the management of the staff in the designated ward area.
- Participate in the recruitment, induction and development and review of junior members of staff.
- Review of human resources within the ward, helping to assess workload and identify changing skill mix as required.
- Be familiar with the Trust Disciplinary and Capability Procedure and follow this procedure as required with support from the clinical matron and HR department.
- To promote a learning environment through identifying opportunities and seeing resources required for own and others learning.
- To provide specialist input to post-registration courses and professional development programmes.
- To reflect on own practice through clinical supervision/mentorship and to act as a clinical supervisor/mentor to others.
- To act as a specialist resource to advise and support healthcare professionals and others involved in the delivery of care to patients, their families and carers.
- To support and facilitate the development of an education strategy which ensures that all those involved in the management of patients receiving NIPV are able to deliver the highest standards of care.
- To be responsible for ensuring all staff working on the ward are competent and work within their scope of practice.
- Maintain training records and annual updates for staff with the department ward.

### **INFORMATION RESOURCES**

- To document and maintain patients records as per Trust Documentation Policy.
- Ensure accurate data is maintained within the department to allow monthly reports for performance.

<p><b>RESEARCH AND DEVELOPMENT</b></p> <ul style="list-style-type: none"> <li>• To maintain own and others' awareness of relevant research evidence related to the specialty and work with others in applying this to practice.</li> <li>• To identify areas of potential research relating to the specialty and to participate in relevant research activities.</li> <li>• To participate in local and national research and audit projects and service evaluation as requested in order to improve standards of patient care.</li> <li>• To work with the Research team as appropriate to ensure the nursing staff are supported whilst on the ward.</li> <li>• Plan, develop, initiate and participate in such research projects as appropriate and derive conclusions applicable to practice.</li> </ul>
<p><b>PHYSICAL SKILLS</b></p> <ul style="list-style-type: none"> <li>• High degree of competence and dexterity in practical Nursing skills, providing a supporting role with administering IVs, NIPV, Pleural Taps, taking blood and venesections.</li> </ul>
<p><b>PHYSICAL EFFORT</b></p> <ul style="list-style-type: none"> <li>• High degree of competence and dexterity in practical nursing skills, providing a supporting role.</li> <li>• The role will have a combination of sitting, standing and walking with occasional moderate effort for several short periods.</li> </ul>
<p><b>MENTAL EFFORT</b></p> <ul style="list-style-type: none"> <li>• Ability to carry a caseload of clients and formulate effective treatment programmes to cure or alleviate symptoms.</li> <li>• Daily high level of concentration when delivering patient care.</li> <li>• Ability to adapt to an unpredictable workload.</li> <li>• High level of mental effort when managing rosters and staffing concerns.</li> </ul>
<p><b>EMOTIONAL EFFORT</b></p> <ul style="list-style-type: none"> <li>• Provide leadership and support to nursing team and deal with poor performance.</li> <li>• Managing conflict in the workplace and assist in dealing with crises/problems/difficult circumstances within department teams/individuals.</li> <li>• Dealing with complaints and patient feedback.</li> <li>• Regularly dealing with difficult conversations with patients and carers.</li> <li>• Exposure to distressing situations.</li> </ul>
<p><b>WORKING CONDITIONS</b></p> <ul style="list-style-type: none"> <li>• Frequent exposure to working with hazardous substances (bodily waste and fluids) when in clinical setting.</li> <li>• Occasional aggressive behaviour when dealing with face-to-face complaints or staff conflict.</li> <li>• Regular use of VDU.</li> </ul>
<p><b>OTHER RESPONSIBILITIES</b></p> <p>Take part in regular performance appraisal.</p> <p>Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling</p> <p>Contribute to and work within a safe working environment</p> <p>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</p>

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 1:1s / 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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

# PERSON SPECIFICATION

<b>Job Title</b>	Ward Manager – Capener
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> First Level Registered Nurse.	✓	
A degree or degree level post registration qualification or equivalent experience	✓	
A relevant teaching or mentoring qualification.	✓	
Broad clinical experience relevant to the post and experience in older people's health.	✓	
Proven experience of leading clinical teams including experience of working in a band 6 role.	✓	
<b>KNOWLEDGE/SKILLS</b> Proven leadership and managerial ability.	✓	
Evidence of changing practice in a clinical setting.	✓	
Experience of standard setting and clinical audit.	✓	
Excellent communication skills.	✓	
Advanced clinical skills in patient assessment.	✓	
Advanced skills in IV drug administration, Venepuncture and cannulation.	✓	
<b>EXPERIENCE</b> Proven experience in a band 6 role in a similar setting	✓	
<b>PERSONAL ATTRIBUTES</b> Able to work under own initiative.	✓	
Excellent interpersonal skills.	✓	
Positive and enthusiastic attitude.	✓	
Flexible and adaptable.	✓	
Commitment to openness, honest and integrity in undertaking role.	✓	
<b>OTHER REQUIREMENTS</b> 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.	✓	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	Y				x
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y				x
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
VDU use (> 1 hour daily)	Y				x
Heavy manual handling (>10kg)	Y			x	
Driving	N				
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	