

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Sister/ Charge Nurse |
| **Reports to** | Clinical Nurse Manager |
| **Band** | 6 |
| **Department/Directorate** | Acute Medicine |

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| **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. 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.  S/he will also be expected to play a proactive role in quality and service improvement and working closely with the Matron 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 Clinical Nurse Manager ensure that environment and ward 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 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 Clinical Nurse Manager in his/her absence on a delegated basis.  **2. 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 * Pressure ulcer assessments * Falls risk assessments * Pain assessments * Early Warning Scores * Discharge Time stamping on the PAS system * 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 * Other quality indicators within their sphere of responsibility * Clinical team working that ensures that every patient, in conjunction with his or her carers has a predicted date of discharge within 24 hours of admission to clinical area.   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 * 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, and take appropriate action, informing the Clinical Nurse Manager when there are concerns in the areas of:   * 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   **3. 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 processes 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 Clinical Nurse 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 local 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. ROSTERPRO 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 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 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. * Work in collaboration with facilities staff to ensure high standards of environmental cleanliness – this includes the maintenance of effective cleaning of ward equipment. Report any problems /issues to the Clinical Nurse Manager.   **4. 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  1. **Resources:**   Work with Clinical Nurse Manager to maintain and review as appropriate the pay and non -pay budget. This responsibility involves:   * 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.   **6.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 review quarterly ward incident figures and key quality indicators and contribute to the formulation of remedial plans.  1. **Patient & staff involvement:**  * Seek feedback from patients and their 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 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 ward area, and continually strive to provide best practice in partnership working, user involvement, sharing best practice, significant event audits and open reflective feedback.  1. **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   1. **R&D, Education and Training:**   Has prime 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:  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 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 Clinical Nurse Manager. * Being proactive in seeking alternative ways of development when resource issues restrict learning.  1. **Strategy:**   In support of the Directorate Manager, Service Manager, Lead Nurse/Head of Midwifery, Clinical Nurse Manager and Clinical Matron contribute at a local level to the review of the Directorate’s service and business strategy, including the equality & 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** |
| Areas  of  Responsibility:  Be responsible for monitoring expenditure against agreed budgets to support effective financial management. This includes identifying any actual or potential deviation from budgets reporting to the Matron within their sphere of responsibility.  Assist in the recruitment and retention of nursing staff at Band 2-5, and participates in the recruiting, and retaining of staff in conjunction with the Matron.  No. of Staff reporting to this role: (If applicable)  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Assistant Director of Nursing – Acute Medicine * Clinical Service Manager – Acute Medicine * Clinical Matron – Acute Medicine * Clinical Nurse Manager – AMU * Consultants and Medical Staff * Colleagues and Peers – Nursing, Admin, House-keeping and Porters | * SWAST * Primary Care * Patients, carers and relatives * ICB * Other NHS Trusts | |  |  | |  |  | |  |  | |

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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** |
| * Provide and receive highly complex and highly 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 patients 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. |
| **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, implement and evaluate appropriate programmes of care, managing an individual caseload of complex patients effectively and efficiently. * To co-ordinate the management of outpatients presenting with symptoms of their disease or family history. * To receive direct referrals within the speciality and to provide assessment of patient’s needs. * To work with the CNM to develop and provide a co-ordinated specialist service to patients with the relevant specialist diagnosis and their carers and to have direct clinical involvement in complex care in both the outpatient and inpatient setting. * Plan and organise day-to-day service provision. |
| **PATIENT/CLIENT CARE** |
| * As a member of the AMU team provide a clinical service to the staff, patients and their families and carers in the Trust. * Provide specialist assessment, advice and education to patients requiring support with their acute medical condition within the parameters of AMU. This will include communicating highly sensitive information about diagnosis and treatment options. * To support patients in meeting their own health and wellbeing through providing expert information, advice and support. * 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. * To support the development of care pathways for patients with relevant specialist conditions |
| **POLICY/SERVICE DEVELOPMENT** |
| * To support the development of specialist nurse led care where appropriate, in line with National guidance. * To act as an expert resource to others in developing and improving specialist knowledge and skills in clinical practice, through acting as an assessor, facilitator and teaching groups of staff as required. * To develop evidence-based standards, policies and guidelines at a local network and national level to improve the practice of own and other professions. * To evaluate clinical effectiveness within the speciality, identifying poor quality and a plan for quality improvement and produce an annual report. * Act as facilitator in developing clinical practice and promoting changes in service that meet National Standards. * To participate in developing a shared vision of the service and work with the multi-disciplinary team, organisation and external agencies to achieve this. * To employ effective decision-making skills to address complex issues and use effective change management skills to implement these. * To use effective prioritisation, problem solving and delegation skills to manage time effectively. * 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. * To establish networks with other specialists at a local, national and international level, to exchange and enhance knowledge and expertise. * To maintain a peer network of support, information and learning with other nurse specialists within the organisation. |
| **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. |
| **HUMAN RESOURCES** |
| * To promote a learning environment through identifying opportunities and seeking resources required for own and others learning. * To provide specialist input to post-registration courses and professional development programmes as required by the organisation. * 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 advice 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 with relevant disease are able to deliver the highest standards of care. |
| **INFORMATION RESOURCES** |
| * To document all patient contacts and maintain patients records as per Trust Documentation Policy. * To be involved in the Audit Programme relevant to the service. * The post holder will use a wide range of computer systems e.g. word, excel and PowerPoint to create reports, documents and presentations. |
| **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. * Review and disseminate new information to relevant staff. |
| **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 unpredictable and subject to frequent interruption. * Ability to carry a caseload of clients and formulate effective treatment programmes to cure or alleviate symptoms. * Actively participate in strategic service planning and development.   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 in the aftermath of bad news. * Work with patients with mental health problems or occasional challenging behaviour. * The post holder will respond to concerns and questions from a wide range of people who may be anxious and distressed relating to their 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 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. |
| **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** | Ward Sister / Charge Nurse |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**   * First level registered Nurse/Midwife (or relevant professional registration) * Clinical knowledge and experience within Emergency Medicine, underpinned by theory and CPD Experience of clinical team leadership * A degree or diploma post registration qualification or equivalent | E  E  E |  |
| **KNOWLEDGE/SKILLS**   * Good leadership skills and managerial experience * Evidence of changing practice in a clinical setting * Evidence of involvement in standard setting and clinical audit * Ability to apply research findings and support evidence based practice * Knowledge of budgetary control issues * Excellent communication skills and commitment to improving patient services | E  E  E | D  D  D |
| **EXPERIENCE**   * A minimum of 12 months post-registration experience in acute medicine | E |  |
| **PERSONAL ATTRIBUTES**   * Excellent interpersonal skills * Positive and enthusiastic attitude * Flexible and adaptable * Commitment to openness, honesty and integrity in undertaking the role * Able to work as a team member. | E  E  E  E  E |  |
| **OTHER REQUIREMENTS**   * Co-ordination on a daily basis the clinical and educational requirements as defined by the matron within area of responsibility. * Assess, plan, implement and evaluate clinical care of patients. * Develop programmes of care and care packages. * Implement policies and propose changes to practice arising from e.g. audits, complaints. * In conjunction with the Clinical Nurse Manager, deliver an efficient effective service within budgetary constraints. * The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. | E  E  E  E  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 |
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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 | X |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | Y | X |  |  |  |
| 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) | N |  |  |  |  |
| 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 | N |  |  |  |  |
| Food handling | Y |  | X |  |  |
| Night working | Y |  |  |  | X |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  | X |  |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  |  |  | X |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  |  | X |