

## **JOB DESCRIPTION**

### **1. JOB DETAILS**

**Job Title:** Sister / Charge Nurse

**Band:** 6

**Reports to:** Clinical Nurse Manager

**Department / Directorate:** Cardiology Day Case Unit

### **2. 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 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.

S/he will be required to work across the cardiology template including the cardiology wards, cardiac cath labs and CCU, this is not an exhaustive list and you may be required to work in other areas at short notice.

### **3. KEY DIMENSIONS**

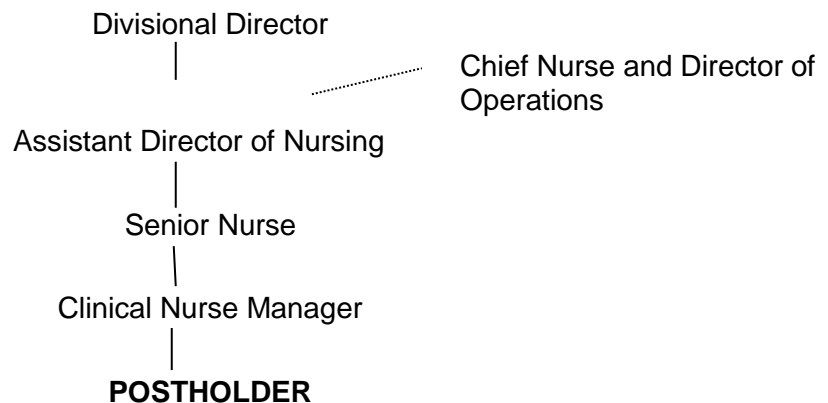
Be responsible for monitoring expenditure against agreed budgets to support effective financial management. This includes identifying any actual or potential deviation from budgets reporting to the Matron within their sphere of responsibility.

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 Clinical Nurse Manager.

Assist in the delivery of cardiology based education to the immediate and wider cardiology team to improve and maintain clinical knowledge.

Assist in the delivery of nursing education to the immediate and wider cardiology team

#### 4. ORGANISATIONAL CHART



#### 5. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES

##### 1. 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 personal 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 a member of the leadership team within Cardiology Day Case Unit, be responsible for completion and/or maintenance of:

- Nursing Quality Assessment Indicators
- Hand hygiene compliance charts
- Pressure ulcer assessments
- Falls risk 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
- Other quality indicators within their sphere of responsibility

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Undertake care in a manner that is consistent with:

- Admitting and discharging patients in a safe timely manner in conjunction with local and national policy and procedure guidelines 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 areas of concern 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 matron 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 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.

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- 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 / PDR 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 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

#### **5. 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

## **7. 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 the 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.

## **8. 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 matron 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

## **9. 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:
  - a. Reflective practice.
  - b. Shadowing.
  - c. Professional supervision.
  - d. Coaching/mentoring others.
  - e. Seeking development opportunities for their team outside their workplace. These include:
    - f. Networking.
    - g. Private study.
    - h. Distance learning.
    - i. Formal courses.
    - j. 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.
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## **10. Strategy:**

In support of the Directorate Manager, Service Manager, Lead Nurse/Head of Midwifery, Matron and Senior 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, e.g. 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

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.

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:

Compassion

Integrity

Inclusion

Empowerment

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.

## **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.

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.

**PERSON SPECIFICATION**

**POST:** Charge Nurse / Ward Sister – Cardiology Day case  
**BAND:**6

<b>REQUIREMENTS</b>	<b>At Recruitment</b>	<b>At PDR</b>
<b><u>QUALIFICATIONS/SPECIAL TRAINING:</u></b> First level registered nurse with post-registration experience Knowledge of acute medical care Experience of clinical team leadership Degree or diploma post registration qualification or equivalent Knowledge of Cardiology invasive procedures Knowledge of Cardiology conditions Advanced life support qualification Immediate life support qualification	E  E E E  D D D E	E  E E E  E E E D
<b><u>DELIVERING THE SERVICE:</u></b> 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 acute medical patients with complex health care needs Develop programmes of care and care packages Implement policies and propose changes to practice arising from e.g. audits, complaints. In conjunction with the Matron, deliver an efficient effective service within budgetary constraints.	E  E E  E E	E  E E  E E
<b><u>KNOWLEDGE/SKILLS/ABILITIES:</u></b> Leadership skills and managerial experience Evidence of knowledge of both acute and chronic medical care and infection control 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 A commitment to improving patient services Awareness of the Matrons Charter	D E  E D  E D E E D	E E  E E  E E E E E
<b><u>PERSONAL REQUIREMENTS:</u></b> Excellent interpersonal skills Positive and enthusiastic attitude Flexible and adaptable Commitment to openness, honesty and integrity in undertaking the role	E E E E	E E E E

\*Essential/Desirable

HAZARDS:- Updated 31 <sup>st</sup> May 2013					
Laboratory Specimens		Clinical contact with Patients	x	Dealing with violence & aggression of patients/relatives	
Blood / Body Fluids	x	Dusty Environment		VDU Use (occasional)	x
Radiation / Lasers		Challenging Behaviour	x	Manual Handling	x
Solvents		Driving		Noise / Vibration	
Respiratory Sensitisers		Food Handling	x	Working in isolation	
Cytotoxic Drugs		Electrical work		Night Working	