JOB DESCRIPTION

JOB DETAILS	
Job Title	**Sister / Charge Nurse**
Reports to	**Clinical Nurse Manager – Discharge Lounge**
Band	**6**
Department/Directorate	**Operations Division**

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.

The Sister/Charge Nurse 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.

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 the Discharge Lounge environment is responsive to the changing needs of patients and their carers recognising the importance of privacy, dignity and diversity.
- As a Band 6 you will be expected to deputise for the Clinical Nurse Manager on a regular basis to ensure the function of the Discharge Lounge is maintained to support capacity and flow through the emergency and planned care pathways by releasing inpatient beds earlier in the day.
- 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 Appraisal process and be responsible for ensuring the team is able to meet their development objectives.
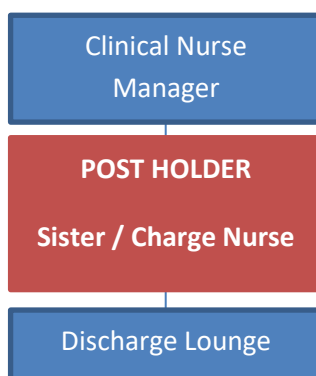
KEY WORKING RELATIONSHIPS

No. of Staff reporting to this role: **10**

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. (Delete/amend as necessary)

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Ward teams • Clinical Nurse Managers • Site Practitioners • Administration teams • Estates and Facilities	• Patients, visitors and members of the public • Community Nurses • Other NHS organisations

ORGANISATIONAL CHART

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        Clinical Nurse
          Manager
             |
        POST HOLDER

      Sister / Charge Nurse
             |
       Discharge Lounge
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COMMUNICATION/RELATIONSHIP SKILLS

- Maintain effective communication channels between the team, Clinical Nurse Manager, primary care and external agencies within your sphere of responsibility.
- 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.
- Attempt to resolve concerns and complaints at ward level in partnership with patients, carers and their family and other healthcare professionals.
- With the Clinical Nurse Manager leads 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.
- Seek feedback from patients and their families during their ward stay on the standard of care that they have received.
- 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.

ANALYTICAL/JUDGEMENTAL SKILLS

- To assist with implementation of service development and improvements.

- Ensure the discharges/transfers that come through the Discharge Lounge are clearly documented on appropriate IT systems to provide clear information for audit purposes, supporting all Discharge Lounge staff to do the same.

- Proactively use data to improve the Discharge Lounge usage and processes.

PLANNING/ORGANISATIONAL SKILLS

- To flexibly manage own workload, service delivery and teaching. To support changes in the service and staffing, both planned and unpredictable, and support other staff with their workloads.

- Facilitate the process of requesting TTO's/ transport/ discharge summaries to assist with a timely discharge and avoidance of any delays.

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PATIENT/CLIENT CARE

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.
- Benchmarking Essence of Care in practice
- Hand hygiene compliance charts
- MUST compliance
- 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
- Clinical team working that ensures that every patient, in conjunction with their carers has a predicted date of discharge within 24 hours of admission to clinical area.

POLICY/SERVICE DEVELOPMENT

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
- 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

FINANCIAL/PHYSICAL 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.
- 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 Clinical Nurse Manager within their sphere of responsibility.

HUMAN RESOURCES

- 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.
- Participate in Trust rostering systems e.g. Healthroster 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 Discharge Lounge skill mix.
- 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.

INFORMATION RESOURCES

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 Matron 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.

RESEARCH AND DEVELOPMENT

The post holder has prime responsibility for developing clinical skills of their team. This includes:
- Taking part in regular performance review.
- Acting as role model / resource to team members within their remit.
- Taking responsibility for developing on-job learning opportunities. These include:
  - Reflective practice.
  - Shadowing.
  - Professional supervision.
  - Coaching/mentoring others.
  - Seeking development opportunities for their team outside their workplace. These include:
  - Networking.
  - Private study.
  - Distance learning.
  - Formal courses.
  - Action learning sets.
- Being aware of, support and develop team members with regard to legislation, policies and procedures.
- Assisting the matron 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.

PHYSICAL SKILLS

- Communication skills required

- Ability to use telephones and computers

- Standard keyboard skills are essential.

- Ability to use push wheelchairs

PHYSICAL EFFORT

- You will be required to stand for periods of time.

- You may be required to collect patient from wards.

MENTAL EFFORT

EMOTIONAL EFFORT

- You will at times come into contact with patients/ relatives who can become abusive, upset and angry

WORKING CONDITIONS

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.

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

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 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

Job Title	Sister/ Charge Nurse

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING • First level registered Nurse/Midwife (or relevant professional registration) • A degree or diploma post registration qualification or equivalent - essential	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 • Awareness of the Matrons Charter	E E E E E	 D D
EXPERIENCE • Relevant clinical knowledge and experience, underpinned by theory and CPD Experience of clinical team leadership		D
PERSONAL ATTRIBUTES • Excellent interpersonal skills • Positive and enthusiastic attitude • Flexible and adaptable • Commitment to openness, honesty and integrity in undertaking the role	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 Matron, deliver an efficient effective service within budgetary constraints.	E E E E E	

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WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Contact with patients	Y				X
Exposure Prone Procedures	N				
Blood/body fluids	Y				X
Laboratory specimens	N	X			
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N	X			
Respiratory sensitisers (e.g isocyanates)	Y/N	X			
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	y				
Animals	N	X			
Cytotoxic drugs	N	X			
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N	X			
Laser (Class 3R, 3B, 4)	N	X			
Dusty environment (>4mg/m3)	N	X			
Noise (over 80dBA)	N	X			
Hand held vibration tools (=>2.5 m/s2)	N	X			
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y			X	
Driving	N	X			
Food handling	Y			X	
Night working	N	X			
Electrical work	N	X			
Physical Effort	Y			X	
Mental Effort	Y			X	
Emotional Effort	Y			X	
Working in isolation	N	X			
Challenging behaviour	Y			X	