



Royal Hospital for
Neuro-disability

A national medical charity
Registered Charity No. 205907

Royal Hospital for Neuro-disability Job Description

Job title:	Ward Manager
Department:	RHN: Neuro Behavioural
Salary grade:	£39,865 - £50,577 per annum (Band 7)
Responsible to:	Matron
Responsible for:	Professional clinical leadership and management of Behavioural Unit Ward
Behavioural Framework:	Leadership Level 1

SUMMARY OF POSITION

As a Ward Manager, you will be working in an environment where there is a high staff to patient ratio for nursing and HCA staff. In addition to this there is a high level of AHP input into the unit with dedicated Neuropsychology, Physiotherapy, Occupational Therapy and Speech and Language therapy. Due to the challenges encountered working in such an environment it is very important that the nursing and HCA team form a central part of the wider multidisciplinary team. Ensuring cohesive integration of nursing into the MDT is a key role for the Ward Manager who will frequently liaise with other senior clinicians in order to find effective ways to ensure standards of care whilst also supporting the rehabilitation process through the positive behavioural support approach.

This role will present an exciting challenge to applicants who possess the ability to work across the boundaries of general, learning disability and mental health nursing or who have experience of challenging behaviour within another healthcare discipline.

It would suit someone who is keen to work collaboratively in order to produce positive outcomes for our patients. In addition to the challenges that this role brings there is also the great benefit of being part of a supportive, experienced and effective wider team.

As part of the Leadership Team within the Hospital, key responsibilities of the Ward Manager include the human resource and financial management of the ward. You will ensure the 24 hour nursing service is covered by appropriate rostering and skill mix, facilitate multi-disciplinary team working and monitor/participate in patient care provision. You will have proven leadership, managerial, communication, excellent interpersonal skills, evidence of recent professional development, good team working and the ability to prioritize workloads.

MAIN DUTIES AND RESPONSIBILITIES

Standards of Care

- To ensure that the highest standard of evidence-based nursing care is delivered to all patients and their families.
- To act as patient advocate, ensuring privacy, dignity and confidentiality are met.
- Lead by example to demonstrating an awareness of disability and acknowledging and valuing the contributions of all patients.
- To monitor and ensure patient and relative satisfaction and be proactive in managing any issue that is identified.
- To act as a resource of specialist clinical knowledge and information for nursing staff and ensure that all nursing practices are meeting the required standards.
- To promote reflective practice and learning in order to ensure that nursing care is research based, appropriate and responsive to patient needs.
- To ensure that all provision of nursing care is documented on a timely basis and accurately reflects the patient experience.
- To work closely with the multidisciplinary team for the achievement of effective patient management ensuring that individual care plans and guidelines are followed.
- To ensure a high standard of infection control and the prevention of all avoidable healthcare associated infection on the ward.
- To be responsible for maintaining the safe custody of all medications and controlled drugs, ensuring that all related policies and procedures are strictly adhered to.
- To ensure that all policies, procedures, guidelines and work instructions that relate to the wards are regularly reviewed and updated, as required.
- To participate in the setting of standards and agree clinical audit topics with the Nursing team & Head of Service, ensuring that the identified audits take place with any actions implemented.
- To discuss and promote innovations that will improve patient care.
- To maintain an appropriate standard of confidentiality. Any disclosures of confidential information (including personal information kept on computer or other media) made unlawfully outside the proper course of duty will be treated as a serious disciplinary offence.
- To act as a role model for effective verbal and written communication with patients, families and all those involved in care of patients at the RHN.

Managerial

- To efficiently manage the wards, ensuring that resources are used effectively whilst maintaining high standards of patient care.

- To comply with all aspects of the Health & Social Care Act 2008 and ensure the wards meet the requirements of the Care Quality Commission (CQC).
- To take a lead with implementing any new service development or initiative that affects the wards.
- To investigate incidents, accidents, concerns, near-misses, non-conformities and complaints pertaining to the wards and team, ensuring that statements are collected within agreed deadlines and in accordance with hospital policy.
- To ensure with that all objectives and any actions identified for the ward are agreed with the Nursing & Head of Service and documented, implemented and reviewed on a timely basis.
- To ensure effective communication and management of patients appointments and diary schedules.
- To attend with relevant members of the multi-disciplinary team review meetings with the commissioners / funders and supply information as required
- To undertake internal and external assessments of patients to support the identification of appropriate placements.
- To be responsible for the ordering of all supplies.
- To ensure that equipment on the wards is regularly maintained and where required, repaired or replaced on a timely basis.
- To complete activity figures and regular returns as required by the organisation.
- To identify and discuss with the Matron and Head of Service any potential areas for developing the service or for maximising financial opportunities.
- To represent Nursing in appropriate meetings/forums as required by the senior nursing team
- To report to the Matron and Head of Service any ward nursing issues of significance or concern.
- To provide cover to the organisation with bleep holding responsibility.

Financial

- To effectively manage the service and work closely with the Matron and Head of Service in order to meet the financial targets for the wards and service.
- To ensure that stock levels are adequate and controlled.
- To ensure that all ward revenue is identified and that any economies are highlighted and discussed.
- To be involved in the preparation of the ward and nursing service budget and be conversant with the monthly ward performance reviews.

Line Management

- To maintain professional nursing standards in accordance with the NMC Code of Professional Conduct
- To exercise fair and firm leadership and line management, establishing and maintaining high morale on the wards.
- To monitor the level and standard of work produced by the staff, and guide, coach and advise them as appropriate.
- To facilitate the professional development of all ward staff to ensure that they are competent to provide the service required including management of new staff induction and revalidation.
- To identify the training needs for ward staff ensuring that mandatory training requirements are met and documented.
- To maintain sound and effective working relationships and communication with all hospital staff.
- To ensure that ward staff are complying with all policies that are relevant to their role and area of working.
- To produce staff duty rotas to meet the activity of the wards, ensuring that staffing levels appropriately reflect case mix and dependency levels.
- To be responsible for the selection and recruitment process, ensuring that all new staff receive an appropriate and completed induction to the hospital and wards that is documented.
- To ensure that all ward staff participate in appraisal reviews
- To be responsible for, with support from the Matron, Head of Service and HR Manager, all staff issues within the wards pertaining to sickness, conduct and performance management.
- To ensure that regular staff meetings take place and that minutes are circulated as per terms of reference.

Health and Safety

- To ensure the wards comply with all health and safety requirements and that appropriate policies and procedures are in place.
- To ensure the safety of all members of staff, visitors and patients.
- To ensure that all near-misses or non-compliances are reported and appropriate actions taken as required.
- To undertake risk assessments as necessary and participate in Health & Safety audits.

Confidentiality

- To be a role model to staff, demonstrating a legal duty of confidence to patients in accordance with the Hospital's Data Protection policies. Any employee disclosing confidential patient records or information to any unauthorized person or persons will render the employee subject to disciplinary action, which may result in dismissal.
- To be responsible for ensuring the integrity and quality of both computerised and manual data.

Person Specification:

1. RGN/RMN/AHP Registration
2. Evidence of continuing professional development—particularly with management skills
3. Proven experience in successfully managing a ward roster and ward budgets.
4. Clinical knowledge and experience of working within brain injury rehabilitation.
5. Ability to negotiate and work effectively in an interdisciplinary team
6. Demonstrable clinical skills and good practice skills
7. Excellent communication skills, written and verbal presentation skills & report writing.
8. Good understanding of relevant compliance standards, codes of practice, and statutory and professional regulations

Leadership Behavioural Framework: Level 1

Working Collaboratively for RHN

Working Collaboratively for the RHN is about working together to deliver the best possible service for patients, carers and key stakeholders. It is about demonstrating our values particularly in finding ability in disability, delivering excellence through personal responsibility, being pioneering and sharing knowledge, ensuring clarity and compassion, respect and constancy.

- I carry out my duties as part of a team working towards an agreed outcome.
- I share information with my colleagues and listen to their ideas.
- I offer help to my colleagues if they need it.
- I am not afraid to ask for help if I'm struggling with something.
- I work with patient, carers, colleagues and others to resolve problems.
- I am open to different ways of working.

Achieving our Potential

Achieving our Potential is about giving staff and volunteers the time, support and opportunities to develop both themselves and their roles. It is about being able to develop our skills and knowledge and being able to take the time to reflect on successes and setbacks. It is about demonstrating a commitment to continuous professional and personal development and a flexible approach to working.

- I understand my role and the personal skills that are required to perform effectively
- Takes personal responsibility and seeks opportunities for personal development
- Prepared to be flexible in approach to work
- Acts pragmatically and decisively
- Shows willingness to embrace change
- Takes a risk aware rather than risk averse approach to work
- Prepared to challenge the 'status quo' and suggest improvements
- Aware of own strengths and development areas
- Finds time to reflect on personal performance

Preparing for the Future

Preparing for the Future is about being aware of what is over the horizon, anticipating opportunities and having the vision to look forward. It is about taking the time to reflect on current activities and challenging the status quo. It will involve accepting the need for change and developing a culture of continuous learning and improvement.

- I will actively contribute ideas and suggestions whilst being receptive to the contributions of others.
- I am curious about how developments outside my immediate working environment can be utilised to improve things.
- I feel able to challenge the status quo.
- Awareness of own development needs.
- An open and positive attitude to change.
- I will collaborate with colleagues from across the Organisation.
- I will take time to reflect on my successes and challenges.
- I actively participate in team meetings and in the staff awards scheme.

Leading by Example

Leading by Example is about acting as a role model and setting an example that motivates and inspires others. It involves providing a clear direction that recognises and utilises the strengths of our people.

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| <ul style="list-style-type: none"> • I am able to achieve my set goals and seek self-development. • I am thorough in all aspects of my work, taking pride in what I do. • I do my best to meet deadlines. • I recognise when I cannot cope with a situation and am willing to seek help as necessary. | <ul style="list-style-type: none"> • I recognise that I am working as part of a team and balance my own needs with those of my team. • I improve my knowledge by learning from others, keeping up to date with relevant issues and taking advantage of appropriate development opportunities. |
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Committing to our Patients & Customers

Committing to the patient and customer is about understanding who those people are and what their specific needs involve. It is about the provision of high quality patient care and/or customer service and the development of on-going relationships. It is about treating those people as individuals, meeting and exceeding their expectations and treating them with respect, dignity and consideration. It is about providing an exceptional patient/customer experience.

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| <ul style="list-style-type: none"> • I want to be part of a positive experience for our patients and customers. • I demonstrate an 'I care and I want to help YOU' attitude. • I treat customers in a friendly way that puts them at their ease. • I always promote a positive image of my colleagues, the services we provide and the RHN as a whole. • I will share knowledge with my colleagues | <ul style="list-style-type: none"> • I am proud of the excellent service that I provide • I treat customers with empathy, honesty and respect. • I respond to customers in a timely and effective manner. • I seek to widen knowledge levels so that I can improve the range and depth of my customer service skills. • If I cannot help I will find someone who can. |
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The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the postholder.

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed:

Date: