



Royal Hospital for Neuro-disability Job Description

Job title:	Sister/ Charge Nurse
Department:	Nursing
Responsible to:	Ward Manager
Responsible for:	To work as part of a multi-disciplinary team to deliver a high standard of professional clinical care to patients and residents of the hospital. To provide support for and deputise in the absence of the Ward Manager.
Behavioural Framework:	Leadership Level 1

Scope

The RHN is a leading national centre of excellence, providing adult person-centred services that span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex neuro-disability and their families, underpinned by a strong research and education programme.

The Sister/Charge Nurse will work as part of the multi-disciplinary team to deliver a high standard of care to the patient and residents of the hospital.

Main Objectives of the Role

1. Demonstrate an awareness of RHN's objectives and contribute to achieving them appropriately.
2. Strive to improve and offer excellent standards of safe, clinical care.
3. To actively contribute to creating a culture where quality is at the centre of everything we do and is delivered on all occasions to the highest level, in accordance with the appropriate CQC regulations and professional standards including the Nursing and Midwifery Council Code.
4. To deliver a high standard of care to the patient and residents of the hospital.
5. To assess patients care needs and to develop, implement and evaluate programmes of care.
6. Participate in managing nurses and nursing services.
7. To provide support to the Ward Sister and Matron for the service.

Key Responsibilities

Clinical Management & Professional Practice

- You will work within agreed nursing standards and according to Nursing and Midwifery Council Code for nurses and be accountable for nursing outcomes.

- Enhance the quality of care you deliver by assisting with the management of change in nursing practice based on evidence/research.
- Participate in managing nurses and nursing services by organising the duty rota and patient allocation, anticipating requirements when clinical activity increases/decreases, assisting in forward planning of absences and the effective use of temporary staff ensuring correct grade and skill mix are in place to deliver care and in accordance to agreed establishment figures as directed by the Ward Manager.
- An awareness of the ward budgeted establishment and safer staffing modules so that the ward is run safely at all times and any additional resource is redeployed. Work alongside the Ward Manger in ensuring the skill mix is planned and rosters are set 3 months in advance.
- Plan and organise your own workload and define individual roles and responsibilities within the team in order to meet all patients need on a shift whilst ensuring supervision of junior members of staff.
- Ensure the correct storage and administration of medications in accordance with the hospital policies and NMC Standards for Medicine Management and ensure the safe handling of drug keys at all times.
- Practice multidisciplinary team care and contribute actively towards its successful management ensuring that agreed treatment programmes are implemented.
- Contribute accurate and relevant information for multidisciplinary reports.
- Respect the privacy and dignity of all patients at all times and act at all times as the patient advocate.
- Embody the Humanised Care approach and integrate this throughout all clinical and non-clinical care for patients/residents as well as care shown to relatives and colleagues.
- Acknowledging and valuing the contributions of all patients/residents and having an understanding of the needs of individuals with a disability.
- Facilitate appropriate social and recreational activities for patients ensuring patient daily diaries are managed to prevent appointment conflicts.
- Work in other areas within the hospital as required.
- To deputise for Ward Manager in his/her absence.
- To participate in the hospital bleep holder rota.
- To undertake both local and hospital wide audits as required and to participate in Clinical Working Parties and Groups as applicable to clinical knowledge.

Leadership and People Management

- To provide consistent, clear, clinical and professional leadership and act as a mentor and preceptor for all staff demonstrating professional awareness and accountability in care.
- Manage direct reports effectively, delegating appropriately and holding them accountable for the delivery of specific objectives and targets, ensuring they meet the required standards in their current job whilst developing their skills and knowledge.
- Manage nursing care and assist with additional management requirements according to the planned off duty rota whilst adopting a flexible approach to personal off duty rotas.
- Supervise junior members of staff on a shift basis whilst supporting them to develop their roles. Ensure that, where performance issues have been identified, senior nurses are informed.
- Assist the Ward Manager in individual performance reviews, in line with RHN Human Resource policies, providing constructive feedback to individuals on their performance.
- Provide guidance and support to staff on problems affecting their work

- Share knowledge, skills and experience and work collaboratively with colleagues.
- Recognise and value the individuality of team members whilst displaying sensitivity to others feelings and needs.

Training

- Show an awareness of own capabilities and area for improvement.
- Ensure attendance and completion of all mandatory study days of self and others.
- Assist in the identification of learning needs of individuals within the team.
- Participate in the induction and orientation of all new staff members.
- Participate in the preceptorship of newly qualified Staff Nurses.
- Contribute to the assessment of pre and post registration students and / or NVQ candidates.
- Act as a mentor/assessor for pre and post registration students and/or NVQ candidates.
- Contribute towards in-service training as delegated by the Ward Manager.

Communication

- Ensure that all written documentation produced is legible, written in English, accurate and correct in detail, minimising jargon and abbreviations.
- Ensure oral communication is accurate and clear and presented in a tone, manner, pace, sequence and style which is appropriate to the level, needs and capabilities of the target audience.
- Ensure that all communications and interactions entered into are conducted professionally, thoroughly and effectively so that the organisation's reputation and standing is promoted and enhanced ensuring positivity about the organisation and its vision.
- Demonstrate appropriate behaviour in stressful and difficult situations; ensuring that conflicts, disagreements and misunderstandings are handled promptly and effectively.

Integrated Governance & Risk Management

- Understand implications of Integrated Governance and adhere to hospital governance policies including the reporting of incidences, near misses.
- Manage Datix and attend regular Incident Review Meetings to present lessoned learned and shared learning's from the ward.
- Ensure compliance to standards in respect of all legislative requirements, including but not limited to CQC, DSE, Fire, COSHH, BLS, Manual Handling, Safeguarding Vulnerable Adults, Information Security and Infection Control.
- Maintain safe working practices and adhere to clinical risk management policy and recommendations.
- Adopt the correct administrative procedures when dealing with complaints from patients/relatives following set policies and procedures.
- Participate and assist in developing standards of patient care based on sound research findings.
- Participate in change-management processes to improve on care delivery.
- Proactively assist the Nursing Team in audit and quality assurance programmes.

Resource

- Contribute to the identification of resources required on a shift basis.

- Motivate colleagues and self to contribute to effective, efficient and economical use of resources.
- Maintain an effective staff resource plan generated by the senior nursing team to provide cost effective labour and minimise the use of bank and agency staff ensuring staffing is within budget targets.
- Motivating staff to understand how they may contribute to the effective efficient and economical use of resources.
- Identify and report shortages to appropriate manager.

Confidentiality, Disclosure of Information and data Security

- In the course of your normal work you will come into possession of confidential information concerning patients, and staff. This information should be treated confidentially and in accordance with the Hospital's.
- The post holder is responsible for ensuring that he/she maintains the integrity and quality of both computerised and manual data.

Person Specification:

- Registered Nurse
- Evidence of continuing professional development.
- Ability to effectively manage other nurses and nursing services
- Demonstrable clinical skills and good practice skills.
- Ability to train, developing and mentor staff.
- Collaborative approach and ability to work effectively as part of the multi-disciplinary team
- Good understanding of relevant compliance standards, codes of practice, and statutory and professional regulations
- Effective communication skills both written and verbal.

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.

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

- 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.
- 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.

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.

- I want to be part of a positive experience for our patients and customers.
- I demonstrate an 'I care and I want to help
- I am proud of the excellent service that I provide
- I treat customers with empathy, honesty and

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

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

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: