



Royal Hospital for Neuro-disability Job Description

| | |
|-------------------------------|---|
| Job title: | Ward Manager |
| Department: | Brain Injury Service- Drapers Ward |
| Salary grade: | £45,745 - £58,038 (Band 7) |
| Responsible to: | Matron for Brain Injury Service |
| Responsible for: | Effective operational, financial, and clinical management of the ward |
| 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.

Key Responsibilities

Clinical Management & Professional Practice

- Maintain self and teams professional nursing standards in accordance with the NMC Code of Professional Conduct.
- To provide effective line management for ward staff ensuring adequate resources to ensure safe practice within their agreed establishment and budgets.
- To manage 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.
- Ensure effective communication and management of patients' appointments and diary schedules.
- Ensure effective communication to ensure nursing staff are aware of operational procedures, policies and hospital developments to enable safe delivery of care.
- Provide clinical expertise and knowledge to the nursing teams, participate in the direct nursing care of patients and collaborate with relevant external and internal groups in this provision.
- To undertake internal /external assessments of patients to support the identification of appropriate placements.
- Demonstrate an awareness of disability by acknowledging and valuing the contributions of all patients, understanding of the needs of individuals and respecting the privacy and dignity of all patients at all times.
- Participate in the development of clinical and operational nursing projects and the development of policies and procedures to support practice.
- Represent nursing in appropriate meetings/forums as required by senior nursing teams.

- Provide deputy CNM cover to the organisation with bleep holding responsibility.

Leadership & People Management

- To provide consistent, clear, clinical and professional leadership and act as a mentor for all staff demonstrating professional awareness and accountability in care.
- Ensure strong levels of nursing staff engagement, providing visible leadership and direction.
- Assist with the orientation of all staff to the department.
- Manage direct reports effectively, delegating appropriately and holding them accountable for the delivery of specific objectives and targets, maximising their performance through regular performance coaching and review, and reflective practice, ensuring they meet the required standards in their current job whilst developing their skills and knowledge.
- Ensure that, where performance issues have been identified, personnel policies are adhered to and specialist advice is sought where required.
- Identify learning needs of nursing staff, act as a teacher and assessor for nurses and participate in practice development programmes for junior staff.
- Assist the Lead Nurse by identifying workforce requirements and participate in the recruitment and selection process in accordance with Hospital policies and procedures.
- Work closely with other members of the nursing team to deliver the successful implementation of key initiatives as appropriate, managing the impact of change within the team.
- Take responsibility for the clinical education and professional development of all the nursing team.
- Ensure all ward nursing staff, self-included, have attended the requisite mandatory training courses.
- Lead specific improvement projects as required.

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 with external agencies are conducted professionally, thoroughly and effectively so that the organisation's reputation and standing is promoted and enhanced.
- Ensure that conflicts, disagreements and misunderstandings are handled promptly and effectively.

Integrated Governance & Risk Management

- Ensure a culture within the ward that ensures consistent compliance with internal policy and external regulatory standards, through monitoring and driving improvements on clinical indicators for nursing.
- Co-ordinate compliance with 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.
- Monitor nursing effectiveness / success utilising monitoring systems such as clinical incident reporting; undertake investigations, identify and provide solutions to nursing issues and take action to deliver improvement at ward level.
- Ensure effective management of relatives and participate in complaint resolution.

- Ensure that learning from incidents and complaints takes place across the ward and organisation to prevent re-occurrences
- Implement quality and risk management tools and continually monitor their effectiveness within the ward area.
- Manage and participate in clinical audits of the department.

Resource

- Input, monitor and manage the nursing allocation for the ward.
- Manage an effective staff resource plan to provide cost effective labour and minimise the use of bank and agency staff.
- Monitor and attain financial performance within the ward budget.
- Justifying proposals for any additional expenditure identified.
- Motivating staff to understand how they may contribute to the effective efficient and economical use of resources.

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 Data Protection Policies and Procedures.
- The post holder is responsible for ensuring that he/she maintains the integrity and quality of both computerised and manual data.

PERSON SPECIFICATION – WARD MANAGER

| REQUIREMENTS | ESSENTIAL | DESIRABLE |
|-----------------------------|--|---|
| Qualifications | <ul style="list-style-type: none"> ▪ Part 1 registration. ▪ B.Sc. degree (or equivalent) ▪ Teaching/assessing/mentorship qualification ▪ Leadership course | Management Certificate |
| Experience | <ul style="list-style-type: none"> ▪ At least 1-2 years' experience in a Sister/Charge Nurse role. ▪ Evidence of continuous professional development. ▪ Experienced in resource management ▪ Experience of delivering, monitoring and evaluating training programmes with clinical staff. ▪ Experience of successfully managing the implementation of change. ▪ Experience in clinical audits. ▪ Experience in the development of policies and protocols to support best practice. ▪ Experience in incident and risk management ▪ Experience in complaints management | <p>Experience in research and development</p> <p>Experience working in Brain injury rehab/Neuro background</p> <p>Skills in tracheostomy care</p> |
| Knowledge | <ul style="list-style-type: none"> ▪ Knowledge of NMC Codes and guidelines and their implications for practice. ▪ Knowledge of the Health & Social Care Act 2008 and Care Quality Commission Requirements. ▪ Knowledge of Human Resources policies, processes and tools including interviewing, performance coaching and conducting performance reviews. ▪ Good financial awareness and control. | |
| Skills and abilities | <ul style="list-style-type: none"> ▪ Excellent communication skills, written and verbal presentation skills & report writing. ▪ Good analytical skills and ability to consider the wider picture. ▪ Strong organisational, planning and budget management skills. ▪ Demonstrates use of initiative. ▪ Computer literate with good knowledge of MS word, outlook, Excel. | |

| | | |
|--------------------|---|--|
| Personality | <ul style="list-style-type: none"> ▪ Honest, open-minded, treats colleagues with dignity and respect. ▪ Highly energetic, proactive and motivated to deliver high standards of nursing care. ▪ Self-motivated and able to motivate others. ▪ Capacity to work with staff at all levels. ▪ Good interpersonal skills. ▪ Pleasant and cheerful manner. ▪ Supportive and approachable | |
|--------------------|---|--|

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 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 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
- 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

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:

