

Ward Sister/Charge Nurse JOB DESCRIPTION

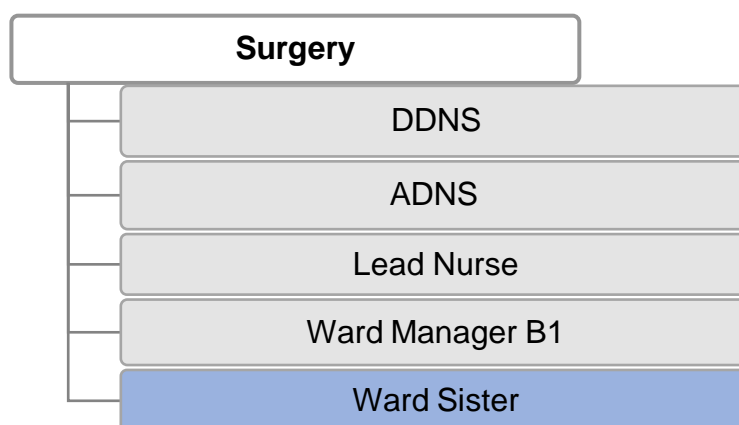
Job Title:	Sister/Charge Nurse
AfC Band:	Agenda for Change Band 6
Directorate/Service:	Surgery
Accountable To:	Nichola Trott
Responsible To:	B1 Ward Manager
Base Location:	Salford Care Organisation
On-Call Requirement:	No
AfC Job Code:	NA

Values

Three values are at the heart of our organisation: **Care, Appreciate** and **Inspire**.

Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

Structure Chart



Job Summary

The post holder is responsible for the assessment of patient care needs and development, devising, implementing, and evaluating programmes of care, both for a specific group of patients as the named care provider and in supporting the care of all patients.

As a Sister / Charge Nurse you will provide daily clinical and managerial leadership to nursing and support staff in the delivery of evidence-based practice. Actively support the Ward / Unit Manager in the effective running of the department including in their absence.

Key Role and Responsibilities

Main Tasks & Overview of Responsibilities

- Establish and maintain effective communication with patient/carers and families about complex matters providing a warm welcoming and enabling environment to support therapeutic relationships.
- Develop specialist knowledge, in area of practise, underpinned by theory.
- Assess, plan, implement and evaluate the effectiveness of nursing care and adjust the programmes of care where indicated along with maintaining the health, safety and security of self and others in own work area.
- Contribute to the development of services.
- Contribute to quality improvement.
- Support patients, carers and staffs equality, diversity and rights.
- Lead others in the development of knowledge, ideas and work practice.
- Plan, allocate, assess and provide feedback to team members.
- Maintain and support the efficient use of physical and /or financial resources.
- You will practice in accordance with the professional, ethical and legal framework for nursing.
- Ability to work flexibly and unsocial hours to meet the demands of the service.

Communications & Relationships

- To communicate collaboratively with the wider MDT (Multi-Disciplinary team) to explore complex issues and to make complex decisions.
- To effectively communicate complex and highly sensitive information
- To agree the arrangements for communication with the patient/family/carer, and to document these in accordance with Trust policy and the patients right to confidentiality.
- To competently receive highly sensitive information concerning patient's medical condition and provide information using persuasive, reassuring skills as required, which may include when patients/family/carer are hostile and antagonistic e.g. bereavement / special needs / learning disabilities / where English is not the first language
- To ensure that essential information on the patients' condition and progress is recorded by self and team members appropriately according to NMC guidelines

Analytical and Judgmental Skills

- To undertake data collection effectively using the agreed systems
- To use clinical judgemental skills to decide upon and recommend best course of action for assessing and interpreting complex needs of patients/families.carers when a range of options exist, escalating as appropriate.
- Analyse situations and instigate emergency procedures as required.

Physical Skills

- Physically able to assist patients with activities of daily living and moving and handling
- Able to carry out complex observations, monitor and use relevant equipment safely, ensuring accuracy and dexterity
- To utilise highly developed physical skills where accuracy is important e.g. in preparing and giving IV injections, assembling surgical equipment, maintaining infusions
- Driving skills are required for community posts

Responsibility for Patient Care

- To assess, develop, implement and evaluate specialist nursing care programmes from admission to discharge

- To obtain people's informed consent, providing highly specialist advice and discussing the implications of the whole assessment process
- To undertake specialist nursing interventions consistent with evidence based practice, transferring and applying knowledge and skills to meet patients' needs, evaluating and modifying interventions as appropriate.
- To analyse and rigorously review all aspects of the patient care plan interpreting information and using specialist knowledge and clinical judgement to liaise with MDT (Multidisciplinary Team), co-ordinating and participating in case discussions as required
- To refer patient/family/carer to other practitioners when needs and risks are beyond one's own scope of practice or require longer term support
- To support patients/family/carers encouraging them to promote their own health and wellbeing and to express their interests and concerns
- To provide support and care for the patient and his/her family/carer respecting their need for privacy and dignity

Planning and Organisational Skills

- To prioritise workload of themselves and others, assess performance and provide clear constructive feedback to team members
- To monitor progress of work recognising changing priorities and implement corrective actions within own limits and informing the relevant people
- To plan, manage and organise the ward/unit environment adjusting plans/rosters to cover emergencies (i.e. rostering short term cover) in the absence of their line manager

Responsibility for Policy/Service Development

- To adhere to trust policies and procedures relating to own workplace to contribute to service development
- To evaluate current policies and procedures and identify the impact they have within their clinical environment
- To identify outcomes of evaluation and offer constructive views on service developments
- To implement and propose changes to policies/practices in own area
- To evaluate with others the effectiveness of any changes and how these have improved services

Responsibilities for Financial and Physical Resources

- To ensure efficient and effective use of material resources/supplies within the ward/department
- To act as authorised signatory for small financial payments and timesheets
- To ensure patients valuables and belongings are documented and managed according to trust policy
- To monitor, control and store resources/supplies according to the requirements and specifications of the clinical environment 5
- To identify any problems with resource use/availability and make recommendations for corrective action
- To maintain accurate records of resource use

Responsibilities for Human Resources

- Responsible for day to day supervision, allocation and co-ordination of clinically based teams making the best use of their abilities
- To lead a team whilst assuming responsibility and control of the work area management in the absence of the manager
- To participate in the clinical supervision of staff and providing relevant training and assessment
- To participate in the appraisal process for themselves and others
- To identify, report and address poor performance issues, where required
- To diffuse challenging behaviour, ensuring that the situation is managed in a sensitive way
- To participate in the recruitment and selection process
- To participate in the identification of future workforce requirements
- To contribute to the development of a learning environment
- To implement disciplinary and grievance procedures where required

Responsibility for Information Resources

- To record data accurately using the agreed systems i.e. Patient Administration System (PAS) and the Electronic Patient Record system (EPR) and paper documentation

Responsibilities for Research and Development

Quality

- To ensure own actions promote quality and identify and manage any risks
- To lead in setting and maintaining optimal standards of care in own work area

- To keep up to date and act consistently with quality standards and guidelines within their own clinical area and associated areas
- To evaluate the quality of their own and others work, and where necessary make the appropriate improvements
- To have an understanding of the quality agenda and how standards of care can be maintained
- To monitor the quality of work in own area, raise quality issues and related risks and bring to the attention of others
- To lead others in understanding how their practice should change to improve quality
- To re-evaluate following any change to ensure that improvements have been made

Audit

- To lead in audit/benchmarking within the clinical area supporting the introduction of a change in practice if indicated
- To contribute effectively to evaluation studies (e.g. patient satisfaction surveys)

Freedom to Act

- Work is managed rather than supervised and can act independently within appropriate occupational guidelines
- Leads specialist area or team and may manage a case load in the community
- To undertake all duties having regard to the NMC 'Code of Professional Conduct' for the nurse, midwife and health visitor and their professional contribution to Clinical Governance
- Is guided by trust protocols and codes of conduct

Partnership Working

- The requirement to interact with others in order to achieve the objectives or purpose of the post. This will range from co-operating with other team members to multi agency working.

Equality and Diversity

- To recognise the importance of people's rights and interpret them in a way that is consistent with trust procedures, policies and legislation
- To challenge behaviour that infringes the rights of others
- To identify and take action where necessary to address discrimination and oppression

Making Every Contact Count

- Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing
- Staff should engage with patients, relatives, carers and the public to give them additional advice on health and wellbeing
- Staff will be given support to help them to signpost people to other services which may improve their health and wellbeing

Health & Safety

- To monitor and maintain health, safety and security of self and others in own work area
- To identify and assess potential risks in work activities and how to manage these risks appropriately
- To work within legislation and trust procedures on risk management
- To take immediate and appropriate action in relation to adverse incident reporting utilising the hospital incident reporting system.
- You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Trust's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager
- You are accountable for the effective deployment of activities that ensure that your department/ward/clinical team is reducing hospital acquired infection. You will ensure that you and your staff comply with the Trust's policies on infection, prevention and control. You will ensure that you and your staff receive the training required to maintain competence to execute the Trusts policies on infection, prevention and control. You have a responsibility to bring deficiencies in the deployment of such policies to the attention of your line manager

General Staff

- You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Alliance's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager

Safeguarding

- The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and 8 volunteers to share this commitment. You will be expected to fulfill your mandatory safeguarding training at the level applicable to this role

Electronic Patient Record

- The Northern Care Alliance uses an Electronic Patient Record (EPR). All Clinicians must use EPR as the primary patient record. It supports delivery of Safe, Clean and Personal patient care. Paper is used only for clinical record components (e.g. fluid charts) that do not at present have an EPR replacement.
- The majority of clinical documentation is entered directly on the EPR including health issues, case histories and continuation notes, condition specific structured records and risk assessments. EPR also provides systems for prescribing, requesting most tests and some services, and for viewing results, a local integrated record and correspondence.

- Access to this comprehensive EPR is via a unique login and password. All Clinicians working at the Northern Care Alliance must receive EPR training

Code of Conduct

- Professional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

PERSON SPECIFICATION

Job Title:	<i>Sister/Charge Nurse</i>
AfC Band:	Band 6

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Degree/diploma in nursing studies (or equivalent nursing qualification and experience) • Evidence of continuous professional development (CPD) 	<ul style="list-style-type: none"> • Evidence of involvement in teaching with evidence of mentorship qualification. • Specialist Practitioner Qualification or equivalent experience.
Professional Registration	<ul style="list-style-type: none"> • Registered Nurse with current NMC registration (Part 1 Adult/General Level 1 or 2) • X 	
Knowledge, Training & Experience	<ul style="list-style-type: none"> • Substantial post qualified experience/or experience caring for patients within General Surgery • Demonstrates evidence based clinical knowledge IT skills 	<ul style="list-style-type: none"> • Experience of the use of clinical systems • Good time management • Experience of managing patients with central venous access devices

	<ul style="list-style-type: none"> Communicates succinctly, clearly and accurately both verbally and in writing Be an effective team member who is able to relate to colleagues at all levels of the Trust with tact and diplomacy 	<ul style="list-style-type: none"> Demonstrate initiative to proactively problem solve with a solution focus
Skills & Abilities	<ul style="list-style-type: none"> Ability to coordinate your workload and supervise members of the team, ensuring high quality, safe and effective patient care Experience of intravenous therapy 	<ul style="list-style-type: none"> Ability to use reflective practice to continuously improve the standard of patient care Cannulation/venepuncture skills

Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
CARE We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
APPRECIATE We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
INSPIRE	Have a voice and act with integrity and honesty.

We speak up and find ways to be even better.	
	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

Infection Prevention
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
Safeguarding
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.
Health and Safety
Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.
Confidentiality and Data Protection
Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any

confidential information, or that covered by the Data Protection Act may result in disciplinary action.

Equality and Diversity

All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.

Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:

- eliminating discrimination, harassment and victimisation
- advancing equality of opportunity between people who share a protected characteristic and those who don't
- fostering good relations between people who share a relevant protected characteristic and those who don't
- understanding the impact of policies, services and practice on people with different protected characteristics

Code of Conduct

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

Leadership and Development

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

Flexibility

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This job description is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.