

Job Title:	Ward Manager Band 7
Reports to (job title):	Senior Nurse– Inpatients
Line Manager to:	Ward Registered Nurses, Nursing Associates & Health Care Support Workers

Job purpose

If you are an experienced nurse leader looking for a new challenge then why not apply to be the new Ward Manager of our 30 bedded community hospital ward in the beautiful Savernake Forest in Marlborough?

We are looking for an enthusiastic leader- passionate about high standards of patient care and keen to develop within our strong, supportive, friendly and established multidisciplinary team.

You will be a great role model, leading by example to inspire the team around you to provide exceptional holistic assessment, planning, delivery and evaluation of patient care in accordance with the Nursing and Midwifery Council Code of Practice.

You will play a pivotal role in supporting the team through changes and the development of our service and provide a positive and visible clinical presence on the ward.

You will be part of a supportive and friendly senior ops team across the four inpatient wards in Wiltshire.

Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -

- To be responsible and accountable for the day-to-day operational management of staff, patient caseload and resources of a community hospital ward.
- To provide leadership and professional support for the nursing team and to ensure that resources available are utilized effectively in the day in the management and rehabilitation of patients.
- To actively work as a member of the multi-disciplinary team (MDT).

- To prevent unnecessary acute hospital admissions and to work closely with the Integrated Neighborhood Care Team and other stakeholders to ensure timely discharge from the Unit. To support the service leads in service development.
- To provide high quality nursing care to all patients in line with best practice and to ensure that all nursing staff work to high standards.
- To provide expert clinical nursing knowledge and advice.
- To recognise own limitations and have the ability to draw on the available network of support.
- To ensure that the unit meets all CQC requirements and can provide evidence for this.

Communication and working relationships

- To maintain accurate, comprehensive and up to date documentation, in line with legal and departmental requirements and communicate assessment and treatment outcomes to the appropriate disciplines in the form of reports, letters and discharge summaries.
- To attend team and profession specific meetings as required maintaining effective communication with colleagues, patients, relatives and other members of the MDT.
- Communicate highly complex and sensitive information to staff, senior managers and across agencies.
- Excellent verbal and written communication skills relating to patients and their care.
- To ensure effective outcomes of evidence-based care.
- To operationally manage and support nursing staff including sickness, performance and absence management.
- To manage and respond to formal and informal complaints within the set timeframe.
- To inform, advise and participate in the operational and strategic development of community services.
- To maintain excellent working relationships with all those involved in the provision and development of community services, including the local and national senior leadership team.
- To ensure effective outcomes of evidence based care.
- To maintain excellent relationships with all staff and local health and social care economy.
- To communicate patient progress with primary and secondary care as appropriate.

- **Our values**

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the

expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- Accountability
- Involve
- Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines

- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual

orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- 1st Level Nurse Registration (live registered with the NMC)
- Evidence of continuing professional development at level 6
- Teaching and assessing qualification
- Experience in people management

Communication

- Team worker and ability to work alone and independently.
- Ability to listen to and to communicate with patients and carers in a compassionate and caring manner.
- Compassionate Leadership focuses on relationships, careful listening, understanding, empathy and support, making those led feel valued respected and cared for.
- To promote effective communication with patients, and visitors to the Ward area.
- To communicate effectively with visitors to the area presenting with challenging behaviour.
- To act as advocate for Patients, Visitors and Staff.
- To operate effectively within the multidisciplinary team according to changing patient and team requirements
- To ensure that communication/ documentation is contemporaneous and comprehensive by both self and others.
- To be proficient in operating IT systems and enable access to all team members.
- To organise and chair frequent Ward meetings, demonstrating flexibility in communication to provide inclusive approach to full team.
- To actively participate in relevant meetings as required

Knowledge

- Excellent understanding and application of the relevant NICE Guidelines.
- Understanding of audit processes
- Knowledge and application of the requirements for CQC
- Adult Safeguarding
- Risk Management
- Works within agreed Policies and Procedures
- Ability to travel effectively and efficiently within the locality

Experience

- Appropriate post registration experience, including leadership in an inpatient setting.
- Experience of Medical, Orthopaedic and Frailty conditions with a rehabilitation focus
- Experience in the management of end-of-life care
- Experience of MDT working

- Line management and mentorship of junior staff
- Service development projects and clinical audit
- Use of patient related outcome measures and development of user involvement processes

Skills & Abilities

- Experience of autonomous practice in a nurse led setting
- High standard of clinical skills in relevant area
- Excellent written and verbal communication skills
- Ability to apply and demonstrate innovative practice
- Excellent teaching and training skills
- Effective team player and team leader
- Ability to travel between sites in a timely manner
- Ability to make judgement in management of difficult situations
- Ability to both take charge, and delegate as situation dictates
- Excellent presentation skills to deliver to a variety of groups – staff, stakeholders and patient groups
- IT skills and ability to adapt to new systems
- Ability to change priorities at short notice dependant on system pressures
- Interpretation of national guidance and translation to local objectives and needs
- Innovative approach to recruitment and retention of ward team
- Personable manner to enable effective working relationships with wider organisation
- Have a strong can-do, problem-solving attitude
- Confident, assertive manner when needed in conflict resolution
- Ability to network both within The Organisation and beyond
- Able to challenge poor practice
- Demonstrate a professional, calm approach at all times

Personal Attributes

- Reliable
- Authentic
- Compassionate
- Trustworthy
- Flexible
- Empathetic
- Excellent listening and reflection skills
- Able to motivate and direct a team
- Role model (leadership qualities)

Ability to Manage

- Excellent time management skills

Job Description

- Excellent organization and completion of all managerial commitments
- Supervision and development of staff

Desirable

- Post graduate Degree/ MSC or willingness to undertake
- Leadership qualification or willingness to work towards

Other requirements: Current driving license and access to a car during the working day

Employee signature

Manager signature
