

Job Title:	Virtual Ward Team Sister/Charge Nurse
Reports to (job title):	Virtual Ward Clinical Lead Nurse
Line Manager to:	Virtual Ward Staff Nurse

## Job purpose

The role of the Team Sister/Charge Nurse is to be a key driver in supporting patients to recover from or manage their illness and enable them to stay healthy and well for longer. Managing a defined Virtual Ward caseload, the post holder will utilise their clinical skills, leadership skills and expertise to assess, triage, plan, delegate, organise and evaluate complex packages of health and social needs tailored to individuals and ensure that patients receive the right care at the right time by the right person.

The Team Sister/Charge Nurse will have caseload management responsibility in the following areas:

- Health Care interventions for Virtual Ward patients.
- Provide support for patients on the Virtual Ward with long term conditions and frailty.

Supporting and deputising for the Clinical Lead, the Team Sister/Charge Nurse will actively participate in the triage of initial referrals and ensure delegation is evidence based and of a high professional standard to enable patients to be seen appropriately, according to clinical need.

The role will support the Clinical Lead in the development and attainment of the skills, competencies and clinical expertise required of themselves and the team to deliver care of the highest standard across a range of long term conditions and frailty management. The Team Sister/Charge Nurse will support the Clinical Lead in achieving the key outcomes of patient safety, quality and a reduction of harm across all of the caseload.

The Team Sister/Clinical Lead will be responsible for the first line management of designated staff managing the first line disciplinary and capability process as required. The role will also support the Clinical Lead with the development of a staff roster that is responsive to the service needs.

The post holder will be responsible for ensuring that the visions and values of the organisation and the wider NHS are implemented at a local level to achieve the expected outcomes for patients. This includes the handling of informal complaints efficiently and effectively, escalating any concerns to the Clinical Lead.

## This post is responsible for

- To provide caseload leadership and management that demonstrates quality, safety and productivity in line with commissioning intentions.
- Act as a role model for the delivery of high standards of care that complies with NMC codes of conduct and Trust policies.

- Document all patient interventions contemporaneously onto electronic record ensuring accuracy and the inclusion of all appropriate assessments.
- Ensure correct use of confidential and sensitive information in line with Caldicott.

## Key responsibilities

### Knowledge, training and experience

- First Level Registered Nurse
- Educated to degree level with evidence of an established degree pathway
- The post holder will have the appropriate specialist knowledge for the defined caseload across a number of clinical pathways that may include end of life care [symptom control], IV therapy administration and evidence-based management of long term conditions with an understanding of the relevant national and local guidance.
- Teaching and Assessing NMC approved qualification (e.g., ENB 998 or equivalent)
- Evidence of relevant post registration specialist continuing professional development
- Evidence of supervising/leading staff
- Evidence of being able to clinically manage complex packages of care within specific disease pathways.
- Excellent verbal and written communication skills
- Willingness to undertake Extended/ Supplementary prescribing qualification.
- Competent knowledge of IT and electronic communication
- Good interpersonal skills
- Flexible approach
- Display professional behaviours in line with HCRG care group values

### Communication and Relationship Skills

- Ensure that complex issues are shared appropriately when communicating with external stakeholders and other providers.
- Liaise effectively with other team members and healthcare professionals in accordance with the patients care plan to ensure that it is formulated with the agreement of the patient in order to gain concordance.
- Deliver effective communications with patients/carers, to discuss sensitive and complex information in relation to their individual needs and programmes of care such as end of life, chronic disease management or Safeguarding Vulnerable Adults.
- Provide clear and articulate, well considered information to enable patients/relatives to make informed choices for their care.
- Use effective communications that support, direct, encourage and motivate individual staff during daily work, team meetings, 1:1's, appraisal and personal development plans.
- Receive referrals from GP's, hospital wards, care managers, carers, patients and their families and analyse the information to prioritise and assign visits,

- Display exemplary professional behaviour commensurate with HCRG values whilst managing the day-to-day caseload.
- Be computer literate in order to access and update computerised patient records.

## **Analytical and Judgement skills**

- The post holder will assess and interpret the clinical condition of patients in order to devise person centered care plans and will analyse the effectiveness, adjusting care as clinical status indicates
- To be able to present accurate and relevant information to the service user, Senior Sister and other team members, Community Matrons and Specialist Nurses.
- Act as a role model in order to provide effective leadership, ensuring competent, safe practice and adequate caseload cover, liaising with the Team Lead, LTC Nurses and Specialist Nurses as necessary.
- Support the Clinical Lead to manage urgent clinical issues as they develop e.g., crisis management of both staff and patients. Develop coping strategies for dealing with stressful situations with support from senior colleagues.
- Be responsible and accountable for ensuring caseload assessments are reviewed according to clinical need.

## **Planning and Organisational skills**

- Plan and organise patient care according to individual needs and evaluate care according to the evidence provided by the team.
- Undertake the role of educator in clinical practice across defined areas of expertise and be approved competency assessor within these clinical areas such as, end of life care and symptom management, IV medication, Wound Care and Pressure Ulcer Management.
- Undertake appraisal and 1:1's, identify staff development needs and formulate Personal Development Plans with staff members liaising with the IPCT for specific training needs.
- Attend one to one's, appraisal and clinical supervision as required.
- Liaise with Clinical Lead to ensure cover and continuous service delivery for the caseload.
- Ensure resources are used effectively, allocating workload to meet priorities of patient care by the most effective use of time, travel, skill mix and equipment.

## **Physical Skills**

- Good IT Skills including Microsoft Office and Web based systems e.g. DATIX, Caseload Management, emails
- Driving as required
- Manual handling of patients

## **Responsibility for Patient/Client Care**

- Be an autonomous practitioner whilst providing and managing nursing care to patients/clients at the primary, secondary, and tertiary levels of preventative activity.
- To provide specialised clinical advice in relation to specific programmes of care.

- Utilise the Risk Assessment Tools to analyse the risk of admission of the most complex patients and assess and develop Care Plans to prevent unnecessary hospital admission.
- Participate in multi-disciplinary meetings with GPs
- To have responsibility for the direct delivery of allocated clinical care by members of the team to service users.
- Based on identified need make requisitions for items of home loan equipment, refer to and liaise with other agencies as appropriate.
- Be responsible and accountable for the admission/discharge of patients/clients from the Virtual Ward caseload.
- Be aware of and act on any safeguarding concerns in line with policy and procedures.
- Where applicable, prescribe products to meet needs of patients utilising independent prescribing in accordance with own scope of practice.
- Be responsible for patient/client care in relation to the Mental Capacity Act. Liaise and work closely with all agencies and health care professionals involved in the patients care either internally or externally.
- Maintain up to date knowledge base and skills which reflect local need and evidence-based approach to practice. Following appropriate training, maintain competencies in a wide range of clinical skills encompassing all specialties needed for working within the Virtual Ward Service.
- Deliver or appropriately delegate a range of clinical interventions exercising accountability according to individual competence and confidence.
- To provide clinical advice to the team that is evidence based and in accordance with HCRG care group policies and protocols.
- Support the team to ensure that HCRG care group policies and procedures are adhered to in all areas of practice including the administration of medicines.
- Ensure that patient confidentiality is maintained and that Caldicott principles are adhered to.
- Ensure that incidents are reported in a timely manner and action plans developed to reduce repeated risks in conjunction with Clinical Lead.

## **Responsibilities for policy and service development implementation**

- Support the creation of a learning/development environment for team members and allocated students ensuring a positive work environment is maintained.
- Undertake preceptorship, mentorship, workplace assessor and teaching roles to ensure the team is supported.
- Assess clinical staff against specific competencies to ensure professional standards are being delivered.
- Take responsibility for the teaching of, and giving information to, patients and their families so they may be able to make informed decisions for their care.
- Identify the need for teaching programmes for carers and to work with others in demonstrating nursing care procedures where appropriate.

## **Responsibilities for financial and physical resources**

- Be an effective prescriber and be aware of the financial impact of prescribing. The post holder has a responsibility to ensure that resources are used appropriately and cost effectively (i.e. mobile phones, dressings) according to HCRG policy and that inappropriate use of resources is reported to the appropriate person.

## **Responsibilities for Human Resources**

- To be responsible for the line management of designated clinical staff in order to ensure personal and professional development as agreed with the Clinical Lead.
- To review and reflect on own performance through effective use of clinical supervision and appraisal.
- Undertake all training as required on the relevant training matrix, including Mandatory and Essential to role.
- Support the Clinical Lead to manage sickness absence levels within the team, undertaking return to work meetings as required whilst promoting the health and well-being of all staff.
- The post holder is expected to work with maintaining the Service over a 7-day week, to include weekends and Bank Holidays.

## **Responsibilities for Information Resources**

- Provide and keep statistical information as required by Clinical Lead and senior management team.
- Maintain systems of monitoring as required by HCRG care group.

## **Responsibilities for Research and Development**

- Contribute to new ways of working and practices within the team and wider locality as required.
- Contribute to the collection of data pertaining to research and audit as required.
- Undertake audits for peer services in order to establish benchmarks and areas for improvement

## **Freedom to Act**

- The post holder is required to be accountable for his/her own actions, to act on his/her initiative and to be aware of the impact on others
- Maintain active status on the NMC register working within the NMC code of conduct and professional guidelines at all times.
- To ensure delivery of high standards of care via the day-to-day management of the team.
- In accordance with HCRG care group policies and professional accountability provide autonomous skilled nursing care to patients in the community, adapting to a changing workload throughout the day.
- Maintain safe standards of practice by being familiar with all current professional, local and NHS issues, attending meetings/courses as identified and appropriate.
- Practices, where appropriate as an Independent Prescriber within own scope of practice.

## **Physical Effort**

- There will be a requirement for a combination of sitting, standing, bending, stooping, walking and driving.
- There will be some requirement of physical effort in relation to patient care.
- Some long periods of computer use.

- To have the manual dexterity to perform tasks e.g., venepuncture, removal of sutures, IV care etc.

## Mental Effort

- Work patterns will necessitate an ability to adapt to a changing workload in the course of a day including being occasionally called away to deal with unpredictable situations.
- Periods of concentration are required on a daily basis for calculations for drug administration, and requirements to ensure that documentation is completed to a high standard according to local policies and to NMC guidance.

## Emotional Effort

- Regular need to manage situations involving service users, families, and colleagues when the information/situation can be distressing in an emotionally charged atmosphere i.e., in relation to Adult Protection, bereavement.

## Working Conditions

- Work as part of a team but without direct supervision and leading others.
- Occasional exposure to verbal aggression (telephone/face to face)
- Frequent need to provide and receive sensitive information
- Frequent exposure to wounds and bodily fluids
- Regular requirement to drive
- Regular use of computers to access emails and systems

## 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	Think	Do
<ul style="list-style-type: none"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## 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 1998 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



# Job Description

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

- Current NMC Registration
- Teaching and Assessing NMC approved qualification
- Evidence of relevant post registration specialist professional development

### Clinical Experience

- 3 years' experience as a registered nurse
- Experience in a variety of settings including hospital and community.
- Experience of managing a range of long-term conditions
- Experience of working collaboratively with Social Services
- Evidence of innovative clinical practice development

### Knowledge

- Knowledge of up-to-date clinical practice and current issues in nursing
- Ability to prioritise, time management skills
- Awareness of risk management
- Awareness of organisational strategic direction and ability to incorporate this with clear vision if patient care and service delivery
- Evidence of excellent assessment and documentation skills
- Understanding of quality standards and audit

### Skills & Abilities

- Line management experience. Ability to work autonomously
- Knowledge of up-to-date clinical practice and current issues in nursing
- Responsive to the needs of the service
- Research awareness
- Awareness of legal/ethical issues in nursing
- Highly developed communication skills- verbal and written
- Ability to make decisions and take appropriate action
- Evidence of innovative clinical practice development and service development
- Excellent interpersonal skills

- Ability to organise own work
- Ability to use own initiative
- Ability to challenge practice
- IT skills

## Personal Attributes

- Flexible and Adaptable
- Visionary
- Passionate about quality of care
- Ability to manage and lead others
- Empathetic
- Supportive
- Approachable
- Sense of humour
- Team player
- Motivated
- Willingness to continue with personal development
- Ability to act as a role model
- Ability to cope well under pressure
- Ability to work with unpredictable work patterns

## Desirable

- Evidence of having undertaken or undertaking Degree level study
- Willingness to become an Independent Supplementary Prescriber (V300) – registered with the NMC
- Physical examination skills or willingness to undertake
- Experience as a Clinical Supervisor and Appraiser
- Experience of first line management
- Aware of CQC evidence for organisation assurance
- Leadership/Motivation skills

## Other requirements:

- Current driving license and access to a car during the working day.

# Job Description

Employee signature

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Manager signature

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