

Job Title:	Ward Manager
Reports to (job title):	Operational Lead – Community Hospitals

Job purpose

The purpose of the Ward Manager is to effectively lead a Community Hospital Nursing Team, taking responsibility for the management and professional accountability of the Team and its individual staff members.

To be responsible for the overall management of the inpatient wards ensuring the provision of holistic assessment, management, and evaluation of evidenced based nursing care to patients in the community hospital settings.

To promote effective teamwork, delegating activities appropriately to the benefit of the patient and service delivery taking responsibility for the development of a staff roster that is responsive to the Service needs.

To have overall responsibility for the development and attainment of skills, competencies and clinical skills required of themselves and the Team to deliver care of the highest standard across a range of conditions associated within the inpatient Community Hospital Nursing.

To monitor the quality-of-care provision ensuring that the key outcomes of patient safety, quality, and reduction of harm across all is maintained.

To identify and promote areas for Service development.

To be responsible for the performance of the Team and individuals within it.

To support the Operational Lead and Head of Clinical Services in delivering high quality care that delivers best value, meets the requirements of the commissioners, and achieves the expected outcomes for patients.

To take responsibility for the handling of all complaints efficiently and effectively, escalating any concerns to the Operational lead.

To work in partnership with key stakeholders to ensure high quality, integrated and seamless care is delivered.

To effectively manage own budget to maximize the use of resources cost effectively.

Base

Kestrel ward, Sittingbourne Memorial Hospital ME10 4HG

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: -

- Provide skilled, effective, and evidenced based nursing care to patients with complex care needs within the inpatient community hospital settings.
- Be an autonomous practitioner taking ongoing responsibility for the assessment, planning, evaluation, and implementation of nursing for all patients on the, delegating activities as appropriate.
- Demonstrate the analytical and judgement skills required to perform in the role.
- Manage the day to day, ongoing delivery, and development of the Service within remit ensuring delivery of a service that is responsive and high quality.
- Ensure that all staff maintain contemporaneous documentation and practice according to NMC standards and HCRG Care Group policies.
- Develop a proactive approach to service delivery that reflects the health needs of the local community.
- Maintain an up-to-date knowledge base and skills which reflect local need and evidence-based approach to practice.
- Deal with urgent issues as they arise e.g., crisis management of both staff and patients and develop coping strategies for dealing with stressful situations.
- To have an innovative approach to practice in response to changing service needs and priorities. Acting as a change agent and facilitating the change process.
- Be responsible for and competent with all aspects of communication, verbal, non-verbal, written, and electronic in order to respond to Senior Management instructions and governance information.
- To lead others from a base of clinical credibility in order to model and support improved practice.
- To provide supportive and facilitative leadership to the Team and colleagues.
- Manage all aspects of performance, development and training of staff, ensuring all staff have regular 1:1's, an annual appraisal and personal development plan. Ensure that any performance matters are dealt with in line with HCRG Care Group policies.
- Monitor and manage all levels of staff conduct, standards of behaviour and staff absenteeism as appropriate ensuring matters are dealt with effectively.
- Be able to present information to the service user, Senior Nurses and Senior Managers in a timely manner.
- Take responsibility for ensuring that patient experiences of the Service are positive.

- Effectively manage any patient complaints within acceptable/requested time frames.
- Report and/or investigate clinical incidents, working collaboratively with the Head of Clinical Services, Operational Lead and Quality & Patient Safety Lead to develop strategies around future occurrences.
- Be responsible for the budgetary management of the Team, taking responsibility for expenditure budgets within designated control levels and for the achievement of financial balance at year end.
- Be responsible for service delivery with the available resources and monitoring of performance against set targets.
- Analyse performance data highlighting areas of variance and develop action plans to address and improve performance. Implement and monitor action plans.
- Maintain own accurate records and statistical returns. Accurately enter relevant data on to HCRG Care Group systems within required time frames, ensuring that qualitative information is collected in the designated format.
- To provide 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 HCRG Care Group policies.
- Ensure correct use of confidential and sensitive information in line with Caldicott.

Knowledge, training and experience

- First Level Registered Nurse
- Educated to degree level with evidence of an established degree pathway
- Teaching and assessing NMC approved qualification (e.g., ENB998 or equivalent)
- Evidence of relevant post registration specialist continuing professional development
- Evidence of supervising/leading staff
- 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.

- Deliver effective communications with patients/carers to discuss sensitive and complex information in relation to their individual needs and programs 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 of their care.
- Use effective communications that support, direct, encourage and motivate individual staff during daily work, team meetings, 1:1's, appraisals and personal development plans.
- Display exemplary professional behavior commensurate with HCRG Care Group values .
- Be computer literate in order to access and update computerized patient records.

Analytical and Judgement skills

- Act as a role model in order to provide effective leadership, ensuring competent and safe practice.
- 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.

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 the clinical areas
- Undertake appraisals and 1:1's, identify staff development needs and formulate personal development plans with staff members.
- Attend 1:1's, appraisals and clinical supervision as required.
- Ensure cover and continuous service delivery for the inpatient setting.
- Ensure resources are used effectively.

Physical Skills

- Good IT Skills including Microsoft Office, Excel, Outlook, and Web based systems e.g., EMIS and CRIS.

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 specialist 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 GP's.
- 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 nursing caseload.
- Be aware of and act on any safeguarding concerns in line with policy and procedures.
- Where applicable, prescribe products to meet need of patients utilizing 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 long-term 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.

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 responsible for the budgetary management of the team, taking responsibility for expenditure budgets within designated control levels and for the achievement of financial balance at year end.
- Be an effective prescriber and be aware of the financial impact of prescribing.

- Ensure that resources are used appropriately and cost effectively according to HCRG Care Group policy and that inappropriate use of resources is reported to the appropriate person.

Responsibilities for Human Resources

- Personal duty of care for specialist equipment in order to perform role.
- Undertake training and updates to be able to use specialist equipment safely and effectively.
- 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.
- To be responsible for the line management of all clinical staff in order to ensure personal and professional development.
- 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

- Be responsible for personally generated information in line with HCRG Care Group Policy and professional guidelines.
- Be responsible for patient records ensuring compliance with information governance policies.
- To complete and return all individual reports/statistical information required by the Operational Lead – Community Nursing/Senior Management Team within the stipulated time frames.
- Maintain systems of monitoring as required by HCRG Care Group.
- Maintain electronic diary as to whereabouts in relation to urgent contacting and loan working.
- To assist in the submission for CQC requirements.

Responsibilities for Research and Development

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

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.
- Practice, 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, bandaging, removal of sutures, IVI care etc.
- Flexible approach to travelling to bases across DGSS.

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.
- Nature and timing of telephone contact can be unpredictable.
- Concentration required for teaching and assessing of competencies, report writing and data analysis

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.
- Challenging pressures of work and challenging behaviours of others may be experienced.
- Occasional exposure to incidents such as verbal abuse.
- Supporting colleagues

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">• Inspire• Understand• Communicate	<ul style="list-style-type: none">• Challenge• Improve• Learn	<ul style="list-style-type: none">• 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

Qualifications:

- Current NMC Registration
- Evidence of continuing professional education and training at degree level
- Qualification in leadership/management or prepared to work towards
- Teaching and Assessing NMC approved qualification

Clinical Experience:

- 3 years' experience as a registered nurse
- Experience in a variety of settings including hospital and community.
- Experience of co-ordinating and delivering care for people with complex, long term conditions
- Experience of negotiating and liaising within a multi-disciplinary team
- Experience of co-ordinating and managing a team
- Evidence of innovative clinical practice development
- Experience of teaching others and mentoring students

Knowledge:

- Knowledge of NMC Code
- Knowledge of up-to-date clinical practice and current issues in nursing
- Ability to prioritise, time management skills
- Knowledge of Personal Development Planning
- Awareness of risk management
- Awareness of organisational strategic direction and ability to incorporate this with clear vision of 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

- Willingness to become an independent supplementary prescriber (V300) registered with the NMC.
- Physical examination skills or willingness to undertake
- Aware of CQC evidence for organisation assurance
- Leadership/Motivation skills

Employee signature

Manager signature
