JOB DESCRIPTION

Title of Post: Deputy Ward Sister / Deputy Charge Nurse Care of the Elderly

Band of Post: Band 6

Directorate: Medical Specialties

Reports to: Ward Sister / Charge Nurse

Accountable to: Assistant Director

Initial Base Location: Trust Wide

Type of Contract: Permanent

Hours: Full- time

Job Purpose

The post holder is accountable for their ward / department and will:

- promote and monitor safe and effective practice
- enhance the patient / client experience
- provide effective leadership and management
- contribute to the delivery of the organisation’s objectives
- adhere to Trust values

Main Responsibilities

Clinical/Professional/Specific Managerial Responsibilities

The post holder will focus and lead under the direction of the Ward Sister / Charge Nurse on the following key areas, within the organisation’s governance framework:

1. Ensure safe and effective practice

1.1 Professional, ethical and legal

- Adhere to DHSSPS and NMC guidelines for practice requirements and standards, for example, safe handling, administration, storage and custody of medicinal products.
- Adhere to Trust guidelines, policies and procedures.
- Ensure that organisational goals are reflected in own and the nursing teams’ objectives and in ward / department plans.
• Contribute to the development of the Trust’s policies and strategies, where appropriate.
• Maintain own professional and personal development in accordance with the NMC (2015) The Code: Professional Standards of Practice and Behaviour for Nurses and Midwives.
• Establish and maintain relationships based on mutual respect communicating on a regular basis with the patient / client, relatives and carers’ in the provision of care and services.
• Adhere to the Data Protection Act (1998).
• Maintain effective records management ensuring all documentation written or electronic is managed as per HSC Trust and NMC (2009) guidelines.
• Adhere to the Code of Conduct for HSC Managers, as per Human Resource policies and procedures. Ensure risk management arrangements are in place within the ward / department.

1.2 Evidence-based practice
• To act as a role model to promote a culture of research and reflective practice within the ward / department to enhance person-centred care.
• Ensure evidence-based care is provided to agreed standards within the ward / department.
• Assist in developing, implementing and monitoring policies, procedures and protocols.
• Create an environment which supports a culture of learning and reflective practice for all staff.
• Assist the Ward Sister / Charge Nurse to ensure that systems and processes are in place to support effective mentoring of relevant staff.

1.3 Environment
• To maintain a safe and clean environment for staff, patients / clients and visitors by ensuring compliance with legislation, policies and protocols including health and safety, healthcare associated infection, risk management and critical incident reporting.
• Ensure staff awareness of environmental issues and take appropriate action as per HSC Trust policy.
• Assist the Ward Sister / Charge Nurse to with the analysis, assessment and management of actual and potential risks to health and well-being.
• Ensure safe and effective use of equipment as per HSC Trust policy.
• Ensure near misses, incidents, accidents and faulty devices are recorded, reported, investigated and learning disseminated as per HSC Trust policy.

1.4 Multi-professional working
• Contribute to the establishment of systems and processes to ensure effective communication and continuity of patient / client care, liaising with multi-disciplinary / multi-agency teams and community services.

2. Enhance the patient / client experience
2.1 Person-centred care
• Assist the Ward Sister / Charge Nurse to develop person-centred care within the ward / department.
Promote a caring environment where equality and diversity issues are respected and patients / clients and their carers’ are enabled to be partners in their care.

Assist the Ward Sister / Charge Nurse to develop strategies for communication between staff, patients / clients, relatives and their carers, showing awareness of barriers to understanding.

Communicate between all members of the multi-disciplinary / multi-agency team, and across care settings in a manner consistent with the post.

Demonstrate appropriate care values including: compassion, respect, empathy, treating people with dignity, integrity, courage, responsibility, imagination and adaptability

2.2 Coordination of the patient / client journey

Ensure the safety and quality of the patient’s / client’s journey by effective planning and co-ordination of the episode of care, including the smooth transition to other settings.

Support the Ward Sister / Charge Nurse to ensure effective admission / discharge planning with relevant multi-disciplinary and multi-agency teams as required.

2.3 Patient / client involvement

Identify opportunities to the Ward Sister / Charge Nurse for meaningful involvement of patients / clients and carers in relation to the development of care and services.

Assist the Ward Sister / Charge Nurse to ensure effective systems are in place to gain patient / client and carers’ feedback on their experience of care.

Ensure compliments and complaints are managed in line with HSC Trust policy including the dissemination of shared learning.

Generic managerial responsibilities both within an operational and strategic context.

3. Provide effective leadership and management

3.1 Role model

Act as a visible leader within the ward / department.

Assist the Ward Sister / Charge Nurse to provide leadership that enables professional decision making and effective team working.

Empower and enable staff to contribute to the delivery of high quality person-centred care.

Assist the Ward Sister / Charge Nurse by role modeling evidence-based person-centred care.

3.2 Staff Management and Develop team performance

Acts up in the absence of the Ward Sister / Charge Nurse as required.

Ensure processes are complied with to manage sickness / absenteeism and take appropriate action in line with HSC Trust policies.

Promote the health and well-being of staff and observe for any signs of ill health or stress factors in staff assigned to the area and take appropriate action in line with HSC Trust policies and NMC guidelines.

Assist the Ward Sister / Charge Nurse to manage duty rotas / annual leave and study leave to ensure adequate nursing cover and appropriate skill mix.

Participate in the recruitment and selection of staff.
• Assist the Ward Sister / Charge Nurse to promote, develop and facilitate a learning culture within the ward / department.
• Promote equality of opportunity for all, in accordance with HSC Trust Equality Opportunity Policy.
• Participate in annual staff appraisal / development review, ensuring effective implementation of the Knowledge and Skills Framework (DH, 2004).
• Contribute to learning needs analysis and facilitate annual personal development plans for the nursing team.
• Assist the Ward Sister / Charge Nurse by participating with orientation and induction programmes for staff within the ward / department.
• Promote a person-centred culture to facilitate good staff relationships and morale among staff.
• Contribute to the education commissioning process for nursing staff.
• Assist the Ward Sister / Charge Nurse to manage poor performance and practice of staff in line with HSC Trust policies.
• Work in partnership with Higher Education Institute staff.
• Assist the Ward Sister / Charge Nurse to ensure supervision and mentorship is embedded for pre and post registration students, registered nurses and health care support workers, as appropriate.

3.3 Manage the ward / department environment
• Ensure appropriate delegation to nurses and health care support workers and monitoring of outcomes for effective care / service delivery.
• Challenge appropriately and confidently where standards of care fall below that which the Ward Sister / Charge Nurse would expect.
• Ensure best use of resources within the ward / department and ensure services are managed in accordance with yearly financial instructions.
• Participate in multi-professional procurement processes to ensure appropriate selection of products which meet relevant quality and safety standards.

3.4 Effective use of resources
• Deliver a safe and effective service within allocated resources, ensuring the resources are used to maximum effect.
• Adhere to HSC Trust systems for effectively managing stock and safeguarding fixed assets.
• Promote the principles of good governance and protect the ward / department from financial risk, particularly in respect of patient / client monies and property and charitable funds.
• Display managerial and organisational skills to ensure that products required for patient / client care / treatment are procured in timely fashion and demonstrate value for money.
• Show a commitment to effectively manage resources and achieve statutory financial targets.
• Utilise ehealth technology as applicable.

4. Contribute to the delivery of the organisation’s objectives
4.1 Continuous quality and improvement
• Assist the Ward Sister / Charge Nurse to promote a culture of continuous quality improvement through the use of audit (including multi-professional audit), patient / client feedback and reflection on practice by self and other members of the team.
4.2 Service improvement, development and modernisation

- Work in partnership with a range of clinicians and managers in the planning or development of own service promoting the involvement of patients / clients and carers.
- Contribute to the review of processes / practices including those within the ward to support patients / clients to improve their own health and well-being.

SOUTH EASTERN TRUST - SIX KEY THEMES

As organisations seek to cope with an ever changing and more challenging environment, it is important that a set of key themes are developed that provide clarity with regards to corporate direction and that are recognised throughout the organisation and beyond.

The South Eastern Trust has developed six key themes from which Corporate Objectives and Proposed Priorities have been developed and which guides all our actions. They provide clarity for the general public and staff who deliver the services thus ensuring consistency between strategy and delivery.

The South Eastern Trust’s six Key Themes are:

1. Safety, Quality and Experience
The Trust will ensure that services are safe, of a high quality and contribute towards improving the experience and outcomes for patients, clients and carers.

2. Access
The Trust will ensure that patients and clients receive services in a timely and accessible manner.

3. Health and Wellbeing
The Trust will develop partnerships with other organisations, interested groups and communities to promote and maintain health and wellbeing.

4. Efficiency and Service Reform
The Trust will continue to focus on the efficiency and effectiveness of services, improve organisational capability within available finances.

5. Our Staff
The Trust will continue to build a stable, highly motivated workforce that is committed to a culture of continuous development and ultimately service improvement.

6. Stakeholder Engagement
The Trust will ensure that it listens to and learns from patients, clients, carers and other interested parties in the planning and delivery of service
<table>
<thead>
<tr>
<th>Trust Behaviours</th>
<th>Ensuring safety, quality and improving the experience of our patients and clients by living our Value through the following behaviours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SET expects me to:</strong></td>
<td><strong>... and in practice for everyone, this means I need to:</strong></td>
</tr>
</tbody>
</table>
| **Treat everyone with dignity and respect** | • Respect others and respect differences  
• Communicate sensitively  
• Be sincere  
• Take into account the needs and feelings of others  
• Show understanding of other’s pressures  
• Congratulate others on achievements and successes  
• Recognises achievement or effort  
• Keep confidences | • Thank staff for their work  
• Recognise both team and individual contribution and performance  
• Show understanding of staff pressures  
• Respect people’s confidentiality  
• Communicate honestly  
• Recognise and challenge inappropriate behaviour |
| **Strive for excellence in all that I do** | • Want SET to be the best  
• Work with passion & enthusiasm  
• Always do my best  
• Take ownership for my work  
• Be willing to go the extra mile  
• Don’t always wait to be told – show initiative  
• Question why we do things the way we do  
• Feel free to make suggestions for improvements  
• Ask for help if I need it | • Encourage creativity and innovation  
• Actively manage the change process and the impact on people  
• Use enthusiasm and energy to inspire others  
• Demonstrate personal commitment to excellence through my day to day actions  
• Keep momentum alive by reinforcing key messages and putting a real focus on sustainability  
• Encourage and develop leadership at all levels |
| **Be fair, open and transparent** | • Be approachable  
• Be open and inclusive  
• Acknowledge my own limitations  
• Admit when I don’t understand or make mistakes. | • Act with probity and integrity  
• Create an environment where all people can excel  
• Accept responsibility for my own work and for the performance management of my team  
• Share my learning and development with others |
| **Listen to and learn from our patients, clients, carers and staff** | • Take time to Listen  
• Learn from my mistakes and shortcomings  
• Learn from others  
• Share learning with others  
• Seek others’ input and consider others’ views | • Involve people in problem solving and decision making about areas that affect them  
• Welcome ideas and feedback  
• Hold regular team meetings |
| **Support and develop our staff to improve services and user experience** | • Contribute positively to team working  
• Help others  
• Take responsibility for my learning and development and put learning into practice  
• Work and co-operate with others where it will result in better services  
• Actively consider own, and others’ well-being | • Provide others with clear purpose and direction  
• Strike the right balance between giving guidance and giving responsibility  
• Act as a coach when needed  
• Complete and implement annual appraisals, including a personal development plan  
• Give clear, evidence-based feedback to help improve and develop performance |

*The South Eastern HSC Trust will support everyone to develop the necessary skills and competencies to do their job through learning and development opportunities*
GENERAL RESPONSIBILITIES

All employees are required to comply with the procedures, policies and codes of practice within the Trust.

Trust Value and Behaviours

All staff members and managers are expected to behave at all times in line with the Trust’s Values and Behaviours (as outlined above on page 2).

The Trust’s Core Values demonstrate its commitment to;

‘improve the health and wellbeing of the people we serve in partnership with key stakeholders; to provide person centred, safe and effective care; plan for and respond to changing needs of our patients, clients, carers and staff and ensure best value for money’

Equality

The Trust is an Equal Opportunities employer and welcomes applications from all sectors of the community irrespective of their religious belief, political opinion, race, gender, marital status, dependants, age, sexual orientation or disability.

All staff are required to comply with our Equal Opportunities Policy and each employee must make him/herself aware of their obligations. Managers/Supervisors have a responsibility to ensure compliance with this requirement and promote equality of opportunity.

Health & Safety

All employees must fully comply with the Trust’s various Health and Safety Policies and Procedures and Practices including relevant legislation and Codes of Practice.

Conduct

Staff must maintain high standards of personal accountability and abide by the Code of Business Conduct.

Members of staff are expected at all times to provide a caring service and to treat those whom they come into contact in a courteous and respectful manner.

Performance

Employees are expected to demonstrate commitment to the Trust by ensuring regular attendance at work and the efficient discharge of their duties.

Staff will participate in the Trust's Knowledge and Skills Performance Appraisal which is designed to ensure staff can contribute to organisational goals and ensure their skills are relevant to the tasks to be undertaken and that patient and client care is of a high quality.
Records Management

All employees of the Trust are legally responsible for all records held, created or used as part of their business within the Trust including patient/client, corporate and administrative records whether paper based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environmental Information Regulations 2004 and the Data Protection Act 1998. Employees are required to be conversant with the Trust’s policy and procedures on records management and to seek advice if in doubt.

Environmental Cleaning Strategy

The Trust’s Environmental Cleaning Strategy, recognises the key principle that “Cleanliness Matters. It is everyone’s responsibility, not just the cleaners”. Whilst there are staff employed by the Trust who are responsible for cleaning services, all staff employed by the Trust have a responsibility to ensure a clean, comfortable and safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention & Control

All Staff should co-operate fully with regard to Trust policies and procedures relating to infection prevention and control.

All staff should be aware of the Trust’s Infection Prevention & Control Strategy and their local Directorate initiatives being undertaken to reduce infection and enhance care delivery for patients/clients. They should know their role, in keeping with key principles as Infection Prevention and Control is everyone’s business.

Staff, in delivery of all care must:-

- Wash their hands thoroughly between each patient contact.
- Be compliant with Standard Infection Control Precautions, Hand Hygiene and decontamination and other relevant infection prevention and control measures.
- Be aware of the Trust’s Infection Control guidance and the Northern Ireland Regional Infection Control Manual and ensure they obtain mandatory Infection prevention control training or other specific infection control related training as required.

Hygiene & Prevention of Infection

You will at all times be required to observe hygiene/infection prevention & control standards and notices in operation throughout the Trust. Hygiene and control of -infection are key elements in delivery of safe, quality services and you will, in certain jobs, be required to undertake an appropriate training course at the expense of the Trust.
Personal Public Involvement

Staff members are expected to involve patients, clients and their families in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust’s Personal Public Involvement (PPI) Strategy.

Location

Please note that it is a standard condition that all Trust staff may be required to work at any location within the Trust’s area, as the needs of the service demand.

Terms and Conditions

Applicants should note that the terms and conditions attached to this post will be as set out in the Agenda for Change Terms & Conditions.

This is not intended to be a comprehensive list of all the duties involved in the post and may be amended to meet the changing needs of the South Eastern Health and Social Care Trust; consequently an employee may be required to perform other duties appropriate to the post as assigned to them.

All Job Descriptions are subject to regular review and should be formally reviewed within a two year period.
PERSONNEL SPECIFICATION

Applicants, please note the Trust reserves the right to use the desirable criteria (if stated), at shortlisting. Applicants should therefore clearly demonstrate on their application form whether or not they meet the desirable criteria. Failure to do so may result in you not being shortlisted.

Title of Post: Deputy Ward Sister / Deputy Charge Nurse Care of the Elderly

Band of Post: Band 6

Essential Criteria

- Registered Nurse on Part 1 of the live NMC Register
- Have a Nursing degree or Diploma AND three years post-registration experience within an Acute Hospital setting

Or

- 5 years post -registration experience within an Acute Hospital setting
- Demonstrate the ability to provide effective leadership skills or management training in to meet the needs of the post in full.
- Be competent in Multidisciplinary assessment of the older persons needs

Desirable Criteria

Have obtained a post Graduate diploma or equivalent qualification i.e. Specialist Practice Course or stand-alone Module relevant to Elderly care.

Skills and Knowledge:
• Demonstrate evidence of continuous personal and professional development.
• Provide evidence of maintaining and monitoring standards which have enhanced the patient / client experience of care.
• Have effective communication skills to meet the needs of the post in full.
• Demonstrate ability to work effectively as part of a multi-disciplinary team.

For posts requiring a Driving Licence:

Hold a current full driving licence valid in UK with access to suitable transport on appointment. This criterion will be waived in the case of an applicant whose disability prohibits driving but who is able to organise suitable alternative arrangements.

The remaining criteria should be based on the 6 core dimensions of KSF

KSF Outlines:

• Communication
  Develop and maintain communication with people about difficult matters and / or in difficult situations

• Personal and People Development
  Develop one self and contribute to the development of others

• Health, Safety and Security
  Promote, monitor and maintain best practice in health, safety and security

• Service improvement
  Contribute to the improvement of services

• Quality
  Contribute to improving quality

• Maintain quality in own work and encourage others to do so

• Equality and Diversity
  Support equality and value diversity

Vetting

As part of the Recruitment and Selection process, it may be necessary for the Trust to carry out a check through Access NI before any appointment to this post can be confirmed.

Canvassing either directly or indirectly will an absolute disqualification for appointment.

South Eastern Health and Social Care Trust - Job Description & Personnel Specification, effective 1 January 2016
The Trust is an Equal Opportunities Employer.

Footnote to Applicants

Please note that Shortlisting will be carried out on the basis of the criteria set out above, using the information given by you on the application form. You should therefore fully demonstrate how you meet all the requirements when completing the application form, as failure to do so may result in you not being shortlisted.