

**JOB DESCRIPTION: Band 7 Ward Manager**

<b>Job Title</b>	Ward Manager
<b>Division and Borough</b>	Jameson
<b>Team / Service</b>	Caspian Ward, Park Royal Mental Health Centre
<b>Pay Band</b>	Band 7
<b>Hours</b>	37.5 hrs per week
<b>Terms and Conditions</b>	In accordance with Agenda for change.
<b>Location</b>	Park Royal Centre for Mental Health Central Way London NW10 7NS
<b>Responsible to:</b>	Service Manager via Modern Matron
<b>Accountable to:</b>	Borough Director and Clinical Director for Acute Service's
<b>Manages</b>	Staff Nurses, Health Care Assistants / Health Care Support Workers / student nurses, Activity Co-ordinators, OTs
<b>Key relationships:</b>	Lead Clinician for the Inpatient unit, Directorate management team, Multi-disciplinary staff in the Inpatient Services, Managers and Clinicians, Service users and carers, Heads and leads of Professions, Senior Managers and Directors in the Trust, Voluntary Sector and Local Authority, Key staff in the Trust e.g. Finance, HR, Pharmacy, Facilities, Acute Service's Business Manager, Nursing Directorate, Patients, carers, other members of the multi-disciplinary team, local adult social care services and relevant voluntary organisations



**Job purpose:**

The ward manager will have overall management responsibility for the delivery of care within the ward, in accordance with Trust policies and procedures. To lead a team of nursing staff in the delivery of high quality evidence-based practice, ensuring that regular supervision and appraisal take place. To manage administrative and operational resources in a cost-effective manner, evaluating the standard of service delivered. To co-ordinate multidisciplinary working, maintaining excellent communication and working relationships with all team members, and other services within the Trust, to ensure effective interface and continuity of care between disciplines and services.

The post holder will carry out nursing procedures to a standard that ensures safe and effective care, and complies with The Nursing and Midwifery Council's Code of Professional Conduct. There is an expectation that the post holder will place the needs of service users at the centre of care delivery. The Ward Manager will be a visible, accessible and authoritative presence in clinical areas providing assistance, advice and support to staff, patients, relatives, carers and visitors.

## Values

Central and North West London NHS Trust expects all Band 7 ward managers to act in a way which shows you understand our core values and are willing to put them into practice with service users, their friends family and carers and also other staff members.

As a Band 7 Ward Manager we expect you to show COMPASSION, contribute to a caring and kind environment and recognise that what you do and say helps can make the lives of others better

We expect you to RESPECT everyone and acknowledge and welcome people's differences rather than ignore them or see them as problematic.

We expect you to EMPOWER others and continually try to provide information, resources and support to help others make their own decisions and meet their own needs.

We expect you to work in PARTNERSHIP and behave in a way that shows that you recognise that commissioners and users of our services are the people who generate and pay for our work.

## Key Responsibilities

### Management of Nursing Care and Practice

- Ensure that all nursing practice is developed using up to date evidence based practice, ensuring that all nursing staff have the appropriate skill base and supporting mechanisms to access training to work with the service user group.
- Oversee a service user's care pathway, utilising available resources and Patient Journey framework and lead the team in its implementation.
- Ensure systems are in place to support user and carer-centred involvement in the everyday activities on the ward.
- Ensure that nursing staff receive regular supervision and appraisal, and are offered essential and developmental training in accordance with their personal development plans, and the needs of the service.
- Ensure that all service users are made aware of, encouraged, and assisted to use all services available to them, in particular, those in the community.
- Ensure that the requirements of all mental health legislation are met with particular regard to the Mental Health Act 1983 (including amendments and Code of Practice) and Community Care Legislation (eg. CPA, Supervision Registers and Supervised Discharge etc), NSF, Child Protection and NHS Plan and ensuring that all practices are within the guidelines set by the NMC and are in accordance with Trust policy.

### **Management of Financial and Material Resources**

- To manage all budgets within the post holder's span of control and make best use of available workforce resources based on agreed staffing models.
- Ensure ward finances are managed within allocated budget, including recruitment of staff.
- All absences, bank and agency are managed within budget and Trust guidelines.
- Communicate to all staff how they can contribute to the efficient management of financial and material resources.
- Identify and deal with cost pressures which may have an impact on the financial expenditure of the ward. The post-holder will be expected to notify any such situations to the service manager if they cannot be dealt with at a local level.

### **Management of Clinical Standards**

To act as a Clinical Leader with continuing clinical responsibility within the designated clinical areas, ensuring that services provide high quality evidence-based nursing assessment, care planning, interventions and evaluations for patients.

- Set, monitor and evaluate overall standards of care and practice on the ward in liaison with the Clinical Service Manager, Head Of Pathway, Head Of Nursing, Nurse Advisor, Modern Matron/QSN, and other agencies.
- Ensure that all practices and interactions on the unit are based on the preservation and respect of service users' dignity, individual and cultural identity wishes (whenever possible) and are in accordance with the maintenance of individuals' independence.
- Ensure that all staff are aware of the standards of professional behaviour expected on the unit by the Trust.
- Ensure that the service provides continuity out of hours, appropriately relating to the senior manager on-call and out of hours medical team.
- Work closely with the multidisciplinary team and involve them in all relevant day to day decisions, strategy and business planning, and maintain close liaison with the Service Manager and Clinical Director when difficulties arise.

### **Management of Human Resources**

- Maintain the efficient use of staffing resources on the ward, ensuring that staffing levels are safe, appropriate and contain the necessary skill mix on each shift, but recognising and supporting Improving Working Lives within the confines of a safe service.
- The post-holder will ensure that each member of staff is fully aware of their responsibilities and has a personal development plan which is based on a balance between the needs of the individual and the service.
- Manage the overall development of the ward team, encouraging staff to contribute their views and ideas as appropriate.
- Implement all Trust policies and Human Resource Management, and ensure staff are aware of how to access this information.
- Delegate duties and responsibilities to other staff as appropriate to assist in the operation of the unit and to aid the development of individual staff.
- To use the Practitioner's specialist skills, knowledge and resources to provide learning opportunities for staff within designated areas.

## Management of Information and Communication

- Develop and maintain procedures which result in good communication between the multidisciplinary team and other agencies.
- Arrange and in some instances chair relevant meetings involving other agencies, patients and carers when necessary to facilitate good communication.
- The post-holder will lead the team in setting, implementing and monitoring realistic and achievable objectives for the ward team in accordance with the aims and objectives of the service.
- Attend meetings and forums, representing the ward at various levels both within the Trust and with external agencies, ensuring that all staff are kept fully briefed on any new developments etc. The post-holder may be required to participate in specific inter-agency work relevant to the service.
- Ensure that all communication (verbal or written) between the ward and other departments or agencies is of a high standard both in its content and presentation.
- Ensure that all written and electronically stored information is accessible only to authorised personnel and is stored in accordance with the Data Protection Act.
- Ensure that administrative staff are aware of the importance of the collection of statistical data and ensure that this is collected and stored in an accurate and timely fashion.

## Management of the Environment

- Ensure that the ward environment adheres to PEAT standards at all times. This will involve monitoring the services provided by other departments in accordance with the adopted procedures and will involve liaison with the Trust's Facilities Department and other relevant personnel.
- Ensure that the Health and Safety at Work Act is adhered to by all staff. The post-holder will have particular responsibility for ensuring that all staff receive any training necessary in order to meet the requirements of the Act. (eg. fire training, first aid, food hygiene, etc.). The post-holder will be responsible for taking immediate action to deal with any problem which might affect service user, visitor or staff safety. This will involve liaison with the relevant Health and Safety Co-ordinator.
- Ensure local response in managing incidents by using the Trust Incident Policy and implementation outcomes to change and improve practice.

## Personal Development and Freedom to Act

*The post-holder will:*

- Be prepared to physically move between sites as needed.
- Ensure that they are fully aware of current developments and practice in their clinical area.
- Acknowledge their own limitations and discuss/identify their training and development needs with their line manager.
- Make effective use of supervision with their line manager on a regular and agreed basis.
- Be aware of the need to reflect on their practice both as clinician and manager.
- Manage their own time efficiently.
- Be aware of and adhere to all Trust Policies and act as a role model to other staff.
- Meet the NMC's requirements for Standards of Professional Practice, Code of Conduct and Post Registration and Practice (PREP).
- Recognise emotional and mental effort required to fulfil the post.

## Other Responsibilities

*The post-holder will also be responsible for:*

- Deputising for the Clinical Service Lead as required.
- Undertaking site wide co-ordination roles as required, eg. DSN.
- Establishing and building on excellent working relationships between other services within and external to the Directorate.
- Ensuring that systems are in place which invite service users and their carers to comment on the quality of services they receive.
- Implementation of the complaints procedure including investigation, response, and resolution.
- Ensuring that their line manager is kept informed of all developments and changes within the ward environment.
- The safe storage and administration of medications.
- The creation and maintenance of an environment which is conducive to learning and which meets the educational standards required by Educational Institutions whose students are placed on the ward. The post-holder will be expected to facilitate actively the ward's involvement in the training and education of staff from a variety of disciplines.
- Participating in projects within the Unit and Trust as required by the senior management of the Directorate.

☐ Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.

COMMUNICATIONS AND WORKING RELATIONSHIPS COMMUNICATION WITH	FREQUENCY
Service users and carers	Daily
Nursing team	Daily
Other professional colleagues	Daily
Supervisor and supervisees	At least monthly
Other wards/departments	As required
Referring agencies	At least weekly
Police, probation, forensic service	As required
Support services	As required



<p><b>The following responsibilities are applicable to all ward managers and most other staff members:</b></p>
<p><b>Confidentiality</b> Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.</p>
<p><b>Professional standards and performance review/Professional registration</b> As a ward manager/nurse you are expected to maintain your registration with the NMC (Nursing &amp; Midwifery Council) and comply with the NMC Code of Conduct. Your employment depends on you doing this and failure to remain registered or to comply with the NMC Code of Conduct may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment. You are required to advise the Trust if the NMC in any way limits or changes the terms of your registration. Throughout your employment with the Trust, if requested you are required to provide your manager with documentary evidence of your registration with the NMC. Maintain consistently high professional standards and act in accordance with the relevant professional code of conduct. Employees are expected to participate in the performance review process. Code of Conduct - The post holder is required to adhere to the standards of conduct expected of all NHS managers set out in the Code of Conduct for NHS managers.</p>
<p><b>Safeguarding</b> As a ward manager you have a duty to safeguard and promote the welfare of children and adults at risk of abuse. You should be aware of local safeguarding procedures and how to contact named professionals for advice and support as well as reporting any concerns. You will be supported with the supervision and training needed to recognise and act on welfare concerns and to respond to the needs of children and adults. You have a responsibility to ensure that you are up to date with the</p>
<p>safeguarding training required for all Band 7 ward managers.</p>
<p><b>Infection Control and Waste Disposal</b> Infection prevention and control is the responsibility of all staff. As a ward manager all duties must be carried out in accordance with the Trust hand hygiene and infection control policies and procedures. You must also ensure that waste produced within the Trust is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy. Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.</p>

### **Data Protection, Confidentiality and Access to Health Records**

All information concerning patients/clients and other staff members must be treated as confidential and you must adhere to the policies related to this subject. As a ward manager who contributes to patients' health records you are expected to be familiar with, and adhere to, the Trust's Care Records Policy and accompanying documentation. You are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 199 and you should be aware that patients' records throughout the Trust will be subject to regular audit. You have a responsibility to ensure that patient records are maintained efficiently and that confidentiality is protected in line with the Trust's policies.

As a ward manager you are likely to have access to computerised data systems and you are required to obtain, process and/or use information held in these systems in a fair and lawful way. You must hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. Only disclose data only to authorised persons or organisations as instructed.

### **Promoting Equality and Diversity**

Central and North West London FT aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status. The Trust has a Valuing Diversity in the Workplace Policy and you are expected to adhere to the policy and support equality and value diversity by making sure that you do not discriminate, harass or bully colleagues, visitors or service users. You are also expected to make sure that you don't contribute to discrimination, harassment or bullying or condone discrimination, harassment or bullying by others. Everyone has a personal responsibility to promote and develop a culture that promotes equality and values diversity but as a ward manager you manage and supervise others so have the additional managerial responsibility to ensure that the team you work in does not discriminate, harass or bully. Promote the concepts of equality of opportunity and managing diversity Trust wide.

### **Health and Safety and Risk management**

As an employee you must be aware of the responsibilities placed on you under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors. As a ward manager, like all staff members, you are accountable, through the terms and conditions of your employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required. All staff members have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff members receive appropriate training and a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Governance Committee and Risk and Assurance Committee. Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been

identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Borough Director and relevant governance committee. Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.

### **No Smoking Policy**

There is a smoke free policy in operation in the Trust and smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.



### **Staff Support/Involvement**

Central and North West London NHS Foundation Trust is committed to involve staff at all levels in the development of the organisation.

The Trust is committed to ensuring that you achieve a good work/life balance, have access to a wide range of support including flexible working options, childcare support and many training and development opportunities. Staff Involvement

Managers should ensure that staff are encouraged and involved in organisational and service developments including business planning and they are able to influence discussions, which affect them and their working conditions.

All managers should engender a culture of openness and inclusion so that staff feels free to contribute and voice concerns. They should develop and implement communication systems that ensure staff are well informed and have an opportunity to feedback their views

### **Improving Working Lives**

Central and North West London NHS Foundation Trust is committed to the principles of Improving Working Lives and all managers are encouraged to follow Improving Working Lives practices.

Consideration will be given to all requests for flexible working in line with Trust policy.

### **Job Flexibility**

The postholder will be required to work flexibly, providing assistance as and when necessary, which may involve them in a developing role.

### **General Note**

The duties and responsibilities outlined above are to be regarded as broad areas of responsibility and do not necessarily detail all the tasks which you may be required to perform. You may be expected to undertake other duties as may be required which are commensurate with your grade and experience. This job description may be subject to change after discussion with you. All duties and responsibilities must be carried out in accordance with statutory legislation, CNWL Standing Orders, Health and Safety regulations and the NMC Code of Practice.