

## SOUTH LONDON & MAUDSLEY NHS TRUST TRUST JOB DESCRIPTION

### 1. JOB DETAILS

Post Title:	Clinical charge nurse
Grade:	Band 6
Hours:	37.5
Department/Ward:	Acute CAG In patient services
Reports To:	Ward Manager/Team Leader
Accountable To:	Director of Nursing and Education
Location:	Croydon

### 2. JOB PURPOSE

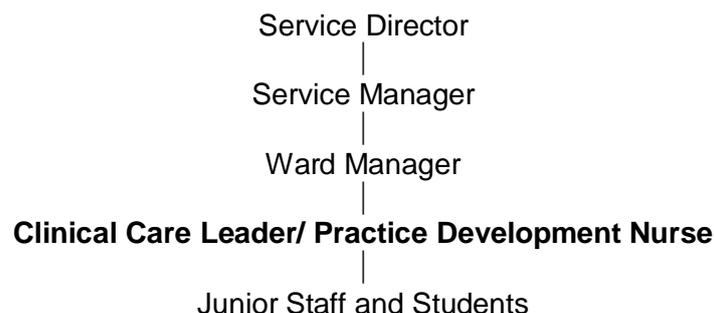
To provide leadership for nursing practice excellence within clinical services to enhance the safety, experience and outcomes for people using our services and to improve the satisfaction of nurses delivering care. The post holder will assess needs, develop and deliver meaningful care plans which identify the contribution of nursing in activities that are relevant to service users. The post holder will clinically supervise and appraise junior staff and students.

The post holder will work at all times to uphold the NMC Code of Conduct - standards of conduct, performance and ethics for nurses and midwives.

### 3. FACTS AND FIGURES

The post holder will provide care to a group of service users. The post holder will clinically supervise junior staff and students.

### 4. ORGANISATIONAL POSITION



## 5. KEY RESPONSIBILITIES

**The post holder is expected to achieve the following outcomes:**

### **Delivering excellent clinical care**

- Care is culturally sensitive to age, culture, ethnicity, gender, sexual orientation and disability.
- Stick to the simple rules of caring: praise and encourage good care, but always challenge lack of caring or poor practice without fear of retribution or negative outcomes for themselves, colleagues, or service users.
- Fundamental care is always provided, and nurses deliver what they promise.
- Nurses demonstrate the evidence for the care they deliver, and the outcomes they achieve, including service user satisfaction.
- Service users and their carers feel engaged with and can describe being treated with dignity and compassion. Nurses make a personal connection with service users and make decisions jointly about their care, whenever possible.
- Individual care plans are developed in collaboration with the service user, and define needs, set goals and objectives, outline an action plan and allow for review of progress.
- Service users are able to describe their care plan and care pathway and the way in which the direct care nurse has contributed to this.
- Nurses demonstrate active engagement with service users to prevent distress and anxiety, and to promote recovery.
- Nurses demonstrate high levels of knowledge about medical and psychiatric conditions, diagnosis, treatment and care.
- Nurses have a solid grasp of individual service users' backgrounds, needs and progress, particularly in terms of their treatment and care milestones, and accommodate individual differences.
- Consent is obtained for any intervention or interaction including permission to enter or approach personal space. In situations where an intervention is required without consent being given, this is done with respect for the service user, protecting their dignity.
- All tasks are performed with courtesy, respect and kindness.
- Spiritual needs are met.
- Medication is administered safely with knowledge of contraindications and side effects, relaying accurate information to service users in a format they are able to understand.
- Direct care nurses are able to describe knowledge of the relevant Trust clinical and professional policies that support the delivery of excellent care.
- Nurses are smartly presented and demonstrate professional behaviour at all times.

### **Leadership of care**

- Ensure direct care nurses spend 80% of their time undertaking direct care.
- Action is taken to address nursing practice that needs improvement in collaboration with the Ward Manager.
- Nursing practice is monitored and supported using managerial and clinical supervision.

- Good practice is encouraged, disseminated and celebrated across the service area.
- Incidents and complaints are investigated and reported as required by the Trust. Outcomes and actions required in relation to incidents and complaint investigations are implemented and monitored on the ward.
- The staff team is led through complex and challenging clinical situations always treating service users with dignity and respect.

#### **Responsibilities for management role**

- The Ward Manager is supported in ensuring that Personal Development Reviews and appraisals take place for all staff and that identified training needs are met.
- Support and co-ordinate a teaching environment on the Ward, which includes training and development in line with the responsibilities of the post and Trust policy.
- The staffing resource is efficiently deployed in off-duty and monitoring of annual leave, sickness and study days, being mindful of resource management and Improved Working Lives.
- Bleep holder/ bed manager and on-call duties are provided on a rota as required out of hours.
- Nursing staff are recruited within the relevant trust HR policies.
- Staff who are under-performing are managed through relevant Human Resource processes.
- Deputise for the Ward Manager in their absence and in allocated duties.

#### **Communication and working relationships**

- There is open communication and collaborative working with all colleagues, and staff accept personal responsibility for their contribution to the process of multi disciplinary working.
- Differences in perspective are acknowledged and reconciled in a professional manner, without blame or criticism.
- There is demonstrable loyalty to other members of the team, and a positive image of the clinical area, colleagues and the organisation is upheld.
- High standards of written communication are maintained, recording appropriate events and observations in accordance with Trust policies and the NMC Code of Conduct.
- Nurses acknowledge and respond to service users and carers at all times, working in partnership.
- Nurses communicate with service users they are working with to set joint objectives for the shift, and to evaluate the delivery of care.
- Confidentiality of information is always maintained in accordance with Trust policies and the NMC Code of Professional Conduct.
- Membership of and participation in the Trust Nursing Councils is given a high priority.

#### **Clinical environment and service development**

- Service users and staff feel safe during the span of duty that the direct care nurse is responsible for.
- Service users describe their privacy and dignity being maintained.
- Service users describe being cared for in an environment which is clean and well maintained.

- Clean, calm and safe environments are maintained, and all staff share responsibility for managing concerns or problems in the environment.
- Service users' property and money is managed safely and in accordance with Trust policies.
- Nurses contribute to the implementation of service modernisation and quality improvement projects.
- Nursing-led audit is regularly conducted in the clinical area that evaluates identified outcomes and service user satisfaction.
- All nurses contribute to the carrying out of audit activity and implementation of service improvement arising from audits.
- There is evidence of participation in service evaluations, benchmarking, research and audit activities, and contribution to implementation of service modernisation and improvement projects.
- Contribution is made to meet the strategic targets and the needs of service and the Clinical Advisory Group (CAG) which include financial, workforce development, demand and capacity and outcome monitoring issues.

#### **Self-awareness and professional development**

- Demonstrates skills and understanding of the supervision process ensuring the service has a culture that embraces supervision.
- Develops mentorship skills and provides professional supervision and assessment of student nurses.
- Participates in teaching and learning activities within the service.
- Accounts for one's own professional practice in accordance with the NMC Code of Professional Conduct, and maintains the requirements for regular re-registration.
- Identifies areas for personal development to improve and enhance knowledge and skills.
- Develops leadership skills, contributing to decision making about practice using training and development opportunities provided by the Trust.
- Participates in the mentorship process.
- Contributes to decisions about nursing care through membership of nursing councils at unit, CAG and/or organisational levels.

#### ***In addition to the above, the role of Practice Development Nurse will take responsibility for the following:***

- Co-ordinate ward based practice development projects across the service and to implement evidence-based practice.
- To address the educational needs of staff and act as a resource in staff development. To work as a member of the MDT, participating in team building, dissemination of good practice, role modelling good practice and promotion of the morale of the team.
- To monitor the service training log to ensure that all mandatory training is maintained to a level that ensures safe and quality care delivery.
- To monitor training delivery within the service to ensure that any training associated CQUIN targets are achieved and maintained.

## 6. COMMUNICATIONS AND WORKING RELATIONSHIPS

COMMUNICATION WITH	FREQUENCY
Service users and carers	Daily
Professional colleagues	Daily
Supervisor and supervisees	At least monthly

## 7. OTHER RELEVANT INFORMATION

### **General**

All employees are expected to comply with statutory requirements and the Trust's employment policies while carrying out their work.

This post is one of continual development and the post holder will be encouraged to develop skills and capabilities, including participation in projects and training events. Accordingly, the range of duties and responsibilities outlined above may change from time to time to reflect the changing needs of the organisation.

### **Confidentiality**

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.

### **Equal Opportunities**

Promote the concepts of equality of opportunity and managing diversity Trust wide.

### **Health and Safety**

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.

### **Infection Prevention and Control**

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.

### **Professional standards and performance review**

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.

### **Service/Department standards**

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

### **Finance**

All Trust staff will comply with the financial processes and procedures.

## **Safeguarding Children**

Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004.

### **SUMMARY**

This job description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the post holder. This job description will be subject to regular review and adjustment.

## PERSON SPECIFICATION

### Clinical Care Leader/ Practice Development Nurse

	Essential	Desirable	How tested
Education/ Qualifications	<p>Diploma in Nursing</p> <p>Current registration as a mental health nurse</p> <p>Mentorship Training/ Teaching qualification</p> <p>Continuing professional development</p>	<p>Degree in Nursing</p> <p>MSc</p>	Application Form
Experience	<p>Experience of working with service users to jointly plan care based on assessed needs</p> <p>Experience of developing a therapeutic relationship</p> <p>Experience of using electronic clinical note systems to accurately record information</p> <p>Experience of shift co-ordination</p> <p>Experience of supervising and mentoring junior staff and students</p> <p>Experience of using electronic clinical note systems to accurately record information</p> <p>PDN specific: Experience of teaching others, formally &amp; informally</p>	<p>Experience of /involvement in project work</p> <p>Experience of recruitment and selection of staff</p>	<p>Application Form</p> <p>Selection/ Interview</p>
Knowledge	<p>Knowledge and understanding of how to assess and meet needs of people with mental health problems</p> <p>Experience of equality and diversity training</p> <p>Knowledge of issues relating to protection of vulnerable</p>	.	<p>Application Form</p> <p>Selection/ Interview</p>

	<p>people</p> <p>Current up to date knowledge of relevant legislation</p>		
Skills and Abilities	<p>Ability to develop meaningful therapeutic relationships that promote health and wellbeing</p> <p>Ability to communicate with people about difficult issues and in stressful situation</p> <p>Ability to develop one's own practice using supervision and reflection</p> <p>Ability to contribute to effective team working and promote a positive image of the nursing contribution</p> <p>Ability to plan, allocate and supervise the work of a team</p> <p>Skilled in supervision of others, and in providing critical and constructive feedback</p> <p>Ability to role model, reflect and provide evidence of conflict resolution</p> <p>Clinical skills relevant to the post applied for</p> <p>Skilled in the assessment and monitoring of common physical health problems and able to deliver appropriate care</p>	<p>Ability to facilitate groups</p> <p>Ability to engage in service evaluation and development activities, including audit and research</p> <p>Ability to provide relevant training to the service</p>	<p>Application</p> <p>Selection/ Interview</p>