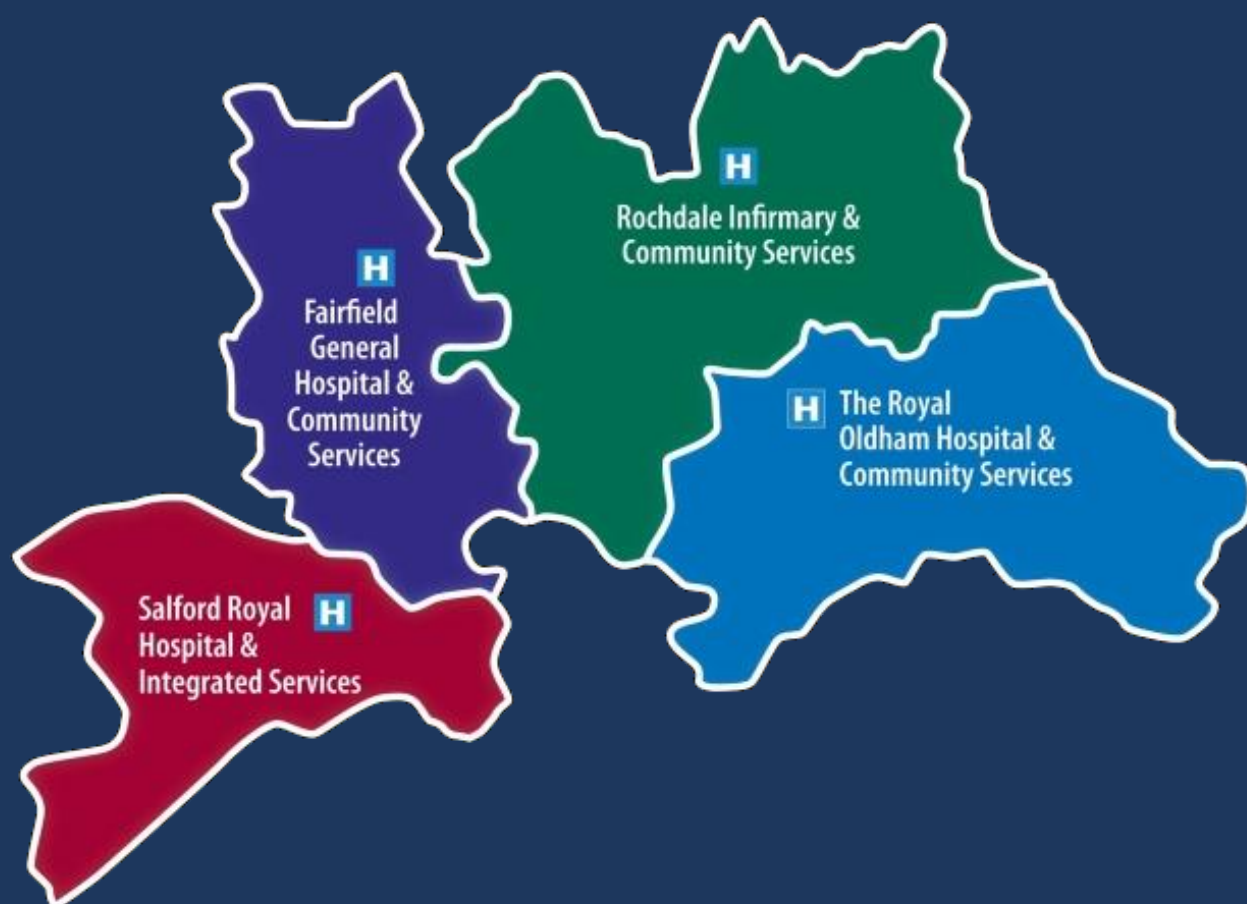# Bury Care Organisation
Job Description & Person Specification

We're thrilled you're thinking of joining us!

The Northern Care Alliance NHS Foundation Trust (NCA) brings together staff and services from Salford Royal NHS Foundation Trust (SRFT) and The Pennine Acute Hospitals NHS Trust (PAT). Our dedicated team of around 20,000 staff – our NCA Family – provide a range of community and hospital services to over one million people across Bury, Oldham, Rochdale and Salford, as well as providing more specialist care services to patients across Greater Manchester and beyond.

Our Care Organisations are designed to operate within a group arrangement of hospitals, community, and healthcare services. Together they manage and are responsible for the day-to-day running of their hospital and community services, ensuring the safe delivery of high-quality care at scale.

Bury Care Organisation brings together acute provision at our Fairfield site and almost 40 community services across the Bury area.

Rated as 'outstanding' by the Care Quality Commission, our Fairfield site delivers innovative patient-centred care, and boasts an award-winning

Stroke centre and Heart Care unit. Our community services in Bury are a mix of professionals from health, social and voluntary sectors, bringing together the benefits of a joined up approach to health and social care.

By creating innovative ways of delivering patient centred care through an integrated approach, and close workings with the community, bury is a place providing a unique service for the surrounding population.

Our Values

We have four core values which are a focus for how our staff and volunteers work with each other to provide care for our patients. We think of our values as a set of guiding principles to refer to when making decisions and interacting with people and they help us to work together to continuously improve the organisation and ourselves.

These core values form part of the Organisations Performance Framework which regularly reviews how staff are performing.

Patient & People Focus

This value enables us to place the patient first we everything we do.

All staff are required to demonstrate that they:

- Communicate effectively with patients, families and colleagues
- Pro-actively personalise the service, connecting with patients and carers
- Adopt and practice the 'safe, clean, personal' ethos.

Continuous Improvement

This value ensures that the organisation including individual staff are always moving forwards and improving the ways things are done.

All staff are required to demonstrate that they:

- Look at ways of measuring and auditing improvements
- Pro-actively develop goals and
- objectives in support of the Trust's vision
- Identify opportunities to reduce waste and inefficiency.

Accountability

This value enables us all to recognise our own part in keeping our organisation 'safe, clean and personal' in the way we care for people.

All staff are required to demonstrate that they:

- Are transparent and results focused
- Display personal accountability towards problem-solving
- Recognise and accept accountability beyond job role.

Respect

This value is about respecting patients and colleagues alike, and also the on-going reputation of the organisation.

All staff are required to demonstrate that they:

- Are supportive and empower staff involvement
- Are consistent and understanding of others and their needs

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Job Description

Job Title: Bed Manager

Band: Band 6

Reports to: Site Manager

Responsible to: Lead Nurse

Base/Department: Fairifeld General Hospital

Main purpose of the job: The post holder will be responsible to the Lead Nurse for the management and placement of all non-elective admissions to a site across the Alliance ensuring the patients are placed in appropriate beds within the appropriate timescales set by the organisation.

Main Tasks & Overview of Responsibilities

1. Work with colleagues to ensure that all key performance targets are met.
2. Demonstrate effective time management and prioritization skills.
3. Arrange admissions or transfers of patients in line with Trust policy and guidelines.
4. Maintain direct channels of communication with the clinical teams and departments.
5. Function as an effective member of the Bed Management Team.
6. Maintain databases and websites specific to Bed management and collect and Interpret data for the Senior Site Manager and other Senior trust personnel as requested.
7. Develop and maintain communication with people about difficult matters and or in difficult situations
8. Develop own skills and knowledge and provide information to others to help their development
9. Promote, monitor and maintain best practice in health safety and security
10. Develop and improve services
11. Contribute to improving quality
12. Promote equality and value diversity

13. Plan, monitor and control the flow of people and/or items
14. Gather analyse and report on a range of data and information
15. Organise specific aspects of services and/or projects

Communications and Leadership

Communication

1. To contribute to the development of a learning environment
2. Communicate effectively with a wide range of people including patients, relatives and carers, nursing colleagues, allied health profession colleagues, medical colleagues, managers and academic colleagues in a manner consistent with their level of understanding, culture and background and preferred ways of understanding
3. To communicate effectively with a wide range of people to explore complex issues and to make complex decisions in relation to bed management.
4. To effectively communicate complex and sensitive information to all members of the multi disciplinary team, and where appropriate patients and relatives which require empathy reassurance, recognising any potential communication differences.
5. To competently receive sensitive information concerning patients medical condition
6. To use a range of skills to adapt the delivery of information through changing the environment, methods of communication or delivery of content using persuasive, reassuring skills as required. e.g. Dealing with anxious relatives waiting to be placed for elective surgery / negotiating the opening of beds.
7. To agree the arrangements for communication with members of the team, and to document these in accordance with Trust policy and the patients right to confidentiality
8. To influence and prioritise the development of knowledge, ideas and work practice in self and others
9. To encourage others to seek advice and solutions to problems
10. Act as a role model and work as a catalyst for exploring new ways of working to deliver cost effective, quality care.
11. Support the ward/unit manager / service manager to enhance communication between staff, patients, relatives and the multi-disciplinary team.
12. Actively contribute to the promotion of effective inter ward/unit communication and the maintenance of positive working relationships

Leadership

1. To identify clear benefits, goals and processes for developing knowledge, ideas and work practice in self and others across the team
2. To inspire others with one's own values and vision, promote development of a positive culture and encourage staff to seek advice and solutions to problems
3. To anticipate, plan and advocate for development/change and benefits whilst challenging others to take an active part in developing knowledge, ideas and work practice.
4. To challenge tradition and take risks accepting responsibility for any arising problems and tensions and using these to inform future practice

5. To support and encourage others to understand their contribution
6. To recognise, communicate and reward the achievements of the team and the individuals within the team

Analytical and Judgmental Skills

1. Maintain database for effective bed management
2. Undertake data collection effectively using the agreed systems
3. Input data and information accurately and consistently
4. Monitor the quality and quantity of the data and information
5. Collate and analyse the data / information using the agreed and appropriate methods
6. Report the data and information at the agreed time.

Responsibility for Patient Care

1. Identify and assess for operational planning the movement of patients, who need to be admitted, taking into account, their priority in relation to targets/risks.
2. Ensure patients are admitted in a timely manner ensuring the flow of patients across departments and the Trust.
3. Provide advice and support to people on day to day priorities, risks and issues in relation to patient access, admission and flow.
4. Gather and monitor information in relation to the effectiveness and the efficiency of the flow of patients identifying any issues.
5. Investigate issues and implement the most appropriate way of addressing these taking into account the extent to which this is a common occurrence in relation to patient flow and admissions,
6. Obtain feedback on how to improve the flow of people and use it to improve future practice.
7. Provide information to the Executive team in relation to any major bed management issues where it appears policy issues that are ineffective or inefficient in meeting requirements of patient's access and flow.

Planning and Organisational Skills

1. Contribute to planning, organisation, delivery and evaluation of Trust wide Bed Management services.
2. Monitor the delivery of the bed management service whilst promptly identifying and investigating any issues
3. Organise own workload
4. Prioritise workload of themselves and provide clear constructive feedback to team members

5. Monitor progress of work recognising changing priorities
and implement corrective actions within own limits and informing the relevant people.
6. Gain feedback on how to improve service delivery to inform future practice
7. Present complex information to people at corporate level in relation to service
requirements where there are identified issues with efficiency and effectiveness

Responsibilities for Financial and Physical Resources

1. Understand, manage and be accountable for use of resources in a cost effective way
2. Maintain records of materials and equipment in stock and order supplies ensuring
value for money within budgetary constraints

Responsibilities for Human Resources

Personal and people development

1. Maintain own professional development whilst evaluating own knowledge and practice
through a system of appraisal and Personal Development Plan
2. Develop personal development plans, generating and using appropriate learning
opportunities and applying own learning to future development of work
3. Assesses and identifies own development needs, takes an active part in the review of
their own work and that of the team.
4. Supports others to meet their development needs or to meet work demands.
5. To undertake annual mandatory training updates and other relevant courses inline
with Trust and local policies
6. Identify and contribute to the ongoing service developments in order to enhance
quality care in relation to all aspects of bed management service.

Management of people

1. Participate in the appraisal process for themselves
2. Identify, report any poor performance issues
3. Diffuse challenging behaviour, ensuring that the situation is managed in a sensitive
way.
4. Participate in disciplinary and grievance procedures if required

Responsibilities for Research and Development

Quality

1. To act as a role model ensuring own actions promote quality and identify and manage
any risks
2. Keep up-to-date with developments in quality in own and associated areas and
relating services and alert others to new developments and the implications of this for
their practice

Saving *lives,*
Improving *lives*

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3. To assess and monitor the quality of work in own area,

4. Continuously monitor activities against quality standards, anticipating factors that may reduce quality

5. Participate in the identification and investigation of poor quality promptly, identifying contributing factors and agreeing methods for addressing them

6. Raise quality issues and related risks with relevant people and follow this up by addressing poor performance as per Trust policy where appropriate e.g.complaints / breaches / poor communication

7. To inform and influence Clinical Governance Issues

8. To informally and formally network and share achievements

Audit

1. Contribute to audit/benchmarking across the bed management services.

2. Take an active part in the promotion and implementation of evidence based care ensuring that good practice within the care organisation is disseminated

3. Assist the team across the division in identifying areas which require evaluation/research

4. Contribute effectively to evaluation studies (e.g. benchmarking, educational audit)

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Freedom to Act

1. Accountable for own professional actions undertaking all duties having regard to the NMC 'Code of Professional Conduct' for the nurse, midwife and health visitor and their professional contribution to Clinical Governance
2. Not directly supervised
3. Is guided by Trust protocols and codes of conduct.

Partnership Working/Service Development

Policy/Service development

1. Works both as an individual and across the team to ensure that policies, strategies and service development of bed management services ultimately enhance care delivery and the patient's journey.
2. Promote, audit and benchmark clinical outcomes to inform and lead clinical practice and set clinical standards across bed management both internally and externally to the Trust.
3. Evaluate current bed management policies and procedures and identify the impact they have within their role, the clinical environment and in relation to the management of patient flows.
4. Participate in local/regional groups and working parties related to bed management issues Trust wide
5. Ensure that legislation, policies and procedures are applied correctly within own service
6. Review information available on services and identifying areas for development
7. Identify and participate in training and education to support effective service development

Partnership

1. Adhere to trust policies, procedures and current legislation relating to own workplace to contribute to service development
2. Identify outcomes of evaluation and offer constructive views on how the service should change as a result
3. Evaluate with others the effectiveness of any changes and how these have improved services e.g. benchmarking bed management services across Greater Manchester
4. To propose policy or service changes which impact beyond own area of activity
5. To participate in local/regional groups related to own area

Equality and Diversity

1. To recognise the importance of people's rights and interpret them in a way that is consistent with trust procedures, policies and legislation

2. To challenge behaviour that infringes the rights of others

3. To identify and take action where necessary to address discrimination and oppression

Making Every Contact Count

1. Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing

2. Staff should engage with patients, relatives, carers and the public to give them additional advice on health and wellbeing

3. Staff will be given support to help them to signpost people to other services which may improve their health and wellbeing

Health & Safety

1. To monitor and maintain health, safety and security of self and others in own work area

2. To identify and assess potential risks in work activities and how to manage these risks appropriately

3. To work within legislation and trust procedures on risk management

4. To take immediate and appropriate action in relation to adverse incident reporting utilising the hospital incident reporting system.

5. You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection.

6. You must comply with the Trust's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager

7. You are accountable for the effective deployment of activities that ensure that your department/ward/clinical team is reducing hospital acquired infection. You will ensure that you and your staff comply with the Trust's policies on infection, prevention and control. You will ensure that you and your staff receive the training required to maintain competence to execute the Trusts policies on infection, prevention and control. You have a responsibility to bring deficiencies in the deployment of such policies to the attention of your line manager

General Staff

You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Alliance's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager.

Safeguarding

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to fulfill your mandatory safeguarding training at the level applicable to this role

Electronic Patient Record

The Northern Care Alliance uses an Electronic Patient Record (EPR). All Clinicians must use EPR as the primary patient record. It supports delivery of Safe, Clean and Personal patient care. Paper is used only for clinical record components (e.g. fluid charts) that do not at present have an EPR replacement.

The majority of clinical documentation is entered directly on the EPR including health issues, case histories and continuation notes, condition specific structured records and risk assessments. EPR also provides systems for prescribing, requesting most tests and some services, and for viewing results, a local integrated record and correspondence. Access to this comprehensive EPR is via a unique login and password. All Clinicians working at the Northern Care Alliance must receive EPR training.

Code of Conduct

Professional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and polices are all time.

	Person Specification	Evidence Essential / Desirable
Registration	Registered Nurse with current NMC registration	Nursing Registration- E
Essential Qualification	Considerable post registration experience within an acute trust Degree Level studies or an equivalent portfolio of evidence Computer literacy, word processing skills Effective communicator able to communicate complex & sensitive information Can demonstrate assertiveness, tact and diplomacy	Certificate Application Form / Interview Application Form / Interview Application form Certificate Interview Interview E
Knowledge, Skills and Experience	Delivers care in line with Trust Clinical Governance objectives Effective communicator with good leadership and interpersonal skills Evidence of effective MultiDisciplinary working Can demonstrate assertiveness, tact and diplomacy appropriately when managing conflicting views Is able to make operational judgments involving complex facts/situations	Application/Interview E
	Evidence of leadership, management and resolving issues under pressure Evidence of involvement in the development of protocols and clinical audit Able to provide and receive complex or sensitive information. To demonstrate an awareness and understanding of supporting equality and valuing diversity within their role Ability to move and handle in accordance with trust policy Knowledge of bed management processes, policies and guidance and their implementation Demonstrates expertise of Patient Flow systems & processes underpinned by theory	

	Evidence of involvement in change/project management incorporating patient/client involvement Evidence of knowledge/involvement in policy and practice changes	

Physical & Mental Requirements

Physical effort: To exert frequent concentration responding to frequent changing needs in the clinical are	Emotional effort: The post holder will at times be exposed to distressing and occasional highly distressing and emotional circumstances(Discusses prognosis with patients and relatives/carers)
Mental effort: To exert frequent concentration responding to frequent changing needs	Working conditions: May be exposed to unpleasant working conditions/hazards