

## Job Description

<b>Position:</b>	<b>Sister/Charge Nurse</b>
Division:	Medicine
Responsible to:	Ward Manager
Responsible for:	Registered Staff Nurses, Healthcare Assistants, Student Nurses
Reports to:	Ward Manager
Salary:	Band 6
Band:	Band 6
Location:	East Surrey Hospital
Hours of work:	Full Time - 37.5 hours
Disclosure required:	Yes

### Job purpose

To develop and lead in the delivery of professional nursing care to patients ensuring the highest possible standards of care are received by patients and their carers whilst in the Discharge Unit. To assist the Matron by contributing to developing high standards of care across the Division. To act as an excellent role model and leader to all staff.

The management of the unit and unit budgets within the defined budget allocation. To lead and manage the unit nursing Team (nurses, Nursing Assistants, Ward Clerk).

To react in a timely and appropriate manner to all managerial / auditory duties and requests. Manage and lead a team.

### Our values

As an employee of Surrey and Sussex Healthcare NHS Trust, you have an individual responsibility to treat everybody with:

**Dignity and Respect:** we value each person as an individual and will challenge disrespectful and inappropriate behaviour.

**One Team:** we work together and have a 'can do' approach to all that we do recognising that we all add value with equal worth.

<p><b>Compassion:</b> we respond with humanity and kindness and search for things we can do, however small; we do not wait to be asked because we care.</p>	<p><b>Safety and Quality:</b> we take responsibility for our actions, decisions and behaviours in delivering safe, high quality care.</p>
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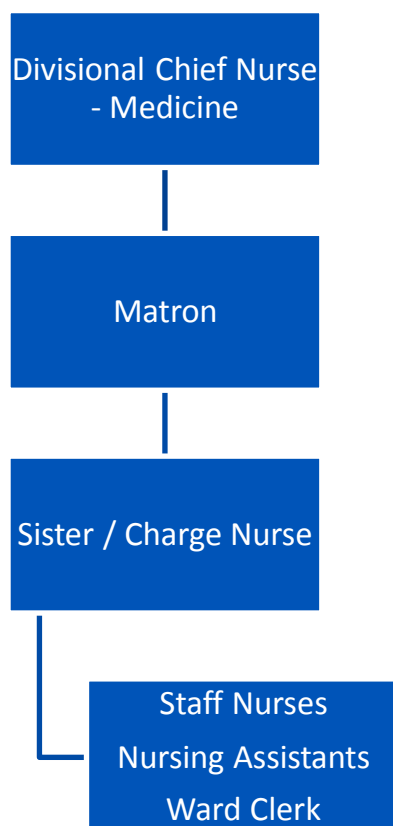
## Our objectives

1. **Safe** – Deliver standardised, safe, high quality care, which pursues perfection and puts SASH in the top 25% performers nationally.
2. **Effective** – As a teaching hospital, deliver effective and sustainable clinical care, which focus on outcomes, innovation and technology.
3. **Caring** – Develop the compassionate care we provide in partnership with patients, staff, families, carers and community services.
4. **Responsive** – Be the hospital of choice for our local people delivering services in response to the needs of our population.
5. **Well led** – Be a high quality employer that focuses on staff health and wellbeing and delivers patient-centred, clinically-led, efficient services.

## Key working relationships

- Patient Transport
- Other Ward Managers across the Trust
- Matrons
- Discharge Liaison Team
- Chief Divisional Nurse
- Social Services
- Therapies
- Pharmacy
- Unit Staff
- Divisional Associate Director
- HR Business Partner
- Financial Manager
- Interdisciplinary Teams
- Patients
- Carers

## Structure chart



## Main duties and key responsibilities

### Responsibility

- Responsible for leading and co-ordinating the unit.
- Set standards for the unit and ensures high standards of nursing care are maintained at all times.
- Ensures that all medical and emergency equipment is in a safe condition and is ready for use when required, and that faulty equipment is reported and or replaced as necessary.
- Ensures that all staff have necessary mandatory training in relation to all equipment used.
- Collects and collates and reports information as required
- Leads in Nursing and Clinical Audit on the unit.
- Ensures evidence based innovative practice in the delivery of nursing care and supports others in the implementation of changes identified to improve care.
- Ensures the application of local standards, policies and philosophies which further the philosophy of patient centred, individual and evidence based care for all patients.

- **Actively manages resources; human, material and financial.**

#### **Knowledge, training and experience**

- **Has excellent clinical understanding and practice with developed assessment skills.**
- **Provides clinical advice as required to all professionals, carers and junior colleagues which promote clinical practice that reduces risk to patients.**
- **Ensures that formal and informal teaching is in place for all staff to ensure evidence based nursing care is delivered both locally and across the organisation.**
- **Communicates National and local policies and initiatives which impact on patient and nursing care eg. The Trust's Clinical Governance and Nursing Strategies, for example Essence of Care, and implements these in practice.**
- **Ensures all staff have access to and acts within Trust policies and procedures.**

#### **Analysis, planning and organising**

- **Initiates emergency treatment where necessary and co-ordinates other staff in this process.**
- **Ensures that all emergency equipment is checked and ready for use, eg. Cardiac Arrest Trolley**
- **Ensures that all staff including temporary staff and pre-registration students are aware of emergency procedures to follow.**
- **Leads others in the assessment, planning, delivery and evaluation of care of patients admitted to the unit in accordance with Trust and departmental protocols.**
- **Planning duty rotas and assists others to meet the requirements of the clinical area and the needs of the patients and takes into account skill mix requirements in relation to acuity and dependency.**
- **Communicates with Clinical Site Managers in the movement of patients to ensure appropriate allocation and flow between hospital sites.**
- **With due regard to Risk Management policies and procedures, ensures that a safe environment for patients, relatives, carers and staff is maintained.**

#### **Physical/mental/emotional effort**

- **In accordance with NMC requirements, act as a mentor to pre-registration students and others, ensuring that there is an adequate number of mentors to support practice based learning.**
- **Ensures the privacy, dignity and confidentiality of patients, relatives and colleagues is respected at all times.**
- **Communicates sensitive/difficult information and subsequent support of patients, relatives, carers and colleagues as appropriate.**
- **Develops a culture of clinical supervision.**

### **Freedom to act**

- Develops policies, procedures and guidelines as appropriate to support practice.
- Ensures own and others practice is in line with NMC Code of Professional Conduct at all times, and systems are in place to ensure staff have current, live registration.
- Ensures own and others professional/educational/training needs are identified and maintains own and others mandatory and professional updating in order to maintain clinical and professional credibility. Keeps professional portfolio up to date.
- To ensure a link system for particular areas of practice are in place and that information/developments are fed back to the team to ensure evidence based care and practice across the organisation.

### **Working Conditions**

- Ensures that the unit/department is clean by making regular checks as appropriate to maintain a high standard and liaises with the housekeeping services manager as required.
- Assisting in preparation for any external audits or inspections, eg. PEAT.
- To ensure that the experience of patients, relatives and carers is optimised.

### **Management Function**

- Liaises with all members of the multidisciplinary team to ensure effective communications are maintained within the department.
- Arrange and facilitates staff meetings, including team briefings and reads professional/managerial information as required.
- Orientates new staff to the unit and plans the unit/departmental orientation programme. Maintains accurate records.
- Actively assists the Matron in workforce planning, by leading, supporting and participating in the recruitment and retention of staff.
- Actively promotes legislation and responsibilities under the Health & Safety at Work Act. Is aware of and follows policies and procedures with regard to patients, themselves, other members of staff, equipment and the general public.
- Actively investigates complaints and drafts responses as required.
- Represents team and organisation at professional meetings as requested and feeds back information appropriately.
- Supports the education and development of all staff including students. Takes part in education and training programmes appropriately and feeds back knowledge gained.
- Is Customer Aware and deals at all times appropriately ie. Professionally and politely with all 'customers' whether patients, their relatives, carers, other members of staff or the general public
- Liaises with senior/managerial staff to bring to their attention any problems identified.
- Promotes the principles of Improving Working Lives amongst team ensuring fairness and equity

- **Contributes to business, professional and strategic planning within the directorate and the organisation as a whole.**

### **Key attitudes and behaviours**

- **Is customer aware and deals at all times appropriately (i.e. professionally and politely with all ‘customers’ whether patients, their relatives, carers, other members of staff or the general public).**
- **Able to adapt the delivery and content of training to meet a variety of learning needs**

**This is an outline job description designed to give an overview of the responsibilities of the post. The post holder will be expected to be flexible to respond to change and organisational need. The post holder will also be expected to contribute to the wider corporate and organisational needs of the Trust as appropriate.**

## **General**

### **Information Governance**

Whilst employed by the Trust you may have access to patient or staff information, this information must be kept confidential and must not be disclosed to anybody other than when acting in an official capacity. The unauthorised use or disclosure of patient or other personal information is a dismissible offence for Gross Misconduct under the Trust’s Disciplinary Policy, and could also result in criminal prosecution. All staff must work in accordance with the General Data Protection Regulation (GDPR) and familiarise themselves with the Trust’s information governance and related policies and procedures.

If this post involves the collection, entry, change or deletion of any data items either electronic or manual (e.g. the Trust Patient Administration System) it is your responsibility to ensure that as far as is reasonably possible, you have ensured that those details are accurate and up-to-date.

If this post manages members of staff, it is your responsibility to ensure that these staff are made aware of Trust policies and procedures relating to their area of work and to ensure that these are followed at all times. This post must also ensure that staff receive adequate and relevant training required by them to enable them to carry out their duties.

All employees must familiarise themselves with and adhere to all Trust policies and procedures including the following:



- Risk Management Policy and Strategy
- No Smoking at Work
- Equal Opportunities in Employment, including the Disability Discrimination Act
- The Caldicott Principles

### **Safeguarding vulnerable adults, children and young people**

All Trust employees have a responsibility to safeguard and promote the welfare of vulnerable adults, children and young people. As such, you have a duty to familiarize yourself with the Trust adult and Child Protection Procedures and Guidelines which are accessible on the intranet.

### **No Smoking Policy**

Surrey and Sussex Healthcare NHS Trust is a smoke free Trust covering trust premises, grounds and any trust owned vehicle. Staff should not smoke during their working hours and will be protected from passive smoking both in the Trust and whilst making home visits.

### **Research**

The Trust manages all research in accordance with the Research Governance Framework, a copy of which is available in the medical director's office. As an employee of the Trust, you are required to comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance standards

### **Intellectual Property**

From time to time during the normal course of your employment you may generate Intellectual Property (IP) which may have value in the delivery of better patient care. Where such Intellectual Property (IP) is created in the course of your employment or normal duties then under UK law it will generally belong to the Trust, unless agreed otherwise in writing between you and the Trust.

The Trust management procedures for Intellectual Property (IP) have been approved by the Trust Board and can be found on the Trust Intranet Site. Trust Procedures are consistent with the Management Framework for Intellectual Property (IP) of the Department of Health. You are required to comply with these procedures.

### **SASH+**

As part of our commitment to ensure our culture and ways of working reflect and embed the practices and methodologies of SASH+, you will be expected, where identified, to attend and complete relevant training and development opportunities to support this. This may include Lean for Leaders, Advanced Lean Training, and the Human Factors Programme, amongst others. Full attendance and completion of identified courses will be considered mandatory for this post.

Essential	Desirable	Evidenced by
Qualifications		
Registered Nurse – Adult	Leadership qualification or must be willing to undertake	Application and Interview
Mentoring qualification		
Experience		
3 years post registration experience: minimum 2 years in acute setting	Experience in care of the elderly  Taking charge of the ward  Experience of teaching  Experience of supervising others	Application and Interview
Knowledge, Skills and Competencies		
Demonstrates clear evidence of ongoing professional development  Understanding and insight into current issues in nursing and NHS  Is aware of responsibility in relations to NMC Professional Code of Conduct  Able to manage the ward in the	ILS/ALS  Skills and knowledge in nurse led discharge or willingness to learn  Knowledge and skills within clinical governance  Knowledge and skills in benchmarking  Experience of contributing to policy production	Application and Interview



<p>absence of the ward manager</p> <p>Can demonstrate a clear vision for nursing in that area</p> <p>Excellent communication skills</p> <p>Excellent written and spoken English</p> <p>Excellent clinical skills</p> <p>Ability to engage team in achieving goals and objectives via a clear, share nursing vision</p> <p>Ability to problem solve, anticipate and formulate a plan</p> <p>Evidence of self development</p> <p>Acts as a patient advocate</p> <p>IT literate</p> <p>Knowledge of clinical supervision</p> <p>Understanding of budgetary management</p> <p>Demonstrates skills in audit and the changing practice in line with results</p>	<p>Experience in undertaking appraisals</p> <p>Previous involvement in complaint management</p> <p>Experience in recruitment process</p> <p>Experience in managing sickness absence</p>	
<b>Behaviours and Values</b>		

<p>Flexibility in shift/working patterns to meet the needs of the service</p> <p>Is able to participate as a team member</p> <p>Is of good health and good character as per NMC requirements</p> <p>Willing to accept additional responsibilities as delegated by senior staff</p> <p>Displays SASH Values:</p> <p>Dignity and Respect</p> <p>One Team</p> <p>Compassion</p> <p>Safety and Quality</p>		<p>Application and Interview</p>
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