

JOB DESCRIPTION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

JOB DETAILS

Job Title:	Deputy Team Leader/Sister/Charge Nurse
Pay Band:	Band 6
Department:	All Acute/Mental Health/Community Departments
Directorate:	All Acute/Mental Health/Community Directorates
Clinical Board:	All Clinical Boards (except Children & Women)
Base:	All Locations

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	Sister/Charge Nurse
Reports to:	Sister/Charge Nurse
Professionally Responsible to:	Lead Nurse/Senior Nurse

Our Values: 'CARING FOR PEOPLE; KEEPING PEOPLE WELL'

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

We care about the people we serve and the people we work with	Treat people as you would like to be treated and always with compassion
We trust and respect one another	Look for feedback from others on how you are doing and strive for better ways of doing things
We take personal responsibility	Be enthusiastic and take responsibility for what you do.

We treat people with kindness	Thank people, celebrate success and when things go wrong ask 'what can I learn'?
We act with integrity	Never let structures get in the way of doing the right thing .

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high quality services to patients.

JOB SUMMARY/JOB PURPOSE

- The post holder will act as the deputy to the Team Leader/Sister/Charge Nurse regularly taking charge of the clinical area and ensuring that the standards and quality of care given to patients and clients, together with the environment in which care is delivered, are maintained at a high standard.
- The post holder will be an effective leader and role model and will be expected to provide regular direct clinical care and use experience to support the implementation of both clinical and non-clinical governance.
- The post holder will work flexibly as a member of the care team and in support of the Team Leader/Sister/Charge Nurse to ensure standards are being maintained, evaluated, and where necessary improved.

DUTIES AND RESPONSIBILITIES

QUALITY OF CARE

- Use specialist knowledge to provide clinical advice as required to all staff groups, carers and junior colleagues.
- Ensure high quality, dignified, compassionate and evidence-based care is offered to patients and, in collaboration with the Team Leader/Sister/Charge Nurse, identify the common issues which affect the quality of care, devising clear action plans to address any shortcomings ensuring agreed action is undertaken.
- Develop and maintain a ward/department/locality ethos and a standard approach to the delivery of excellent nursing care.
- In collaboration with the Team Leader/Sister/Charge Nurse, ensure that the patient has a good experience by evaluating patient processes and redesigning the pathway of care.

- Improve and maintain standards of nursing care by working with the Team Leader/Sister/Charge Nurse and using tools such as the Health Care Standards, Clinical Dashboard and clinical benchmarking.
- Support the Team Leader/Sister/Charge Nurse in ensuring clinical audit and remedial action planning takes place in line with the UHB's requirements to improve practice.
- Regularly take charge of the team/clinical area, utilising resources effectively; ensuring that safe staffing levels are maintained for the entirety of the available off duty.
- Act as a role model and teacher, working alongside other staff.
- Review all patients on the ward/department at least daily in the absence of the Team Leader/Sister/Charge Nurse.
- Work with the Team Leader/Sister/Charge Nurse to identify hazards relating to clinical and non-clinical risks and undertake identified risk assessments.
- Ensure that junior staff also see this as important by maintaining a culture which will support the delivery of both clinical and non-clinical governance within the ward/locality/department.
- Along with the Team Leader/Sister/Charge Nurse, support the ward/locality/department team in completing appropriate risk assessments and develop action plans accordingly in order to provide a safe environment for the delivery of high quality patient care.
- In line with NMC and UHB standards, ensure that all nursing documentation is regularly and appropriately audited, reviewed and updated with changes implemented.
- Support the Team Leader/Sister/Charge Nurse in discharging their overall accountability for the discharge of patients from the hospital settings; undertakes complex discharge planning including coordinating other internal and external agencies.
- Liaise with partnership with other statutory agencies and the 3rd sector for the benefit of the patient/client
- Be conversant with Deprivation of Liberty Safeguards (DoLS) of the Mental Capacity Act (2005) and, where appropriate, the Mental Health Act (1983)

- Where appropriate, within the locality settings, to act as the case management link to specified GP practices within the teams geographical area

COMMUNICATION AND LIAISON

- Ensure open channels of communication with both internal and external agencies.
- Ensure that best evidence based practice undertaken is shared with colleagues in the Directorate, Clinical Board and the UHB as well as externally in order to raise the profile of the UHB.
- Work with the Team Leader/Sister/Charge Nurse to develop a culture that ensures the contribution to research and the use of evidence to support innovation and practice at ward/locality/department level.
- Assist staff to use clinical information within the ward/locality/department to help improve the quality of patient care.
- Actively encourage staff to be involved in service changes and developments using processes defined within the UHB.
- Participate in developing a communication strategy which enables effective, twoway communication with patients, families, carers and the multidisciplinary team
- Work with the Team Leader/Sister/Charge Nurse to demonstrate clear lines of communication within a defined clinical area which result in clear responsibilities being identified within the multi-professional team.
- Support the Team Leader/Sister/Charge Nurse to create a culture where staff have appropriate authority over issues that contribute to the provision of essential care and enable them to secure and achieve the highest quality standards.
- Be a visible point of contact for patients, visitors, relatives and staff acting as a resource for problems and needs and be able to clearly present the patient's view to others.
- Participate in the development of patient care policies, procedures and guidelines. □ Assist in the establishment, motivation and development of the clinical team with a clear focus and direction.
- Ensure that the clinical team is kept informed of the policies, direction and strategy of the Directorate and Clinical Board.

- Take appropriate action if professional concerns are observed or raised with you by another staff member.
- Support the Team Leader/Sister/Charge Nurse to ensure that staff act within UHB and NMC guidance on use of social media at all times.
- At all times be aware of and practice within the NMC Code of Conduct.
- Provide an authoritative and credible source of knowledge and specialist clinical advice and support to the team.
- Take an active role in self-development and identifying one's own needs, taking appropriate steps to meeting those needs.
- Cooperate with and participate in research in order to improve patient care.
- Work with the Team Leader/Sister/Charge Nurse lead and direct the implementation of relevant research-based practice.

MANAGEMENT OF RESOURCES

- Ensure the clinical area works within agreed levels of resources both human and financial.
- Support the Team Leader/Sister/Charge Nurse in ensuring the development and on-going management of work rosters that provide appropriate safe staff cover.
- Authorises time sheets for substantive and temporary staff in Team Leader/Sister/Charge Nurse's absence.
- Participate in the recruitment and selection process for staff in collaboration with the Team Leader/Sister/Charge Nurse as appropriate.
- Encourage ward/locality/department staff to be involved in the management of resources, by effective use of clinical and non-clinical supplies and understanding of financial issues.
- Support of the Team Leader/Sister/Charge Nurse in the management of ward/locality/department budget, to ensure effective use of resources and a balanced budget at the end of each year.
- Contribute to the work of time limited committees and project groups.

- Ensure that, where applicable, information is maintained and kept in an appropriate place and that accurate records are maintained and stored in accordance with UHB and national policy.
- Be a major instrument of change within the clinical area in response to clinical incidents and/or demands.

DEVELOPMENT OF STAFF AND PERSONAL DEVELOPMENT

- Support the Team Leader/Sister/Charge Nurse to undertake a Training Needs Analysis within the defined clinical area, linked to the PADR process and collate the results on an annual basis to inform the training plan for the area.
- Active participation in the PADR process that ensures all staff within the clinical area are assessed annually and have a Personal Development Plan.
- Identify opportunities for staff to access appropriate education and training programmes, and other learning opportunities such as shadowing, mentoring and action learning, ensuring equity and fairness of access.
- Ensuring all staff in the defined clinical area are competent in the use of equipment and have access to appropriate training.
- Acquire and maintain an appropriate level of management skills, engage in continuing professional development appropriate to the field of practice and continue to develop competency in line with agreed personal development plans. This includes leadership skills and enabling the empowerment of other members of ward/locality/department teams.
- Deliver UHB induction and preceptorship programmes for staff.
- Encourage a culture of learning where students receive quality clinical placements supported by mentorship, teaching and support from registered nurses.
- Ensure that all staff within the ward/locality/department are up to date with required mandatory training.
- Ensure clinical supervision within the clinical area is actively supported and encourage staff to avail themselves of it.
- Undertake revalidation with the NMC in a timely and professional way.

SERVICE IMPROVEMENT

- Be a significant contributor in maintaining an environment that is conducive to learning and development for staff, patients and visitors.
- Support the Team Leader/Sister/Charge Nurse in the implementation of UHB policies and procedures at the, ward/locality/department, reinforcing their use.
- Ensure that required data for audit and research is collected appropriately.
- Utilise the data for the improvement of patient/client care and services
- Support the Team Leader/Sister/Charge Nurse in the implementation and sustainability of specific improvement work streams relevant to the clinical environment e.g. SKIN bundle, End PJ Paralysis etc.
- Work with the Team Leader/Sister/Charge Nurse to ensure the successful implementation of electronic information systems in place and under development.

GENERAL

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
- **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to

consult their manager if they have any doubts about the correct management of records with which they work.

- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.
- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate noncompliance by colleagues, and to attend training in infection control provided by the UHB.
- **Registered Health Professionals:** All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219
- **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying because of someone's 'protected characteristics'. These protected characteristics are: age, religion, sexual orientation, belief or nonbelief, sex, disability, race, gender identity, pregnancy and maternity, marriage and civil partnerships. The line manager and post holder will be responsible for promoting diversity and equity of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with, whether they are patients, family/carer, visitors or colleague. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people's human rights as part of your everyday practice.
- **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Standards and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

PERSON SPECIFICATION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

Job Title:	Deputy Team Leader/Sister/Charge Nurse	Department:	All Acute/Mental Health/Community Departments
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	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> Registered Nurse Current NMC Registration Nursing Degree Specialist training to Postgraduate Diploma level Relevant post basic course Evidence of continuing development 	Willingness to study at Masters Level	Application Form Certificate Check Registration Card – Nurse/AHP
EXPERIENCE	<ul style="list-style-type: none"> Competent in day to day shift management. Experience of supervision of junior staff Knowledge of research and audit 		Application Form Interview References

SKILLS	<ul style="list-style-type: none"> • Ability to provide and receive complex sensitive information • Ability to communicate sensitive information about patients' condition • Analytical and interpretation skills in complex situations • Evidence of continuing professional development • Able to prioritise and meet deadlines • Interpersonal skills • Teaching skills • IT skills • Able to manage frequently changing complex situations • Ability to organise and prioritise own time and that of the junior team. • Able to use initiative • Able to assess interpret and action specialist patient conditions • Ability to identify and recruit kind, compassionate staff 	<ul style="list-style-type: none"> • Ability to speak Welsh • Able to demonstrate application of expanded roles/skills within clinical setting. 	Application Form Interview References
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	Ability to maintain accurate records and supervise the documentation of others		
SPECIAL KNOWLEDGE	<ul style="list-style-type: none"> • Extensive knowledge of relevant specialty underpinned by theory. • Able to demonstrate specialist knowledge of patient group 		Application Form Interview References
PERSONAL QUALITIES <i>(Demonstrable)</i>	<ul style="list-style-type: none"> • Ability to work within a team and independently without supervision • Flexible approach to work to meet the needs of the service • Able to work under pressure • Pleasant disposition • Caring nature • Enthusiastic • Assertive attitude • Positive change agent 	<ul style="list-style-type: none"> • Ability to travel between sites in a timely manner 	Application Form Interview References
OTHER <i>(Please Specify)</i>			Interview Document Check*