Job description

Post	Deputy Sister
Band	Band 6
Responsible to	Ward Sister
Professionally Accountable to	Ward Sister

Job summary

To work proactively to support the Ward Sister in the delivery of high-quality care and a positive patient experience of patients. Primarily this will be through effective role modelling of professional behaviours and the deployment of practice development and educational methodologies. This is to reassure that all staff are developed and supported to be competent and confident in roles and to always instil professional behaviours at all times.

The role of the nurse/midwife is to provide a holistic, high quality, patient focused, comprehensive, efficient and safe service for the patients cared for at Kettering General Hospital, acting with responsibility, accountability and integrity, reporting adverse events and poor practice to the person in charge. The nurse/midwife would be expected to effectively and responsibly use resources and engage in change and service improvements.

Standards of practice at Kettering General Hospital NHS Foundation Trust (KGH) are aligned to the standards set out by the Nursing & Midwifery (NMC) Code: Standards of conduct, performance and ethics for nurses and midwifes (2008). Standards of practice and care, at KGH, also encompass the Chief Nursing Officer's 6 C's campaign and concentrate the nursing agenda on Care, Compassion, Competence, Communication, Courage, and Commitment. The post holder may be required to rotate through other wards and departments as required to support Trust business and patient care.

The post holder will act at all times in accordance with the NMC code and local standards of care and policies.

Key working relationships

Main duties and responsibilities

- An expert clinical practitioner who can articulate best practice within their specialty.
- An effective role model who emulates expert practice and professional standards
- A motivated, dynamic leader who supports the Matron in striving for improvements in care and practice
- Effectively maintains a clear view of the competence and skills of the team, ensuring that staff can deliver safe, effective care and a positive patient experience.
- Able to articulate the education and training requirements of the team to support

▶ Compassion   ▶ Accountability   ▶ Respect   ▶ Integrity   ▶ Courage

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Group Chairman: Alan Burns | Group Chief Executive: Simon Weldon

competence and professional development commissions

- Deputises for the Matron in their absence and is empowered to act
- Effectively uses all sources of data to inform practice development needs and seeks to lead and deliver sustainable change
- Role models effective application of the nursing process, assessment, care prescription, evaluation and documentation for patient centred care
- Emulate best practice in relation to Safeguarding, ensuring that they maintain and share their knowledge of Mental Capacity Act Assessment, Deprivation of Liberty and Best Interests
- Ensures Ward patient board is kept up to date with all appropriate clinical & operational information
- Demonstrates an understanding of relevant admission & discharge pathways and the relationship with high quality, safe care
- Promotes and prioritises appropriate operational patient flow through ward area ie timely patient admission / transfer and use of discharge lounge
- Demonstrates knowledge of SAFER principles and application in practice eg conversion of red patients and green patients in terms of reasons to reside in hospital.
- Demonstrates ability to lead the Ward Board Round and complete associated documentation eg updates IST sheet, completes daily task sheet and board round audit
- Effectively communicates ward update at daily Safety Huddle and completes associated documentation
- Communicates and escalates operational & safety risks appropriately eg Lead Nurse, Discharge team, Clinical Operational team
- **Sister**
- These are the local conditions of the role as it currently stands. These local conditions are subject to change based on service need.
- **Specific tasks relevant to the role in this Department**:
- This is a corporate role based within Nursing and midwifery
- **Clinical and professional leadership**
- At all times act as a professional role model using appropriate language to address patients and following Trust standards in care delivery
- Champion patient centred care planning ensuring staff understand their role in building relationships with individual patients and accept the Key Nurse role
- Uphold NMC code and standards, including record keeping and medicines management
- Ensure that care is coordinated across all professions for the benefit of patient experience and outcome
- Ensure that all staff know how to escalate concerns in practice regarding risk, e.g. a patient with delirium who is at risk of falling.
- Facilitate effective admission and discharge processes including the use of Medway, Jonah and electronic nurse discharge (as appropriate to area of practice)
- Ensure staff are cognisant of safeguarding processes and escalation
- Act as the practice development lead for the area engaging in local and corporate practice developments
- Effectively supports the Practice Improvement Facilitators in sharing best practice messages with the team and embedding change
- Enable staff to discuss the potential for the implementation of safeguarding processes – MCA, DoLs and Best interests and support them in the use of these as required.

Education and practice development

• Ensure that the team are competent to deliver the roles within which they are employed using Trust wide competency standard approach and education programmes
• Maintains a database for recording and evidencing the competence and qualifications of staff to understand individual requirements
• Develops processes that supports the identification of individuals learning needs and identifies how this learning can be attained
• Actively engage in training needs analysis to support commissioning of education and work with colleagues to devise in house programmes to deliver training and education as necessary
• To be pro-active in developing strategies that will develop and retain staff
• Actively engage in taught programmes including extended induction for nurses and healthcare assistants
• Ensure that staff attend training and that non-attendance, non-submission of assignments is effectively managed
• Where staff are undertaking external education programmes ensure that they are effectively supported, attendance managed, and they apply their learning to practice; share their learning with others
• In confidence with the Matron, facilitate and evidence that clinical supervision is in place in practice • Act as a mentor and clinical supervisor and work alongside staff in practice to provide effective feedback on practice to inform learning
• Actively identify the 'talent' within the team to harness and develop
• Support the development of Assistant Practitioners and ensure staff are cognisant of accountabilities and responsibilities when delegating to this staff group
• With the Matron evidence that annual appraisal and mandatory training are compliant with Trust expectations
• With the Matron ensure that mentors are supported in developing students
• With the Matron ensure there is an effective learning environment on the ward/unit at all times.
• To work closely with the Clinical Placement Facilitator, to ensure that pre and postregistration students' needs are met.

Improving Quality

• Demonstrates an awareness of the Trusts Quality Strategy including the Patient Safety Campaign and can articulate their role in delivery of these.
• Demonstrates a good understanding of and role models best practice standards To undertake and ensure that all nursing staff participate in the implementation and audit of
• standards of care as required.
• Effectively uses audit data, incidents and patient experience feedback to inform how practice needs to change.
• Communicates the outcomes of audit with the team ensuring they understand their role in improving standards of care
• Work with the Ward Sister to address poor performance/competence as per Trust policy
• Maintain ward boards to publish the outcomes of audits along with action plans and ensure that data is discussed at ward meetings to inform staff of any concerns and areas in need of improvement

- Provide accurate audit data to the Matron to be presented at performance management meetings/Quality Challenges
- Engage with Healthwatch in conducting the 15 steps challenges building any recommendations into ward practice development action plans
- Conduct patient experience interviews ensuring that prompt action is taken to address any issues/concerns raised. Ensure staff are aware of the types of issues raised and what the expected action is
- To be an active member of the Trust wide Practice Development Forum and promote innovative practice
- With the Matron ensure that all issues relating to the implementation of patient quality and safety measures are addressed on the unit.
- Ensure that a good environment is provided for patients and high standards of infection, prevention and control are maintained. All staff must be made aware of their own individual responsibilities as regards patient quality and safety.
- Encourage team open-ness so that an evidence-based approach is utilised and applied to nursing care.
- To ensure that high standards of evidence-based individualised care are maintained within sphere of clinical responsibility, and to ensure that the Ward/Unit environment is striving towards excellence in customer experience/patient recovery
- Develop a questioning culture within the nursing team.

- **Management**

- Support the Ward Sister in providing professional and managerial leadership to the ward area and function as an effective role model
- Support the Matron in ensuring effective staffing through good governance around e-rostering
- Participate effectively in the department recruitment processes.
- Effectively implement the Trust 'Nurse in Charge' expectations, enhancing staff's skills using the competencies provided.
- Support the Matron in developing and establishing an appropriate system of work organisation within the clinical area (e.g. Key Nursing). Ensure that within this system, every patient has a named person who is responsible for streamlining their discharge (as per Trust policy).
- Develop the Ward/Unit team in relation to staff development and team building; ensuring that all staff receive regular performance reviews.
- Support the Sister in developing staff capabilities in addressing complaints and developing staff's communication skills to be able to deal with these effectively, thus reducing the number of formal complaints received.
- Demonstrate an understanding of the Nursing and Midwifery Strategy and support the Matron in delivering relevant aspects
- To take steps to safeguard the health, safety and welfare of all staff in the Ward/Unit. To comply with the Trust Health and Safety & Risk Management Policies, reporting any accidents, incidents, 'near misses' or hazards in accordance with the agreed procedures.
- To promote and demonstrate effective communication within the Directorate and hospital, representing the nursing team at appropriate meetings.
- To ensure that adverse incidents are competently investigated, and outcomes and actions are managed to improve patient safety and patient experience.

- To support the ward sister to manage attendance and absence in accordance with Trust guidance.

Statutory and miscellaneous

- Take responsibility to ensure that Professional Registration is up to date at all times and does not lapse or expire and to inform line management immediately with any concerns or if registration lapses or expires. (all registered staff)
- This post involves treatment to children and/or vulnerable adults as defined by the Disclosure and Barring Service (DBS). It will therefore be necessary to apply for and be in receipt of a satisfactory **enhanced DBS check** of the post holder.
- The Trust requires all roles requiring DBS check, to have a satisfactory DBS recheck every three years
- The Trust requires require all new starters to subscribe to the DBS update service where it is a requirement of the role.
- Be responsible for maintaining own vaccinations/Hepatitis B immunity.
- Safeguard patient confidentiality at all times including adherence to the Data Protection Act.
- Attend the Trust statutory refresher courses as necessary
- This post is subject to the terms and conditions of employment of Kettering General Hospital NHS Foundation Trust.
- Be aware of the responsibility of all employees to maintain a safe and healthy environment for patients, visitors and staff.
- Ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Equality, Diversity and Inclusion Strategy.
- Have a commitment to identifying and minimising risk, report all incidents and report to manager any risks which need to be assessed.
- Any other duties commensurate with the grade and in line with the requirement of the post.
- This job description reflects the present requirements of the post, and it does not form part of the contract of employment. If the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the postholder. Appropriate notice of such changes will be given.

Confidentiality, Data protection and data quality

General Data Protection Regulation (GDPR) safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by the Trust to:
- uphold its principles; and
- adhere to Trust policies and to maintain strict confidentiality at all times

It is a requirement of employment with the Trust that you must comply with the obligation of confidentiality in line with our Staff Privacy Fair Processing Notice, Patient Privacy Notice and Information Governance policies and procedures.

All staff have a responsibility to ensure that personal data is accurate, held securely and consent is gained (where appropriate).
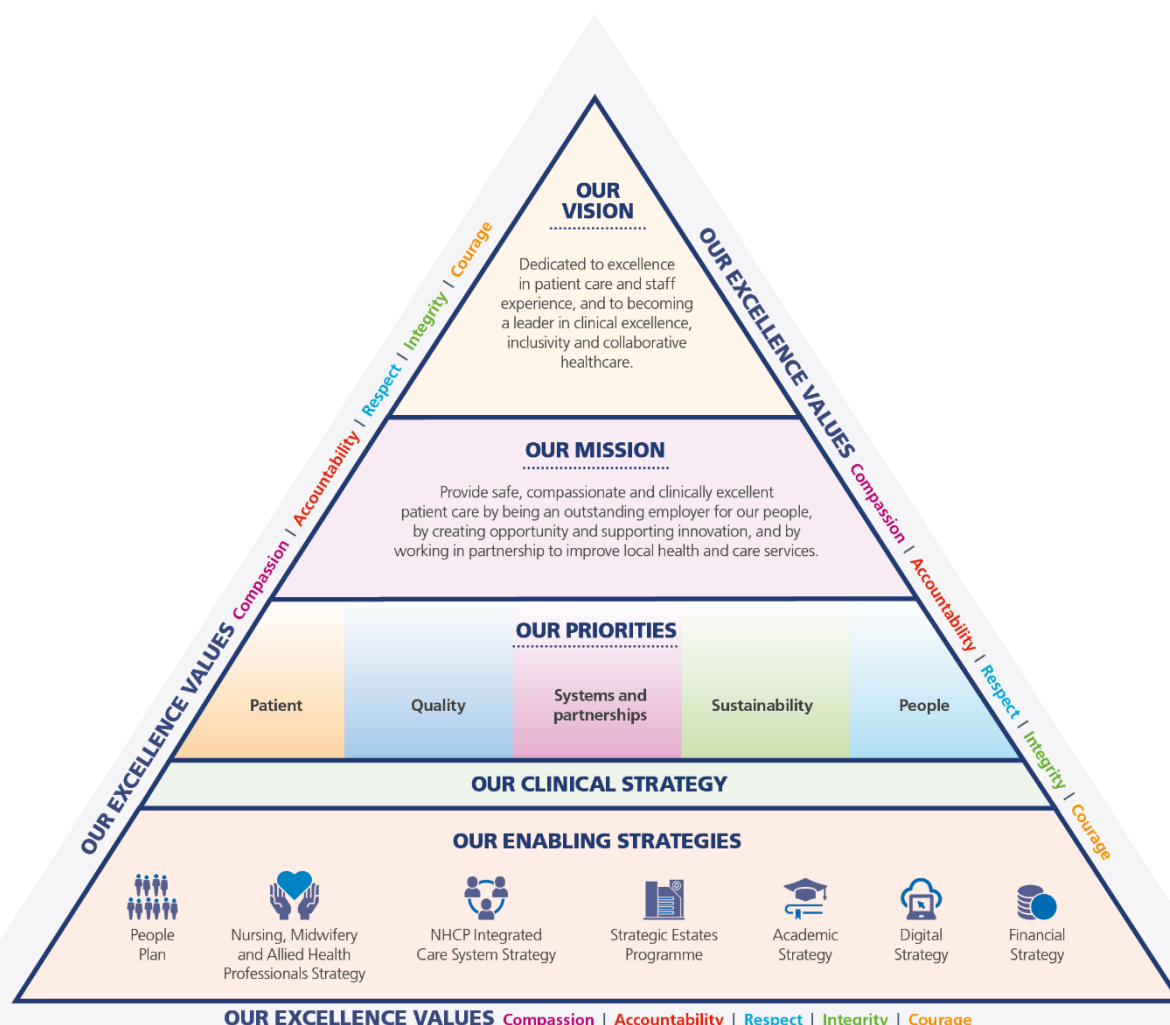
Safeguarding Children & Adults at Risk

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

Our Vision and Values

Kettering General NHS Foundation Trust and Northampton General Hospital NHS Trust are both part of the University Hospitals of Northamptonshire NHS Group. Both hospitals are separate hospitals/employers with hospital board and leadership. We share a group executive team leading on a shared vision, mission, priorities, strategies and Dedicated to Excellence Values.

Please visit the following websites for more information about working for us:
- Kettering General Hospital NHS Foundation Trust
- Best of Both Worlds Northamptonshire
- University Hospitals Northamptonshire NHS Group

Our Excellence Values

Compassion — We care about our patients and each other. We consistently show kindness and empathy and take the time to imagine ourselves in other peoples shoes.

Accountability — We take responsibility for our decisions, our actions and our behaviours. We do what we say we will do, when we say we will do it. We acknowledge our mistakes and we learn from them.

Respect — We value each other, embrace diversity and make sure everyone feels included. We take the time to listen to, appreciate and understand the thoughts beliefs and feelings of others.

Integrity — We are consistently open, honest and trustworthy. We can be relied upon, we stand by our values and we always strive to do the right thing.

Courage — We dare to take on difficult challenges and try out new thinks. We find the strength to speak up when it matters and we see potential failure as an opportunity to learn and improve.

Shortlisting Criteria	Essential	Desirable
Education, Training & Qualifications		
Registered Nurse	x	
Nursing Diploma/Degree	X	
Hand/eye co-ordination e.g. for preparation of drugs for injections		x
Teaching/assessing Qualification		x
Evidence of continued professional development		x
Knowledge & Experience		
Previous ward experience (2 Years)	x	
Experience with patient flow and capacity		x
Identification, assessment and development of patient needs and development of programmes of care	x	
Dealing with distressed people	x	
Skills		
Able to make judgements based on evidence based practice and translate this for use in the ward environment	x	
Leadership / Teaching Skills	x	
Able to communicate sensitive information to patients	x	
Excellent communication skills	x	
Sound knowledge of current nursing issues	x	
Extended Clinical skills	x	
Ability to undertake audits and develop areas of development from any areas identified		x
Understanding of current developments in the NHS		x

Organisational skills e.g. prioritising/delegating		x
Hand/eye co-ordination e.g. for preparation of drugs for injections		x
Key Competencies/ Personal Qualities & Attributes		
Compassionate - means we take the time to be empathetic and open: treating each other and our patients as individuals that matter	x	
Accountable - means taking responsibility and ownership, individually and collectively, for our decisions and actions	x	
Respectful -means we value the experience and contribution of others: respecting others' thoughts, feelings, beliefs and behaviours	x	
Engaging - means asking for and listening to the opinions of others and facilitating an open environment for dialogue	x	