

RECRUITMENT INFORMATION PACK

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**Junior Sister / Charge Nurse -
Emergency Department**



Job particulars

Job Title	Junior Sister / Charge Nurse - Emergency Department
Pay Band	Band 6
Location	Whipps Cross University Hospital
Reports to	Matron
Responsible to	Associate Director of Nursing

Job purpose

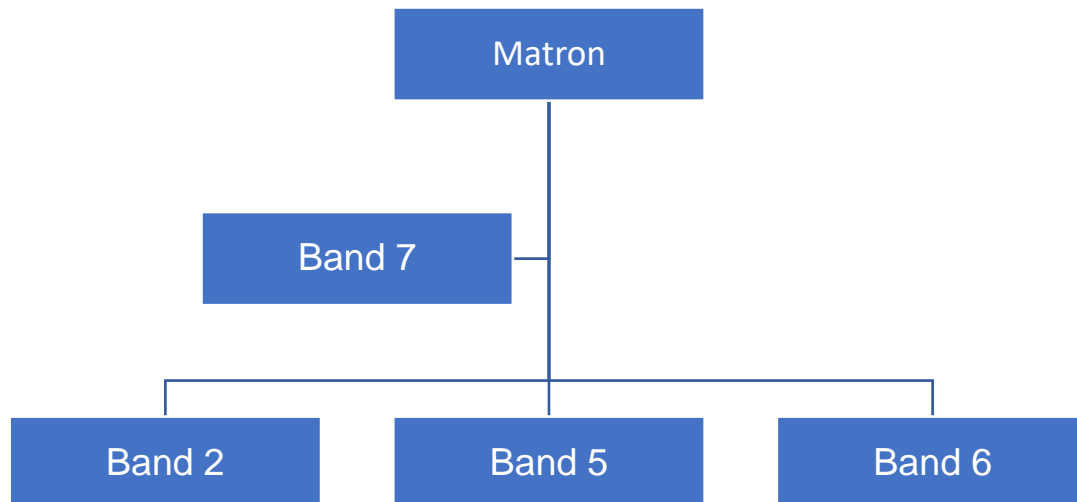
The post-holder will provide enthusiastic, passionate and innovative nursing leadership to day-to-day operational management and running of the Emergency Department. A Sister/Charge Nurse is expected to take part in supporting staff development, ensuring innovative ways of working are introduced and being an advocate to local & trust wide agenda's as well as own work that will help to make the department an outstanding place to work and visit.

Key working relationships

Internal	External
Staff Nurses	Educational Team
Healthcare Support Workers	Student Team
Senior Sisters/Charge Nurses	Resuscitation Team
Matrons	Specialist Nurse
Junior and senior medical staff	Clinical Site Manager
Administrative and Clerical Team	Health Visitor
Service manager	Medical and allied health professional
Division nursing and medical staff	
Practice Development Team	



Structure chart



Main duties, responsibilities, and results areas

1. Leadership Skills

- To assist, support and supervise other nurses in the team as required and delegated to by the Team Leader or Matron.
- Escalate appropriately to the leadership team to gain further support and clarity
- Work at all times as part of the team, liaising closely with senior colleagues, and respond positively to feedback positive and negative in an emotionally intelligent and appropriately professional manner.
- Maintain an outstanding learning environment for all grades of staff, working towards agreed plans and in-conjunction with the Practice Development Team.
- Challenge those who are not providing outstanding levels of care or not meeting Trust standards using tact and courtesy, ensuring all conversations are documented and informed the Team Leader.
- Support the Team Leader by completing Return to Work forms following staff sickness if you are the Nurse in Charge following the staff members return.
- Support interviewing of Band 5s and below where appropriate.
- Support staff whom require extra support by following set action plans.

2. Patient Care Skills

- To maintain accurate and appropriate nursing documentation, audit of the shift and ensure communication and liaison with the multidisciplinary team and



internal/external partners is maintained to ensure patients have outstanding levels of care

- As a team member and named nurse, the post-holder will assist in providing individualised, co-ordinated care for all patients assigned to him/her.
 - Provide nursing care without supervision and contribute to the development and evaluation of nursing practice in ED.
 - To maintain the safety, confidentiality and dignity of patients and their families.
- Matron**
- To assess, plan, implement and evaluate programmes of care for patients and ensure that staff are escalating to you, as the Nurse in Charge so you are aware of all the patients within the department so you can manage this effectively
 - To provide and take responsibility for direct nursing care where appropriate
 - To be aware of and demonstrate practice based on evidence in nursing and research
 - Assign patient care to team members based on correct skill of nurses, ensuring high quality and continuity of care.
 - Infection control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control policies and make every effort to maintain high standards of infection control at all times, thereby reducing the risk of healthcare associated infections
 - Ensure all medical/nursing equipment is maintained to a high standard of cleanliness and working order i.e. pumps and monitors charged batteries, Glucometer calibrated.
 - Ensure all audits and governance for the day/week/month are completed on time, every time, this ensures we all have assurance that our working environment and teams are safe.

3. Resourcing & Operational Skills

- Manage the shift and manage the ED by balancing safety, quality, risk and performance, ensuring all staff are working productively and patient care is maintained
- Share responsibility for appropriate and cost effective use of resources.
- Ensure all patients property is checked and documented accurately in patients notes, all valuables are countersigned and secured in hospital safe if appropriate.
- Ensure all patients have got up to date documentation and if not, why not, finding ways to help support staff to complete their clinical tasks, this may sometimes mean stepping in to support or escalating through the trigger system.
- Support with roster management, ensuring shifts are covered with appropriate skill mix for the department.

4. Responsibility for Administration

- Ensure the CRS computer system is utilised in the tracking of patients' progress during their stay.
- Ensure that the reporting for the shift is completed on time, every time, with detail and concise information about the shift.
- Assist in the implementation of induction programmes for new members of staff and the continual professional development of staff.
- To carry out responsibilities in such a way as to minimise risk of harm to patients,



young people and vulnerable adults and to promote their welfare in accordance with National and Local Guidance. Being a pillar of knowledge in Safeguarding as the Nurse in Charge. Liaising with external and internal partners where appropriate.

5. Responsibility for Strategic and Service Development

- To comply with the statutory rules and regulations set out by the NMC, working within the scopes and boundaries set out by the NMC Code of Conduct and local policy.
- Participate and maintain the effective communication of information and data between team members, patient and family networks and offer appropriate support and advice.
- Ensure the implementation of Trust, local and departmental policies, procedures and guidelines and contribute to the formation of these as required.
- Initiate and develop new ideas and changes within ED which encourage staff participation and result in improvements in patient care.
- Work within the Health and Safety at Work Act, following Trust policies for reporting accidents/incidents, showing an awareness of risk management in the workplace.
- Attend all mandatory study days, all local ED study days, all statutory training and ensure that competencies are completed on time.

6. Responsibility for Research and Development

- Keep up-to-date with clinical developments in nursing, maintaining an up-to-date registration and professional portfolio.
- Contribute to the learning needs of team members, student nurses and other students allocated to ED
- Participate in 1-1s with the Team Leader and participate in clinical supervision and clinical training with all staff

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, extended roles and after consultation with the post holder.

The post holder may be required to undertake duties at any location within the Trust in order to meet the needs of the service.

The post holder must work towards the Barts Health WeCare Values.

Working conditions

Criteria	Description
Physical	Post holder may need to assist with patient movement and transfers in line with Trust Manual Handling Policy. Post holder may be required to sit and stand for varying lengths of time during working hours. Post holder will be required to lift, push, pull objects such as trolleys



	Advanced sensory skills
Emotional	The post holder has to be able to work successfully under pressure of time and resources. There may be exposure to distressing and/or emotionally demanding situations as expected working in an unscheduled care environment. The post holder will be required to support patients, staff and families during discussions and through the decision making process.
Working Conditions	Will need to work flexible hours to meet service need. The post holder will come into contact with body fluids within the clinical area. May be exposed to verbal abuse.
Mental	The post is highly unpredictable and requires flexibility in approach to work in order to deliver outcomes. High level of concentration required to manage priorities within workload, frequent interruptions, and advice to staff and patients. The work is unpredictable and the post holder may have to adapt to change in a short time frame and be able to deliver outcomes.

Code of Conduct for NHS Managers

As an NHS Manager, you are expected to follow the Code of Conduct for NHS Managers (October 2002). www.nhsemployers.org/. This supports us to develop a sustainable workforce and bring the very best out in people.

Safeguarding adults and children

Employees must be aware of their responsibility to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager or consultant (October 2002). www.nmc-uk.org/

Person specification

Domain	Essential Criteria	Desirable Criteria
Qualifications	Degree or equivalent and relevant experience as RN Specialist A&E/ED course or working towards Mentorship Course or Equivalent	Leadership/Management course



Experience	Recent and relevant experience in ED Nursing	
Knowledge	<p>Evidence of continual professional development.</p> <p>Knowledge of current and emerging NHS strategy and policy.</p> <p>Knowledge and application of health and safety policy and legislation.</p>	<p>Service quality improvement in Practice</p> <p>Audit and analysis skills.</p>
Skills	<p>Sound ability to work as a team member with good emotional intelligence skills to read situations and balancing responses with empathy and gusto.</p> <p>Ability to manage own workload</p> <p>Excellent verbal and written communication skills within documentation and with all members of the team, patients and their carers.</p> <p>Positive attitude and ability to work under pressure.</p> <p>Adaptability to changing workload</p> <p>Role model for junior colleagues</p> <p>Full participation in teaching programme and development of self and others on every interaction.</p>	<p>Conflict Resolution</p> <p>Breakaway Training</p> <p>Mental Health First Aid/Awareness</p> <p>Roster Management</p> <p>Experience of triage/assessment of patients</p>



	<p>Sound ability to problem solve and balance risk, safety and performance, putting patients and staff at the heart of your decisions.</p> <p>Practices openness, honesty and transparency, upholding the Trust Values at all times.</p> <p>Ability to identify and provide ranges of feedback.</p> <p>Ability to manage risk, risk assess and mitigate against risk.</p> <p>Ability to delegate authority to people and monitor against required outcomes.</p> <p>Demonstrate understanding and role in management of ED operational standards.</p>	
Other	<p>Shift work will be required through the 24 hours period.</p> <p>Take responsibility for own learning and performance manages staff in relation to recruitment, performance and absence</p> <p>Ensures performance reviews are undertaken</p>	

