

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Head of Nursing Emergency Department & Same Day Emergency Care
<b>DIRECTORATE:</b>	Integrated Adult care (IAC)
<b>DEPARTMENT:</b>	Emergency Department
<b>BAND:</b>	8b
<b>RESPONSIBLE TO:</b>	Deputy Director of Nursing IAC
<b>PROFESSIONALLY ACCOUNTABLE TO:</b>	Deputy Director of Nursing IAC
<b>ACCOUNTABLE TO:</b>	Deputy Chief Nurse/Director of Nursing

### Key Working Relationships:

Chief Nurse, Chief Operating Officer, Deputy Chief Nurse, Deputy COO, General Manager ED, Associate Directors of Nursing, Heads of Nursing, Matrons, ED Consultant team, Service manager ED, Support Services, Quality and Safety Team, LAS, Ward leaders, Radiology, Pathology

### Job Summary:

- Responsible for the overall leadership, management and strategic development of nursing within adult and paediatric ED. Credible and visible compassionate nursing leadership
- The post holder is responsible for effectively supporting the matrons, senior sisters/charge nurses, practitioners in the day to day delivery of care, ensuring the optimal deployment of the nursing workforce with effective use of the e-rostering system to ensure high quality patient care is delivered and continuously monitored
- The post holder will contribute to the directorate service development strategy and take responsibility for implementing or leading on agreed directorate wide objectives
- Responsible for ensuring robust mechanisms are in place for the investigation, monitoring and corrective action resulting from complaints and incidents
- Lead and support an open culture ensuring structures communication channels are in place where learning and innovation are encouraged and shared for the benefit of patients and staff across all areas.
- To act as a point of advice and expertise on all matters relating to professional nursing issues, clinical safety, patient flow and management for ED
- The post holder will ensure good channels of communication between staff, patients and their relatives and foster an open and proactive working environment
- Management responsibility for nursing budget both pay and non-pay
- Participate in the on call rota
- Support Chief nurse/deputy chief nurse with trust wide initiatives as directed

### **Main duties and Responsibilities**

- Promote a safe workforce and closely work with the DDN to reduce agency spend with a safe effective staffing and lead on e-rostering across the directorate
- Ensure that all departmental formal complaints are appropriately investigated and responded to within the timeframe set and meet the directorate governance agenda
- Establish a culture of continuous quality improvement and professional excellence
- Line manage the matrons and lead practitioner
- Promote a positive learning environment and support the clinical supervision programme across the directorate and development of matrons/ sisters & charge nurses
- Be clinically competent and act as a role model in the clinical environment
- The post holder is responsible for efficient budgetary management.
- To promote and demonstrate close working with patients and staff on improving services based on feedback

### **Clinical Leadership and Management**

- Undertake regular clinical duties acting as a source of professional knowledge, supervising clinical staff and sharing best practice across the area of practice.
- Act as a point of escalation for clinical staff when issues arise that require senior clinical decision making
- Ensure that a culture is developed across the directorate that supports the delivery of good clinical governance
- Ensure that the DDN is fully aware of all aspects of potential risks within the clinical areas including financial, clinical, quality, recruitment and retention.
- Promote a culture of challenging existing practices ensuring that solutions take into account models of best practice and best use of resources, allowing continuous improvement
- Support the DDN and Human Resource colleagues in relation to directorate human resource issues relating to workforce planning, professional development, clinical leadership, recruitment and retention and performance management
- Develop key working relationships with staff and managers across the Trust, fostering a culture of partnership and patient focus
- Ensure that all nursing staff within the department are appropriately managed, that associated financial resources are controlled and utilised effectively, demonstrating value for money and high quality patient care
- Take responsibility for the formulation and monitoring of annual nursing workforce plans for the department, ensuring integration with the local delivery plan and the optimal deployment of the nursing workforce
- Be proactive in the prevention and management of risk using assessment tools
- Work at all times within the Professional Code of Conduct for nurses taking accountability for professional action and ensure that other nurses within the Directorate do the same
- Promote and model compassionate care
- Promote and maintain an evidence-based practice culture for nursing staff, ensuring the creation of effective local networks to share good practice and disseminate evidence widely
- Play an active role as a member of the Trust's senior nursing team, contributing to the development and implementation of the nursing agenda, Trust-wide.
- Act immediately to address patient/client complaints, meet face to face with angry, aggressive patients and relatives with the aim of resolving potentially critical issues for the organisation.

- Communicates to site management level, external multi-agencies and all disciplines within the Directorate, e.g. Consultant, junior medical staff, heads of department for other services, all levels of nursing across multiple sites.
- Acts as de-briefer and provides support during and after traumatic/stressful situations for multidisciplinary staff groups.
- Lead and support an open culture ensuring structures communication channels are in place where learning and innovation are encouraged and shared for the benefit of patients and staff across all areas.
- Develop and strengthen internal communication between directorates, external agencies to ensure an integrated approach to service provision, re-design, education and research.
- Maintains full responsibility for the cost effective and efficient deployment of staff
- Management responsibility for budget both pay and non-pay; contribute to cost improvement programs as needed
- Work with ADN, matron and lead clinician to ensure there are robust mechanisms in place to monitor performance on activity, manpower and quality
- Positively encourages staff to be involved in research and development activities, and that expertise is developed in the clinical setting
- To contribute through the HON Education to the future provision of nursing education, by influencing the planning of educational courses and training

## **Education**

- Responsible for own MAST training and PDP, recognising own limitations and the need for continuing feedback, education and development
- To conduct line report staff appraisals on an annual basis with interim reviews and objective setting, be responsible for ensuring that staff within the department have their appraisal
- Network with other organisations promoting service
- Promote a positive culture of learning within services and identify learning opportunities.
- Provide assurance of evidence based nursing care and takes corrective action where required
- Working with the PDN's Identify and analyse training needs and provide training plans
- Accountable for ensuring effective processes are in place to provide appropriate and effective induction, preceptorship and training of all staff including temporary staff and students.

## **Governance**

- Lead on patient experience across the departments; ensuring staff are sited on patient feedback; ensuring actions are taken to continuously improve the patient experience
- In conjunction with the identified consultant for complaints oversee the process for the department, ensuring timely and accurate responses are completed
- Maintain an on-going awareness of incidents reported via the operational and professional management structures and also via the datix adverse incident reporting procedure. Take a pro-active approach to risk management. Analyse trends and follow up incidents and action plans by communicating with the ED team. Take action according to apparent need as indicated by assessment of risk and in case of serious incidents report these and facilitate relevant action via the serious incident review procedure.

## General

1. To work in accordance with the Trust's Here for You standards to consistently demonstrate the behaviours required to fulfil the promises we have made to the people of Croydon. These promises, developed with our patients, carers and staff help us deliver the pledges in the NHS Constitution and our own corporate objectives.

The post holder is required to carry out his/her role in accordance with the organisation "here for you" promises, standards and behaviours, ensuring that colleagues and the people we serve feel **cared for**, feel **in safe hands**, feel **confident** in their treatment, feel we **value their time**, and feel that our service continues to **improve** all the time

2. To ensure that Croydon Healthcare Services Trust's policies and procedures are adhered to.
3. To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirements of the Health and Safety Regulations and the Trust's Health and Safety policies and procedures.
4. To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
5. To work in accordance with the Trust's policies to eliminate unlawful discrimination and promote equality and diversity in the workplace. To positively promote at all times equality of opportunity in service delivery and employment in accordance with Trust policies, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, belief, sexual orientation or domestic circumstances.
6. To adhere to the Trust Infection Control Policy, procedures and guidelines, and in particular practice strict hand hygiene at all times while carrying out clinical duties, in line with the responsibilities placed on employees by the Health Act 2006: Code of Practice for the prevention and control of healthcare associated infections (HCAs). The prevention and control of HCAs must be embedded into everyday clinical practice and applied consistently.
7. All clinical staff holds responsibility for ensuring they have sound knowledge of standard infection control precautions and that no omission on their part or within the sphere of their responsibility is detrimental to the interests or safety of their patients, visitors and colleagues. Clinical staff must keep their infection control knowledge and skills up to date by attending the Trust's mandatory infection control training, a record of which will be kept and information provided to line managers as required.
8. To comply with the Trust's Safe Guarding Children and Vulnerable Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:
  - Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
  - Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.

- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct

**NOTE:**

- A child is someone under the age of 18 (this would include unborn children).
- A vulnerable adult is 'someone who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation' (this includes carers).

Copies of the Protocols and Procedures are available on the Trust Intranet under Child Protection. All staff are advised on how to access the appropriate contact numbers and the Protocols and Procedures when attending Safeguarding training. Updates and revisions are notified to all staff via 'What's New'.

9. To work within the Nursing and Midwifery Council Code of Professional Conduct and Scope of Professional Practice.
10. Budget Holders are responsible for adherence to Standing Financial Instructions
11. Managers are responsible for adherence of maintaining expenditure within budget and addressing deviations from budget
12. To undertake such other duties as may be reasonably required from time to time as are consistent with the responsibilities of the post.

This job description is not an exhaustive document, but is a reflection of the current position. The job holder may from time to time be asked to undertake other reasonable duties. Any change will be made in discussion with the job holder in light of service needs.

**Job Description Agreement:**

This job description can be updated annually as part of the personal development plan.

This job description has been updated and agreed by:

Current post holder:		Date:	
Line Manager:		Date:	

**PERSON SPECIFICATION**

**JOB TITLE:** Head of Nursing      **BAND:** 8b  
**DEPARTMENT:** Emergency Department      **DATE:** November 2022

HEADINGS	ESSENTIAL	DESIRABLE	EVIDENCE
Professional / Clinical Qualification & Experience / Skills	Registered Nurse/Midwife  First Degree in Nursing related subject  Master's Degree or equivalent  Sound clinical decision making skills  Evidence of further professional development  Demonstrable Senior management or equivalent experience  Significant ED and acute trust experience	Management Qualification  Willing to further develop skills within scope of practice	A / I
Organisational Management /	Knowledge of NHS policy and strategic changes to healthcare  Excellent leadership skills  Ability to effectively prioritise and organise own workload and workload of others  Management of staff capability and disciplinary procedures  Financial and performance management skills  Assertively manages situations which may be complex and involve conflict or crisis  Experience of managerial decision making and the application of professional judgement in a range of clinical and non-clinical situations  Knowledge and experience of discharge planning and bed management processes  Manages tasks and processes to achieve corporate and clinical	Completed recognised leadership development program  Transformational change and project management skills	a A / I

	<p>governance</p> <p>Complete risk assessments and implements supportive management actions</p> <p>Excellent interpersonal skills, is engaged and able to negotiate and mediate</p> <p>Communicates with clarity and direction, both written and verbally</p> <p>Analyses and identifies trends in management information, identifies issues and purposes solutions to problems</p> <p>IT skills, use of data and spreadsheets, production of clear reports, action plans and presentations</p>		
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Education and Research	<p>Recognised teaching / mentorship qualification</p> <p>Demonstrates the application of evidence based practice and knowledge of professional issues</p> <p>Commitment to self-development and the development of others</p> <p>Ability to create an environment which facilitates learning</p> <p>Evidence of teaching and mentoring</p>	Coaching course	A / I
General / Personal	<p>Motivated and able to motivate others through strong leadership</p> <p>Adaptable and responsive to changing needs</p> <p>Ability to accept wide responsibility and use own initiative</p> <p>Ability to identify and prevent stress in self and others, also taking effective action to manage the situation when it does impact on capability</p> <p>Able to cope with and confidently work in adverse situations, being able to rapidly appraise and manage situations</p> <p>Reliable and flexible</p> <p>Good attendance record</p> <p>Healthy physical condition with the ability to work unsocial hours and night duty as required</p>		A / I

A= Application/CV    I=Interview