



DELIVERING
OUTSTANDING
CARE AND
EXPERIENCE



RECRUITING,
DEVELOPING AND
RETAINING OUR
WORKFORCE



AN ANCHOR
IN OUR
COMMUNITIES



WORKING TOGETHER
WITH LOCAL HEALTH
AND SOCIAL
CARE PROVIDERS



DELIVERING
LONG-TERM
SUSTAINABILITY



Information pack for the post of Deputy Sister / Charge Nurse Ward A4

Division of Surgery

November 2023



GOOD TO
OUTSTANDING



Welcome from Chief Executive Hannah Coffey

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchingsbrooke and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining TeamNWA AngliaFT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.



Hannah Coffey
Chief Executive Officer

Job Description

JOB TITLE	Deputy Sister / Charge Nurse
GRADE	6
DEPARTMENT	Ward A4
BASE	Peterborough City Hospital. Training can be provided in any site.
REPORTS TO	Ward Manager
ACCOUNTABLE TO	Surgical Matron

Job Summary

- To support the Ward Manager in providing clinical nurse management, leadership and expertise in all aspects of service delivery within sphere of responsibility.
- To ensure, with support from the Ward Manager, that high standards are developed, implemented, and maintained, by ensuring clinical development of all staff within the department.
- To act as a role model, mentoring, teaching, assessing and supporting students and learners on placement and participate in the education, development and mentorship of other staff, creating a positive learning environment.
- To be a patient advocate, responsible for ensuring a safe environment alongside delivery of safe and high-quality care for all patients.
- This job description gives a broad overview of the key responsibilities of a band 6 Deputy Sister / Charge Nurse. Guidance should be given by your line manager on specific responsibilities and skills directly relating to your job.

Main Duties and Responsibilities

A. Clinical:

- Co-ordinate, prioritise, facilitate and monitor the delivery of care to own patients and to other patients when in charge, ensuring continuity of care.
- Act as a professional and clinical role model to all staff, patients, carers and the public at all times.
- Develop the clinical roles of staff across the ward in the provision of quality care ensuring best practice and a high standard of service.
- Identify and develop processes that support the education and training of nurses based on current evidence.
- Contribute to setting, maintaining and monitoring of standards of care to the optimum level and lead the improvement of care, through benchmarking, audit and research.
- Participate in clinical activity acting as a clinical role model, providing the highest standard of treatment.
- Promote a patient focused multidisciplinary approach to care, in collaboration with carers, health professionals and other agencies and thereby champion patient experience.
- Maintain accurate and up-to-date documentation and activity data in accordance with professional and Trust standards.
- Ensure that nursing practice is evidence based.
- Participate and encourage clinical audit as a means of enhancing clinical practice.
- Make use of patient feedback to improve patient experience.

B. Managerial:

- Regularly act as shift coordinator, participating in the allocation of resources, ensuring effective patient care and safety on the ward.
- Organise the team to provide individualised patient care by utilising skill mix appropriately within the available resources.

- Deputise for the Ward Manager in his/her absence, demonstrating a sound problem solving approach to clinical and management issues, seeking advice from senior nurses as appropriate.
- Assist in the planning of off-duty rotas to make effective use of staff and ensure quality of care and safe delivery of service.
- Manage informal and formal patient/staff complaints on a day-to-day basis.
- Be a leader, achieve good morale, with open communication between all disciplines of staff.
- Maximise use of clinical and staff resources, implementing best practice in patient flow, admission and discharge arrangements.
- Participate in staff appraisals, sickness absence monitoring and recruitment of new staff.
- Be aware of the budgetary requirements within their clinical areas of nursing.

C. Education, training & development:

- Help to facilitate a learning environment that is conducive to the acquisition of further skills and knowledge for all grades of staff.
- Identify and deliver educational needs of all staff through appraisal.
- Act as a clinical expert and use own knowledge to develop and enhance the development, skills and competence of others.
- Assist in planning of mandatory and other educational needs.
- Ensure own compliance and compliance of others with regard to mandatory training and NMC professional registration requirements.
- Work collaboratively with the Education and Practice Development team to ensure that education and development opportunities are provided for the ward team to enable staff to be both confident and competent to perform their roles safely.
- Ensure that learners on placements are provided with, and encouraged to take advantage of learning opportunities that will enable them to meet their clinical placement outcomes and objectives.
- In the absence of the Ward Manager ensure there is adequate support, safe mentorship and supervision of learner nurses and all staff.

D. General:

- To comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at work and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager.

E. Professional standards:

- Professional healthcare staff are responsible for complying with the relevant standards set by their regulatory or professional bodies (NMC's Code). A breach of such standards may lead to action by NHS bodies independent of any taken by the regulatory or professional body concerned. It would be investigated fairly, and appropriate steps taken to prevent a recurrence and address any wider causes.

Note: Failure by an applicant to provide accurate and truthful information is considered to be a serious matter. Where it is found that a person has recklessly provided inaccurate information or withheld information relevant to their position, this may disqualify them from appointment. It may also result in dismissal or disciplinary action and referral to the appropriate professional registration body. If you would like to discuss what effect any criminal record or fitness to practise proceeding might have on your application, you may telephone the Recruitment Team Leader in the Human Resources Department in confidence, for advice.

This description is an outline of the duties of the post holder. It will be subject to regular review, and may be amended, at least annually.

Working at our Trust

A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.



B. Divisional Structure

Following the formation of North West Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form five clinical divisions:

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery
- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

The clinical divisions are key to our service delivery and they are led by a triumvirate comprising a Divisional Director, Divisional Nursing Director, and Divisional Operations Director.

C. Your responsibilities to the Trust, our patients and staff

The Trust aims to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role, you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements. Non-adherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act by policies specific to your job role, which are covered at induction.

Equality and Diversity Policy

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

Health & Safety

You have a responsibility to consider yourself and anyone else that could be affected by the things you do or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust

incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally, if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures, and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, to maintain the health, safety and welfare of employees or others who may be affected.

Data Protection

You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered into Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

Data Quality

It is your responsibility to ensure that any data collection required is accurate, timely, complete, and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate in any relevant audits required as part of the Trust's and external quality improvement programmes.

Customer Care

You are always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

Values

How our staff live and work according to our values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

Infection Control

You have a responsibility to comply with Trust policies for personal and patient safety and prevention of healthcare-associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe

disposal of sharps. You will be asked about adherence to measures for reducing HCAI at the annual appraisal.

Smoking Policy

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

Confidentiality

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Safeguarding the welfare of children and vulnerable adults

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people, and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

Mandatory Training

You are required to attend mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

Raising issues of Concern

If you have any concerns about practices or processes within the Trust, you should raise this with your line manager. If you do not feel able to raise concerns directly you should access the Trust's haven procedures for raising issues of concern in confidence.