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## JOB DESCRIPTION

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**DATE:** May 2023

**REF NO:** AFC293

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### **JOB DETAILS**

**JOB TITLE:** Site Manager  
**BAND:** 7  
**HOURS:** 37.5 (flexibility requires/24 hour shift pattern)  
**DEPARTMENT:** Shropshire Care Group  
**LOCATION:** Redwoods  
**REPORTS TO:** Modern Matron Acute Care (Adult Mental health)  
**ACCOUNTABLE TO:** Head of Nursing- Clinical/Professional

### **RESPONSIBLE FOR:**

- Safe and effective deployment of '24/7' Trust Site Management functions
  - Management of staffing establishment within the health based place of safety
  - Ensuring safe and effective staffing levels for the Redwoods site based on acuity and need
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### **WORKING RELATIONSHIPS**

#### **INTERNAL:**

Inpatient Services (including Consultant Psychiatrists, Ward Managers, Modern Matrons, Senior Nursing Staff), Inpatients Business Support Officer

CRHT and Liaison Services  
 Single Point of Access Services  
 Divisional Management Team  
 Divisional Accountant  
 On-call Medical Staff  
 On-call Managers  
 On-Call Executives

Locality Managers, Lead Professionals, Clinical Directors. Other Key Professionals. All Community Teams and multi-disciplinary professionals within the division (including community CPNs, social workers, occupational therapists, administration and clerical staff). Performance Managers, Estates and Facilities Staff, Health and Safety Officers, IT Departments. Other Corporate Departments including Human Resources

**EXTERNAL:**

Service User and Carer Groups, GPs, CCG Leads, Local Authority and Partnership Trust staff. Acute hospitals both within Shropshire and surrounding counties. Emergency Services, Supporting People/Housing department. Other local borough council departments as required.

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**JOB PURPOSE.**

Working to the direction and support of the In-patient Services Modern Matrons for Mental Health and in conjunction with the Senior Inpatient Nurse Managers from the Specialist Services Division, the Lead Site Manager/Hospital coordinator is responsible for ensuring a level of senior nurse leadership across the Redwoods site both in and out of hours which will meet the required standards agreed by the Safe Staffing Group led by the Director of Nursing.

The role is responsible for the on-going accurate collation and evaluation of this Safe Staffing data and for presentation of this data to the Safe Staffing Group chaired by the Director of Nursing.

The role involves being the accountable and responsible lead specialist for the site manager/ Hospital coordinator function.

The Site Manager will be responsible for providing highly specialist advice regarding the management of patients when attending emergencies and will be required to advise on appropriate course(s) of action to taken to de-escalate and/or manage the patient in line with risk and care plans.

The Site Manager will work collaboratively with Ward Managers, Crisis Resolution and Home Treatment Team (CRHT), Community Teams and external organisations to ensure adherence to Trust wide Policies and Standard Operating Procedures and provide specialist knowledge and guidance to further develop and update these policies and procedures.

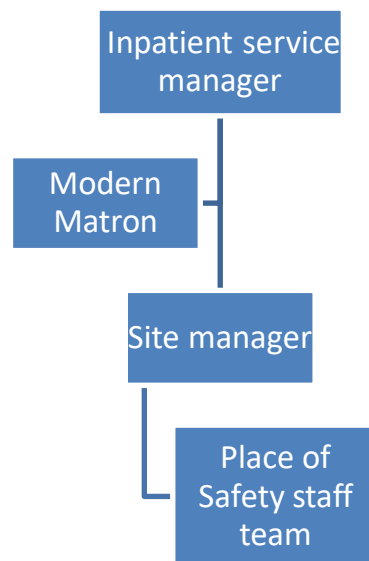
The site Manager will raise awareness of these Policies and Standard Operating Procedures and propose changes, amendments and developments that may impact across all inpatient services on the site.

The Site Manager will have responsibility for and lead on coordinating the 136 HBPOs and ECT suite including line management responsibility for HBPOs staffing team, Assistant Practitioner for Health and Wellbeing and Lead support worker within the 136 suite.

The site manager will also support within clinical decision making and prioritisation of bed management in support of non clinical bed manager to ensure patient and site safety.

The Site Manager will use 'best evidence' such as NICE guidelines, Trust Policies, other recognised best practice guidance and knowledge of the patient/s and inpatient wards needs to make decisions, and to provide specialist knowledge to guide and influence decision making by others.

## **ORGANISATIONAL STRUCTURE**



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## **KEY RESPONSIBILITIES**

### **Main duties and responsibilities**

1. Management and responsibility for the 'On Call Manager & Site Manager Information folder' on the Trust drive. Ensure all documents and information held within this folder are up to date and accurate at all times.
2. Maintain an up to date 'Service User Alert' sub folder within the On Call Manager & Site Manager Information folder on the Trust drive. Ensure expired Service User Alerts are removed from the system when notified of expiration.
3. The Site Manager will be the nominated 'bleep holder' for all site management inpatient issues when on duty, and will ensure the bleep is kept upon their person and is responded to, in the swiftest possible timescale at all times.
4. Where necessary/appropriate, the Site Manager will ensure staffing arrangements are adjusted and cover is provided in the event of unplanned situations, and that the member of staff covering will assume the key Site Manager functions to ensure safe and effective continuity of service.
5. The Site manager will organise any adjustments required to existing staff on site and authorise additional shifts being requested at short notice from the bank and agency.
6. Engage with wards on a shift basis and will maintain an overarching awareness of service needs/pressures across the whole hospital site. They will provide specialist guidance and knowledge on the range of options available in order to influence any decisions taken by other site based teams or visiting external agencies. They will record details of all issues/decisions onto the On-Call Manager/Site Manager activity log in line with Trust Standards for Recording.

7. Have systems in place to ensure that all handovers between site managers that take place include a written record/verbal summary of events so far and also capture any outstanding actions for ongoing monitoring/support required of the incoming site manager.
8. Work collaboratively with the CRHT, Wards, Discharge Liaison Nurse to support the effective management of beds including transfer, repatriation and discharge. The Site Manager will maintain good communication channels, keeping the Inpatient Services Management Team/CRHT Senior Staff informed of any staff/service (including bed management) issues.
9. Taking a lead role in coordinating s136 assessments - thus ensuring that services/patient experiences are not compromised when bed availability is pressured due to an increase in emergency admissions, whilst also working to prevent delayed transfers of care.
10. Contact Point for Fire and 222 Emergencies, s136 assessments, Seclusion
11. Responsible for attending 222 emergencies on the Redwoods Site to advise and provide support.
12. In the event of a fire, assume the role of 'contact person' for the Fire Service Officer.
13. Attend the location of emergencies acting as the most senior Ambassador for the Trust where and provide specialist knowledge and guidance in order to influence immediate actions/decisions if required. There may be requests to support enabling access to buildings; this may require liaison with the F&E on call engineer. Events will be escalated to senior managers accordingly.
14. The Lead Site Manager will inform the manager on call of any 222 emergencies which require senior manager advice/attention. Fire, major incident and security issues will always be escalated to the Inpatients Manager (or deputy).
15. Within core office hours, if a call from the Police occurs regarding an assessment of a service user (either known or unknown to the Trust), the Site Manager will, in the first instance liaise/refer the Police or Ambulance to the SPA (duty) team for further advice regarding where an assessment should occur, and when this will be undertaken.
16. In the event a request for assessment under s136 (MHA 1983) is received, the Site Manager will co-ordinate the delivery of these assessments including ensuring that the Police establish contact with the CRHT/s136 suite staff and that an Estimated Time of Arrival is agreed.
17. The CRHT/s136 staff are responsible for undertaking the assessment, for ensuring appropriate staffing of the s136 suite and adhering to the Interagency s136 Policy. The Site Manager will provide support as necessary and appropriate. Where the assessment outcome is that admission is required, the bed management process will be followed, and the CRHT will ensure appropriate triangulation with the Lead Site Manager to facilitate admission.
18. The Site Manager will be informed of any service user placed in seclusion and will act as an objective party to ensure the relevant Trust policy is strictly adhered to in the least restrictive method and timescale. The site manager will advise on the correct application of such policies when required.

#### Systems and equipment

19. The post-holder will require a wide range of IT skills for word processing, e-mail and data collection for audit. The site manager will have the ability to develop Power Point presentations as required to present data and reports to the monthly Safe Staffing group. They will require the ability to manage a simple excel database and examine and evaluate complex data.
20. The role may on occasion demand travel between Trust site locations to implement this role, to support the training and supervision of staff and for attending meetings and case conferences.

### Decisions and judgements

21. Support and decision making around priority of admissions for the Acute Care Pathway - Bed Escalation/Management
22. The CRHT have the lead responsibility for 'gate keeping' access to all inpatient beds. The Site Manager performs a pivotal role and will work collaboratively with the CRHT Senior Staff to support 'gate keeping' and the effective daily management of access to/from inpatient beds and transfer/repatriation. This will include the provision of critical intelligence/specialist knowledge to influence and guide decision making regarding the admission, transfer/repatriation and discharge of patients, and in reviewing RAG status.
23. The Site Manager may also be required to provide assistance with regard to locating a Ministry of Defence bed.
24. Where issues pertain to individual wards (i.e. high volumes of special observations), the Site Manager will ensure these factors are discussed and taken into account in the decision making around admissions/transfers/repatriation to optimise ward safety and clinical care of the whole site. The lead site manager will have detailed knowledge of the current situation of each ward and this information will inform and influence decisions taken
25. The CRHT will ensure the Site Manager is kept up to date at all times with regard to current bed status and Delayed Transfers of Care. Where Red bed status is in effect, the Lead Site Manager will provide detailed ward information which will be critical in the overall bed review to support effective bed management.
26. Where situations involving disagreement or dispute arise between any parties, the Site Manager will escalate this to the Inpatient Service Manager/CRHT Service Manager as required for senior management guidance

### Communication and relationships

27. Be required to manage and share sensitive and highly confidential information with others (internal and external) in line with Information Governance standards. Where this occurs, this must always be done in keeping with Caldicott Guidelines.
28. Be required to manage sensitive conversations with both service users and carers and remain calm and professional in order to effectively manage any potential areas for conflict or distress. Be required to show empathy and deliver re-assurance when required.
29. Be required to relay complex information to other external agencies in a way that makes clear the situation and any requirements expected from that agency.

### Research and Development

30. To provide support to the development of Trust policies and procedures and the dissemination and implementation of them.
31. To oversee that policy development is evidence-based and reflective of research.
32. Within the area of clinical specialism; to ensure the maintenance and monitoring of service standards.
33. Collect and collate data / information effectively for the purpose of audit and service performance.
34. To contribute towards research in the area of expertise.

### Financial and Physical demands of the job

35. Attending meetings via Microsoft teams and spending some of the role using computer systems on a daily basis
36. Moving around the site to the wards and liaising with staff on each ward to understand the staffing pressures of the site
37. To authorise expenses for staff within the health based place of safety budget and the agreement of agency/bank and off framework staffing requests
38. Standard keyboard and IT skills to input onto staff rostering and clinical systems

Most challenging/difficult parts of the job

39. There will be occasional requirement for the post holder to concentrate e.g. the evaluation and organisation of data.
40. There will be occasional exposure to traumatic accounts of suicide, abuse, homicide and neglect.
41. There may be highly emotive discussions and judgements with practitioners.
42. The post-holder will be indirectly exposed to emotional circumstances and will be required to support colleagues and staff who are dealing with distressing and highly emotive situations and where the provision of supervision and debriefing sessions will be essential.
43. There will be an occasional exposure to potential incidents of violence and aggression and it will be required that the post holder is fully trained in the use of DMI techniques.
44. There will be a frequent requirement for the post holder to exert moderate physical effort when attending emergencies.
45. Frequent exposure to uncontained bodily fluids and incidents of verbal aggression
46. This job description does not purport to be an exhaustive list and the post-holder will be expected to undertake additional duties as the requirements of the post change, provided that they are appropriate to grade

## **JOB STATEMENT**

<b>Infection Control</b>
Maintain an up to date awareness of the infection control precautions relevant to your area of work and implement these in practice. As a minimum, this must include hand hygiene, the use of personal protective equipment, the use and disposal of sharps and communicating the importance to patients, prison staff and other health care staff you are working with. Details of the precautions and sources of advice and support to assess and manage infection control risks are provided through mandatory training which all staff must attend at intervals defined in the Trust policy on mandatory training and can be found in the Trust's infection control policies and national guidance, such as that published by NICE.
<b>Learning and Development</b>
As an employee of the Trust, you have a responsibility to participate, promote and support others in undertaking learning and development activities. This includes a proactive approach to ensuring you meet the statutory/mandatory training requirements of your role, and engaging in PDC / appraisal processes in line with Trust policy and guidance.
<b>Health and Safety</b>
As an employee of the trust you have a responsibility to abide by the safety practices and codes authorised by the trust. You have an equal responsibility with management, for maintaining safe working practices for the health and safety of yourself and others.
<b>Constitution, Competence and Capability</b>
As an employee of the Trust you have a responsibility to promote and abide by the rights and responsibilities outlined in the NHS Constitution. You are additionally expected to adhere to Organisational/National/Regulatory Codes of Practice relevant to the role you are employed to undertake. At all times it is expected that you will limit the scope of your practice to your acquired level of competence and capability.
<b>Dignity at Work Statement</b>
Midlands Partnership University NHS Foundation Trust is committed to treating all of our staff with dignity and respect. You are responsible for behaving in a way that is consistent with the aims of our Equality and Diversity Policy. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.
<b>Safeguarding Children and Vulnerable Adults</b>
All Trust employees are required to act in such a way that at all times safeguards (and promotes) the health and well-being of children and vulnerable adults. Familiarisation with and adherence to Trust Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

## PERSON SPECIFICATION

<b>JOB TITLE:</b>	<b>Site Manager</b>
<b>DEPARTMENT:</b>	<b>Redwoods</b>
<b>BAND:</b>	<b>7</b>

\*Assessed by: A = Application    I = Interview    R = References    T = Testing

<b>ESSENTIAL CRITERIA</b>	<b>*</b>	<b>DESIRABLE CRITERIA</b>	<b>*</b>
<b>QUALIFICATIONS &amp; TRAINING</b>			
Registered Nurse with NMC	A	Quality Improvement Methodology Training, e.g. LEAN	A
Post-registration experience and/or evidence of formal courses and training at post graduate diploma level		Recognised Management or Leadership Qualification	A/I
Mentorship Course	A	Experience in managing an in-patient ward/hospital site environment	A/I
Clinical Supervision Training	A		
<b>EXPERIENCE</b>			
Extensive post-registration experience and professional development in :-	A/I	Teaching and facilitating experience	A/I
Working within an in-patient environment and managing the services and the functions of hospital site co-ordination/ward management	A/I		
Implementing a wide range of Legislation, Policy and Procedures pertinent to Acute Care.	A/I		
Understanding of the principles of clinical governance and implications for nurses in clinical practice.	A/I		
Knowledge and understanding of implications of the Nursing & Midwifery Council 'Professional Code of Conduct' in Mental Health.	A/I		
Evidence of effective management of human resources.	A/I		
<b>SKILLS, KNOWLEDGE &amp; ABILITIES</b>			



Ability to co-ordinate work to meet agreed targets and deadlines	A/I	Evidence of personal development eg. In oral/written communication skills and or presentational skills, conflict resolution.	A/I
Evidence of ability to prioritise workload and manage competing demands/pressures	A/I	Clinical Leadership Training (RCH Clinical Leadership or equivalent)	A/I
Ability to work in collaborative partnership with all members of the multi-disciplinary and multi agency team at all levels	A/I		
Ability to communicate effectively at all levels of the organization (internal and external) and build robust interagency operational alliances	A/I		
Ability to seek ways of improving colleague's performance by training, coaching and development.	A/I		
Ability to set clear objectives and targets and motivate staff to achieve them.	A/I		
Evidence of knowledge/awareness of recent policy recommendations e.g. Francis Report and implications and recommendations regarding safe staffing levels in in-patient environments.	A/I		
Information literacy/skills, ability to process/analyse/manage information and present this in coherent format	A/I		
Knowledge of regulatory bodies and the requirements associated with this in terms of standards of service delivery, e.g. CQC.	A/I		
<b>PERSONAL ATTRIBUTES</b>			
Highly developed/ excellent communication/negotiating skills at all levels	A/I	Evidence of knowledge and skills in the use of clinical audit and research to facilitate change in clinical practice.	A/I
Motivates and inspires, leads by example to encourage high standards of work in all colleagues	A/I		
Promotes/instils confidence in others via the quality of their own work. Demonstrates a style that champions high standards of clinical practice at all times.	A/I		
Excellent personal organisation and time management	A/I		
Demonstrate evidence of team working	A/I		
Able to contribute to team discussion and be	A/I		
Respectful of others' views. Honest and trustworthy.	A/I		
Aware of personal and professional	I		

boundaries			
Respect for service users			
An understanding of the importance of service user involvement in their own care and care plan			

<b>JOB HOLDER</b>	<b>SIGNATURE</b>
	<b>DATE</b>
<b>MANAGER</b>	<b>SIGNATURE</b>
	<b>DATE</b>