

Sandwell and West Birmingham Hospitals NHS Trust

JOB DESCRIPTION

AFC:N0294

JOB TITLE:	Ward/Department Manager
BASE:	Surgical Services
CONTRACT:	
GRADE:	7
RESPONSIBLE TO:	Direct Line Manager (Please specify)
MANAGERIALLY ACCOUNTABLE TO:	Divisional General Manager
PROFESSIONALLY ACCOUNTABLE TO:	Director of Nursing, Midwifery and Therapies

JOB SUMMARY

A high profile, accessible and responsive leader with twenty- four hour patient, staff service and resource responsibility, within defined area.

Able to make informed decisions within their own area and scope of professional practice, involving patients and public to ensure agreed clinical standards and targets are met.

To manage and coordinate staff and clinical activity within the ward/department, playing a key role within the multi disciplinary team.

Take the lead role for ward/department change management activity, developing and maintaining strong communication links with divisional operational management and others ensuring that all staff are effectively and appropriately briefed.

MAIN RESPONSIBILITIES

CLINICAL:

1. To assess, plan, implement and evaluate individual programmes of nursing care based on agreed models of care and in consideration of individual need and delegating effectively to others as required

Ward/Dept Manager
200905

1. Maximise opportunities for health promotion and education and ensure that a holistic approach is used for the care of patients.
2. Organise method of care delivery within the ward/department, allocating, prioritising and delegating effectively.
3. Respond to capacity and patient dependency requirements.
4. to participate in the 24 hour Endoscopy on call rota.
5. Support the Matron/Senior or Lead Nurse and Director of Nursing in processes of continuous quality improvement. Formally evaluating standards of care and leading local implementation.
6. Maintain knowledge of new developments in nursing and speciality specific information and ensure accurate dissemination of such information
7. To promote, comply with and monitor NMC professional standards and local standards for record keeping.
8. To be an effective practitioner with the ability to demonstrate clinical expertise in the care of patients.
9. To act as a key resource to others providing information to junior staff, multi-disciplinary team members, patients and relatives and the Matron.
10. To undertake the administration of prescribed medication and supervision of patient self-medication.
11. to lead, teach and participate in the administration intravicle bladder drugs.
12. To monitor, maintain and regularly review acceptable standards of care in conjunction with other members of the multi-disciplinary team.
13. To lead and participate in the development and implementation of local action plans
14. Ensure the provision of advice, support and information to patients and families, being aware of their psychological/emotional needs and responding accordingly.
15. Be professionally accountable for all professional and personal actions, in accordance with the framework or scope of professional practice.
16. To act as a patient advocate through the application of ethical, legal and professional knowledge and skills.

MANAGEMENT /LEADERSHIP:

1. Overall human resource management responsibility the ward/department team which includes absence management, staff well being, recruitment and retention activities and performance management in accordance with agreed policies, procedures and protocols.
2. Be responsible for both pay and non-pay budgetary resources within designated area, advising Matron, Senior or Lead Nurse at the earliest opportunity of any adverse resource implications and corrective action taken as appropriate.
3. To be managerial responsible for Charitable Trust Fund expenditure, as appropriate
4. to assess the administration and clerical staff skill mix in order to manage and co-ordinate the waiting list, booked admissions and reception.
5. Ensure the economical use of all ward resource, order stock items for clinical area resolving any shortfall as appropriate, with defined limits of authority.
6. Coordinate nursing activity within the clinical setting, ensuring that there is an appropriate skill mix for the patient caseload within available resources.
7. Overall managerial responsibility for ward/department during span of duty, which will include the supervision of junior staff, prioritising and delegating activities as appropriate and the personal management of a defined group of patients.
8. Promote effective communication within the nursing team, to patients, carers, visitors, members of the multi-disciplinary team and external agencies. Receiving and reporting varied, sensitive and complex

information in a way that is understood and important information retained. At all times, as appropriate taking into account rules of confidentiality.

9. Establish and maintain effective communication systems at ward\department level. Disseminating appropriate information as required to ward\department team members.
10. Using professional judgement ensure optimal bed usage/patient through put at all times, facilitating timely admission and discharge of patients.
11. Maintain national and local standards/protocols pertaining to clinical area, taking remedial action as appropriate and reporting deficits to Matron, Senior or Lead Nurse as appropriate.
12. To resolve local problems/conflicts, keeping Matron, Senior or Lead Nurse informed of remedial action taken to resolve, as local and corporate systems and policies denote. Work proactively and objectively in these circumstances to maintaining team dynamics at all times.
13. Take a leading role in the coordination and facilitation of ward/department team in the determination, setting, implementation, monitoring and evaluation of organisational and local objectives.
14. Recognise and manage any complaints or concerns raised by patients/carers, producing reports of remedial action taken to address there to the Matron, Senior or Lead Nurse on a regular basis.
15. Ensure all policies, procedures and protocols are readily available to ward/department team members, ensuring that they are responded to appropriately. This includes ensuring the team's awareness of any new or revised policies/protocols.
16. Participate in Patient Public Involvement activities in the ward/department leading to service improvement.
17. Identify opportunities for change or development for inclusion in Divisional Business Plans and are implemented as designated.
18. Highly developed communication skills enabling maintenance of high quality service and ensuring timely management and resolution of unexpected events and situations.
19. To provide representation at meetings and other forums in the absence of the Matron, Senior or Lead Nurse, as directed.
20. Participate effectively in Divisional/Trust cover rota (as described in site specific addendum)

EDUCATION:

1. Establish and develop a dynamic and interactive learning environment organising perceptorship and mentorship, which meets the needs of all learners and staff in the ward/department environment.
2. To take responsibility for own professional development, developing own skills within the Scope of Professional Practice and Trust development programmes. Attending any training/development activities required by the Trust and maintaining own personal development profile.
3. To act as a mentor/preceptor to students and nursing staff undertaking further education as required, ensuring a positive learning environment and facilitating the development of their clinical /management skills.
4. Maximise opportunities to promote health education and health promotion to patients, carers and staff.
5. Ensure individual personal development reviews/ appraisals for defined group of staff are conducted on in a regular and timely fashion ensuring the development of ward/departmental objectives and training plans/analysis are compiled and acted upon. Inform the Matron, Senior or Lead Nurse to assist with the development of Divisional objectives and it's training plan.
6. Demonstrate the relevant use of information and research findings to support and promote evidence-based practise within the clinical area.
7. Facilitate and enable the education and development of the nursing team, contributing to the teaching and assessing, mentorship and perceptorship programmes in collaboration with educationalists linked to the Trust.

8. Use and participate in appropriate networks to enhance practice.
9. Actively seek to be involved in local and national networks to promote the ward/department, Division and the Trust.
10. Ensure compliance and provide advice on professional standards, take action as appropriate and report any concerns to the Matron or Senior/Lead Nurse.
11. Participate in own personal development review/appraisal and work proactively to achieve personal objectives.
12. Use reflective practice to enhance development of self and others.

RESEARCH/GOVERNANCE:

1. Lead and co-ordinate audit and benchmarking activities, ensuring that these result in the formulation, implementation and evaluation of action plans to improve care provision.
2. Promote clinical excellence through initiating/participating in setting, maintaining and monitoring standards of care within the clinical governance framework.
3. Initiate and participate in the delivery of evidence- based care.
4. Maintain awareness of current nursing practice/research with particular reference to own working area, evaluating and disseminating findings.
5. Participate in model of Clinical Supervision.
6. To support and participate in ward/department clinical research activities and assist in the implementation of any appropriate research findings.
7. Actively engage and participate in policy development and review within clinical speciality.
8. Manage risk management processes within ward/department, which includes undertaking risk assessments and participation in the development of associated action plans.
9. A knowledgeable team leader and resource for staff, advising on national, local and Trust policy and procedures/guidelines, ensuring that clinical governance is embedded in practice.
10. Will support staff and users in service and policy development within a defined area/speciality.

CONFIDENTIALITY:

The post holder must maintain confidentiality of information relating to patients, staff and other Health Service business.

HEALTH AND SAFETY:

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

As a manager you will be responsible for the Trust's policy on Health and Safety and for taking all reasonable steps to maintain and where necessary to improve health and safety standards. This will include training to ensure that all employees are able to carry out their health and safety responsibilities effectively.

RISK MANAGEMENT:

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

EQUAL OPPORTUNITIES:

The Trust has a clear commitment to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

CONFLICT OF INTEREST:

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

USE OF INFORMATION TECHNOLOGY:

To undertake duties and development related to computerised information management to meet the changing needs and priorities of the Trust, as determined by your manager and in accordance with the grade of the post.

SMOKING:

This Trust acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Trust No-Smoking Policy.

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the post holder in the light of service needs and will be commensurate with the grade and competencies of the post.

Sandwell and West Birmingham Hospitals NHS Trust

PERSON SPECIFICATION

Post Title: Ward/ Department Manager

Division/Department:

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
<u>Experience</u>	<ul style="list-style-type: none"> Relevant post registration experience Experience of being team leader Relevant experience in Surgery Experience in research and audit. 	<ul style="list-style-type: none"> AF/I AF/I AF/I AF/I AF/I 		
Qualifications	<ul style="list-style-type: none"> RN (Branch) Current NMC registration. Degree level qualification in health related subject Teaching and Assessing qualifications 	<ul style="list-style-type: none"> Certification/AF PIN/NMC Check Certification/AF Certification/AF Certification/AF Certification/AF 	<ul style="list-style-type: none"> Counselling Skills Certificate qualification Masters degree or working towards Leadership or management qualification 	<ul style="list-style-type: none"> Certification/AF Interview
Personal Qualities	<ul style="list-style-type: none"> Successful Leadership and Management skills Professional at all times, calm and objective Problem solving skills. Ability to prioritise and meet deadlines effectively. Planning skills. Ability to work as part of a multidisciplinary team. Commitment to Personal Development. Commitment to development of others. Effective time management skills. Coaching and counselling skills. Patient and Public focussed. 	<ul style="list-style-type: none"> AF/I Interview AF/I Interview Interview Interview Interview Interview Interview Interview Interview 	<ul style="list-style-type: none"> Promotes the Nursing profession Prepared to advance nursing practice 	<ul style="list-style-type: none"> Interview Interview

Ward/Dept Manager
200905

	<ul style="list-style-type: none"> • Demonstrates awareness of professional limitations. 	<ul style="list-style-type: none"> • Interview 		
Management / Supervision / Coordination skills	<ul style="list-style-type: none"> • Ability to delegate • Ability to assess student nurses/support workers • Act as a preceptor/mentor as required. • Team leadership skills • Influencing and negotiating skills. • Able to develop and implement ward strategies. • Able to manage staffing resources taking into account skill mix requirements and patient dependency. • Ability to formulate and contribute to department/Trust policies • Performance Management • Ability to undertake staff appraisal/Personal Development reviews, sickness absence management reviews, staff counselling in line with Trust policies • Works collaboratively with Educational providers 	<ul style="list-style-type: none"> • Interview • Interview • Interview • Interview • Interview • Interview • Interview • Interview • Interview • Interview • Interview 	.	
Written skills	<ul style="list-style-type: none"> • Proficient in reading and writing in the English language. • Ability to write complex reports and complex plans of care. 	<ul style="list-style-type: none"> • Application Form/I • Interview 		
Communication/Verbal skills	<ul style="list-style-type: none"> • Able to speak, receive, understand and issue instructions in English and using medical terminology without risk of misunderstanding. • Able to communicate effectively via telephone, individual or group discussion and e-mail. • Able to present a verbal presentation appropriate to target audience using IT applications. 	<ul style="list-style-type: none"> • Interview • Interview • Interview/Test 	.	
Responsibility for financial and physical resources	<ul style="list-style-type: none"> • Ability to work within operational budget and provide financial plans to reduce expenditure • Participate in budget setting • Justify Bank and Agency usage • Set, monitor and maintain effective stock levels appropriate for the ward/department. • Authorisation to manage Charitable Trust Funds in 	<ul style="list-style-type: none"> • Application Form/I • Application Form/I • Application Form/I • Interview 	.	I

Ward/Dept Manager
200905

	<ul style="list-style-type: none"> line with Trust Policy Workforce Planning 	<ul style="list-style-type: none"> Interview 		
Knowledge	<ul style="list-style-type: none"> A knowledgeable clinician with the ability to apply evidence to practice Extended roles (<i>please specify</i>) Calculation of drug dosages Understanding of holistic care Knowledge of change management and its application. An understanding of current issues relating to the NHS Demonstrates an ability to find new ways of working and advancing practice Knowledge of clinical governance and a commitment to clinical supervision and staff development Understanding of group dynamics and the appropriate management to ensure effective team working. Awareness of key principles of risk management process. Participate in drafting business and contingency plans to support divisional/departments developments Ability to use competently computerised patient information system e.g. PiMS, Medway Ability to use computer software packages e.g. Microsoft Word, Excel and PowerPoint. 	<ul style="list-style-type: none"> Application Form/I Certification/I Interview Interview Interview Interview Interview Interview Interview/Test Interview Interview/Test Interview/Test 	<ul style="list-style-type: none"> 	
Physical skills	<ul style="list-style-type: none"> Demonstrate safe and competent moving and handling of patients and ensure compliance in line with Trust policy. Manual dexterity/manipulation skills. Keyboard skills 	<ul style="list-style-type: none"> AF//Medical Interview/Medical Interview/Medical 		
Mental Effort	<ul style="list-style-type: none"> Synthesis complex information Analyses problems and implements effective and appropriate solutions Ability to work under pressure and competing priorities. Ability to maintain concentration under stressful situations 	<ul style="list-style-type: none"> Interview Interview Interview/Medical Interview/Medical Interview/Medical 		

Ward/Dept Manager
200905

	<ul style="list-style-type: none"> • Effective decision maker. • Deal empathetically with distressed/anxious patients/relatives/staff • Support junior staff in stressful and vulnerable situations 	<ul style="list-style-type: none"> • Interview • Interview • Interview 		
Working Conditions	<ul style="list-style-type: none"> • Ability to deal with and diffuse conflict situations • Delivery of direct personal care of patients • Ability to work within high patient turnover/pressurised environment. • Personal contact with relatives/carers • Verbal/physical aggression • Ability to participate on the Endoscopy on-call rota. 	<ul style="list-style-type: none"> • Application Form • Interview • Interview/Medical • Interview • Interview/Medical 		
Emotional Effort	<ul style="list-style-type: none"> • Be able to take responsibility for imparting sensitive information to patients and carers and supporting other team members required to do. 	<ul style="list-style-type: none"> • Application Form/I • Interview 		
Other	<ul style="list-style-type: none"> ▪ Have achieved competency in following expanded roles (as appropriate: ▪ IV competence, Cannulation and Phlebotomy 	<ul style="list-style-type: none"> • Interview/Test • Certification/I 		