

Candidate Brief

Senior Sister/Charge Nurse

June 2022





Our shared purpose

Developed by our patients and staff in the Your Voice Your Values project, 2018.



All of us who work at Epsom and St Helier

Choosing to work at Epsom and St Helier means I choose to sign up to our values, behaviours and expectations.

-  Respect and value other people's views, experience and skills
-  Develop myself to be a great role model of our behaviours
-  Treat patients with respect and as equal partners in their care
-  Treat everyone fairly regardless of protected characteristics, profession, role or level
-  Speak up whenever I have a concern, give feedback respectfully, receive feedback gracefully, admit mistakes, resolve issues together
-  Respect myself, looking after my own health and wellbeing
-  Create a respectful environment free from disrespectful behaviour
-  Respect my role, doing a good job to meet my objectives as they change, and doing the best I can with available resources.

Our ambition is to provide an outstanding level of care to our patients and communities

Above all we value respect. This means everyone at the Trust – whether a member of staff, a patient or their loved ones – can expect to be treated with respect, whatever their role or background. This ensures kind, positive, professional teamwork, delivering great care to every patient, every day.

By choosing to work here, you also choose to value and role model respect. This means having respect for the Trust and your roles and responsibilities, as well as colleagues, patients and anyone who interacts with the Trust.



Epsom Hospital

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Epsom and St Helier University Hospitals NHS Trust offers an extensive range of services, including cancer, pathology, surgery, and gynaecology to over 490,000 people in south west London and north east Surrey. We operate two busy general hospitals, Epsom Hospital and St Helier Hospital, and run services from other locations, including Sutton Hospital.

St Helier Hospital is home to the South West Thames Renal and Transplantation Unit and Queen Mary's Hospital for Children, while Epsom Hospital is home to the South West London Elective Orthopaedic Centre (SWLEOC). Both Epsom and St Helier hospitals have Accident and Emergency departments (A&E) and Maternity services (Obstetrics).

The Trust also plays an active role in the local healthcare economy. Surrey Downs Health and Care brings together our staff, CSH and the GP groups in Surrey Downs, and Surrey County Council in a partnership to improve care for local people. Also health and care teams from organisations (the London Borough of Sutton, Epsom and St Helier University Hospitals NHS Trust, Sutton GP services, The Royal Marsden NHS Foundation Trust and South West London & St George's Mental Health Trust) across Sutton that provide care to Sutton's older population are coming together to work as one team. The team will ensure people have the right support in place for them to maintain their independence and live healthily and safely at home for as long as possible.

Emergency Department

Job Title: Senior Sister/ Charge Nurse

Salary: Band 7

Reports to: Matron

Accountable to: Head of Nursing

Job Summary

The expectations within this job description will be met through professional leadership, clinical management, hands on clinical practice, education and training, and research.

The post holder will ensure that high quality nursing care is delivered within their designated clinical area.

The post holder will assist in setting the standards of clinical practice, in conjunction with the multidisciplinary team, and will monitor patient outcomes.

The post holder will have ongoing responsibility for the operational effectiveness of their designated clinical area, being present in their clinical area during the most appropriate periods of work time.

The post holder will undertake the leadership and development of an identified group of nurses.

Duties of the Post

The post of a qualified nurse is characterised by six principle role functions:

- Clinical Practice
- Advanced Clinical skills
- Professional leadership and management
- Education training and development

- Evaluation of care and research
- Human Resources

The balance between practice and management will vary according to day to day priorities, but will be negotiated overall with the Lead Nurse / Senior Nurse.

1.0 Clinical Practice

The post-holder will ensure that all areas of practice adhere to all current NMC guidance.

- 1.1 Establish standards of nursing care and ensure these are delivered at all times by regularly monitoring and evaluating patient outcomes.
- 1.2 Ensures that clinical competencies within ED are developed and evidence of ongoing clinical competency is adhered to.
- 1.3 Ensure that nursing care is patient focused and that patient dignity and privacy are maintained at all times.
- 1.4 Ensure due regard is given to the customs, values and spiritual beliefs of patients and colleagues and that equal opportunities are practiced.
- 1.5 Lead the ED team in maintaining effective communication both written and verbal with all disciplines, patients and relatives.
- 1.6 Will have ongoing responsibility for the designated clinical area, in particular the effective staffing of that area in both the short term (shift by shift) and medium term (well planned rotas).
- 1.7 Able to assess the short term and the medium term clinical needs of the area and plans to ensure that they are met. Will seek advice and support from outside the clinical area when necessary

- 1.8** Ensures that all clinical and legal nursing documents are completed accurately and legibly, and that their relevance is understood by junior staff.
- 1.9 Represents and supports patients, relatives or carers at multidisciplinary (multi organisational) meetings and case conferences, ensuring that their needs are represented and that appropriate care packages are developed.
- 1.10 Liaises and works in collaboration with nursing and other healthcare professions, patients and their relatives / carers to assist in the timely discharge from the Centre through appropriate discharge planning in conjunction with the Discharge Co-ordinators.
- 1.11 Will use reflective practice as a method of ensuring that appropriate effective nursing care is delivered to each patient.
- 1.12 Ensure that prescribed medications are safely administered and to monitor, report and investigate all medication errors.
- 1.13 Ensure competency in use and safe maintenance of all medical devices within the sphere of responsibility.
- 1.14 Reports all incidents and near misses promptly and appropriately, investigates and implements remedial action to reduce the risk in the future
- 1.15 Ensures that all complaints are listened to and that issues identified are addressed, with the aim of resolving all complaints locally. The focus on prevention and local resolution of complaints must be part of the ward team philosophy.
- 1.15 Adheres to the infection control policy and promotes the policy with the ED setting with all professional who are interacting in patient care.

- 1.16 Promote a professional image at all times and be accountable for own clinical practice.

2.0 Clinical Skills

- 2.1 To be able to work and manage all areas within the Emergency areas.
- 2.2 To undertake venepuncture, intravenous cannulation, administers of intravenous additives, recording 12 lead ECG, catheterization. Insertion and maintenance of naso-gastric tubes, CVP monitoring, and will have knowledge of pre-operative preparation.
- 2.3 Aware of the Critical Incident plan and participate within the mobile medical team / CBRN team.
- 2.4 To instigate and order haematological and biochemistry blood investigations, and recognise abnormal results.
- 2.5 To be able to discharge patients under nurse led protocols.
- 2.6 To be able to administer medications under Patient Group directives
- 2.7 To be able to undertake an accurate primary and secondary nursing clinically assessment of patients.
- 2.8 Patient assessment, evaluation and education in pain management issues including access and liaison with the acute, chronic & palliative pain teams.

3.0 Professional Leadership and Management

- 3.1 Responsible for the management, supervision and support of all members of the allocated mentor group and others in the absence of their mentor, always acting as a professional role model.
- 3.2 Report all serious untoward clinical incidents in the appropriate manner to the Matron/Head of Nursing (or other appropriate Trust manager). Facilitate or lead any investigation and implement remedial action in the clinical area

- 3.3 Ensure the appropriate / safe skill mix for the shift and following shifts where appropriate.
- 3.4 To take appropriate action to address unexpected changes in staffing levels and skill mix.
- 3.5 Ability to manage the department in a critical incident.
- 3.6 Ensure that ward or departmental meetings occur to promote good communication and staff involvement / empowerment within the team.
- 3.7 Responsible for the most effective management of the ward resources, this includes all pay and non-pay expenditure, ensuring that accountability can be demonstrated for all financial actions.
- 3.8 Demonstrates the ability to support the needs of the department by allocating resources effectively.
- 3.9 Ensure that when clinical practice or patient pathways are changed that the financial implications are monitored and reported.
- 3.10 To participate in and encourage team involvement in Clinical Governance and Risk Management initiatives.
- 3.11 Ensure all staff to have an appraisal
- 3.12 Ensure confidentiality of all patient and staff information at all times.
- 3.13 Aware of role in the Emergency Access Target and the requirement to escalate to senior management in accordance with Trust Escalation Policy

4.0 Education, Training and Development

- 4.1 Maintain own mandatory training requirements, and monitor those of the mentor team.
- 4.2 Provide a positive learning environment for all staff.
- 4.3 Act as a mentor and assessor for pre-registration, post registration and unqualified staff
- 4.4 Maintain own professional and personal development as agreed in appraisal.

- 4.5 Ensure that performance feedback is provided for all staff, and that professional and personal development plans are agreed for the mentor team.
- 4.6 Participate in Student Nurse Education and assessment in accordance with the university requirements.
- 4.7 Liaise with the Matron/Head of Nursing on the preparation of annual Education plans (NMET bids)
- 4.8 Use all opportunities to advocate Health Promotion.
- 4.9 Advise Participation in Clinical Supervision.
- 4.10 Maintain personal records of continuing professional development in order to meet PREP requirements.

5.0 Evaluation of Care and Research

- 5.1 Promote evidence-based practice.
- 5.2 Participate in the Clinical Governance programme, encouraging others in the team to participate also.
- 5.3 Participate in any Clinical Audit programmes and the evaluation of own practice within the clinical area.
- 5.4 Utilise and participate in research to enhance nursing practice.
- 5.5 Demonstrates increased knowledge and able to assist in the implementation of innovative evidence based, cost effective clinical practice.

6.0 Human Resources

Be aware of and adhere to all of the relevant Trust Policies and Guidelines e.g. sickness reporting, absence management and the uniform policy.

Confidentiality

Information relating to patients, employees and business of the Trust must be treated in the strictest confidence.

Health and Safety

Will be responsible for Health and Safety requirements in own area of work and to promote the safety and well-being of other staff and patients. It is the responsibility of every employee to take reasonable care for their own health and safety and for the health and safety of anyone who may be affected by what they do.

Equal Opportunities

The Trust is pledged to equal opportunities for all and is committed to ensure that no employee receives less favourable treatment on the grounds of gender, marital status, age, race, colour, sexual orientation, creed, nationality, disability, ethnic or national origin.

