

Specialist Support Nurse Band 6 - Job Description and Person Specification

Thank you for considering a role at [Cambridge University Hospitals NHS Foundation Trust](#), which includes Addenbrooke's and the Rosie Hospitals.

About Us

The Trust is one of the largest and busiest hospitals in the country and is a leading clinical and academic centre with a national and international reputation for excellence. Recognised as providing 'outstanding' care to our patients and rated 'Good' overall by the Care Quality Commissioner, is testament to the skill and dedication of the people who work here. It is their teamwork, energy, commitment and imagination that make us one of the best hospitals in the UK.

Our Values

The Trust's philosophy is to keep the patient at the heart of everything we do and we expect staff to uphold our values of **Together - Safe, Kind, Excellent** at all times. The Trust's Values and Behaviour Standard is attached to this job description; it provides more information about the type of behaviour we expect and love to see, and those we do not want to see. In considering whether to apply for the post you should consider whether you understand and feel able to live our Values.

Supporting you to be the best you can be

The Trust is committed to bringing the best out of its employees. We want everyone who works here to enjoy job satisfaction and feel proud to be an employee of the Trust. Each pay band has a set of Performance Standards which explains the level of competency and standard of delivery required to perform the role, you can download the performance standard for this post with the application pack. The Trust is committed to providing on-going feedback, development and an annual appraisal discussion.

Your Health and Well-Being

As a world leading healthcare organisation, CUH is a champion of good health and is committed to providing a smoke free campus to protect its staff, patients and visitors. Smoking is not permitted on the CUH campus and all employees must comply with the requirements of the CUH No Smoking Policy and support the processes and practices in place in relation to patients and visitors.

Your health and well-being are important to us. If you have a disability or long term health condition and have questions or concerns about the role, or indeed any aspect of working at CUH, and how this may impact on your health, please contact Recruitment Services to discuss how we can best support you throughout the recruitment journey and as a member of the CUH family.

We offer an extensive staff benefits package, including, childcare, flexible-working schemes and the NHS pension scheme along with a range of facilities that includes on-site sport and leisure facilities. Do visit our website for more information about working at CUH and living in Cambridge: [Working for us](#)

Submitting your application

Please read this job description thoroughly before submitting your application. As well as meeting the essential requirements of the person specification, be sure that you can demonstrate commitment to our Values, teamwork, reliable attendance, dedication and the ability to show compassion, care and respect to our patients, visitors and colleagues.

We recommend that you download the 'Information for Applicants - Completing your application' document which provides further details about how to complete each section of your application form and further information about the application process.

Job title:	Sister/Charge Nurse (Virtual Ward)
Band:	Band 6
Hours of work:	Full time 37.5 hours per week or pro rata
Location:	Paediatric Virtual Ward
To whom responsible:	Virtual Ward Senior Sister/Charge Nurse
Job summary:	<p>The virtual ward Junior Sister/Charge Nurse in collaboration with the Senior Sister/Charge Nurse will lead and work with all members of the virtual ward multi-disciplinary team to support the delivery of a high quality, safe and compassionate healthcare service. They will work primarily supporting the paediatric virtual ward but on occasion will be required to support the paediatric clinical areas.</p> <p>The main responsibilities of the role will be:</p> <ul style="list-style-type: none"> • To provide professional leadership and management to ensure immediate care to the relevant client group, both virtually and face to face. • To assess, plan, implement and evaluate the care for these patients supporting and guiding patients and their families virtually and face to face. • To be accountable and responsible for the standards of care provided within the ward and for supporting innovative practice. • To use negotiation skills when necessary to establish concordance with patients on appropriate course of action to take for the level of care determined i.e. correct use of primary care and emergency care services and other healthcare related organisations. • To provide clinical nursing leadership and expertise in the care of all patients and create an environment that values and supports staff to reach their full potential. • Demonstrate a strong commitment to improving patient care through professional and clinical development. • To work in accordance with the principles set out by the Nursing/Midwifery professional bodies and Trust Policies. • To act as a role model to others in all aspects of their work and consistently demonstrate Cambridge University Hospitals NHS foundation trust values of Safe, Kind and Excellent 'together'.

Key Duties and Responsibilities:

Clinical

- To maintain high standards of care by personal example and conduct and be a credible practitioner in the area.
- Have responsibility for the Virtual ward when on duty.
- Participate in the daily personal remote management of patients.
- To be supportive for Ward nursing staff and to provide a quality and cost effective service in accordance with Trust policy and procedures.

- Ensure that accurate records are kept of all care given in the virtual ward.
- Act as the key person in the coordination and communication of complex, sensitive, emotional, condition related issues to patients, relatives and to the multi-disciplinary team.
- Takes the lead role in assessing, planning, implementing and evaluating individualised, evidence based patient care including the monitoring of care standards through audit and other activities.
- Effectively and professionally deals with emergency situations and debriefs staff where appropriate, ensuring support is available.
- To establish and promote a safe transfer for patients, with clear instruction as to the nature of the Virtual Ward.
- To be competent in clinical skills including enhanced practice relevant to the clinical area.
- To be competent in IT skills, able to access multiple Trust systems and have a good understanding of computer skills and concept of remote monitoring.
- To undertake risk assessments and implement risk reducing procedures, reporting to the line manager where risks are unacceptable and not within their ability to rectify.
- To support ward Sister/ Charge Nurse and deputise as required.
- Maintain a high standard of nursing care applying evidence-based practice.
- Carry out the daily (and more frequent as required) virtual visit of all patients on service or allocated to you, both virtually and face to face as required.
- To maintain confidentiality of information (written, verbal, electronic), whilst being aware of the Freedom for Information Act.
- Act as a resource of specialised knowledge and clinical expertise to ensure care delivered to the client group is appropriate and optimum enabling early recognition of condition changes and ensuring appropriate corrective action is instigated.
- To promote health education to patients, carers and significant others.
- To act as the patient's advocate.
- Promote the interface between hospital and community services to provide a seamless service for the client group.
- Promote and collaborate in developing good working relationships with departments to ensure the patient journey is effective and efficient.
- To promptly deal with equipment failure in accordance with Trust procedure.
- To be competent in remotely managing emergency situations including directing other members of the team.
- To safeguard the health and welfare of patients, visitors and staff in all circumstances including management of situations of violence or aggression whilst demonstrating awareness of legislation regarding client group e.g. child protection, vulnerable adults, mental health issues and act appropriately when required.
- Liaise with the PALS service on patient care issues and lead investigations.
- To comply with the complaints procedure of the Trust in respect of own area.
- Promptly report all incidents or accidents involving patients, visitors or staff and take appropriate action according to Trust Policy.

Leadership and management

- To support a positive team culture

- To demonstrate and promote professional, clinical and managerial leadership acting as a resource and providing guidance to own staff.
- To ensure effective liaison and professional relationships with all members of the multi-disciplinary teams.
- To ensure that Personal Development Reviews are completed for all staff in accordance with Trust policy. That this is done in a timely manner and that appropriate training is facilitated.
- To monitor and report on clinical and professional issues and take action as required.
- To take responsibility for bed management at ward level.
- Deputise for the virtual ward senior sister/charge nurse when required.
- To work with the senior sister/charge nurse to ensure effective management of the virtual ward budget.
- To support implementation of Trust and Directorate policies, procedures, protocols and guidelines ensuring these are followed by others
- To ensure the custody and administration of drugs and therapeutic substances in accordance with legal requirements and in line with Trust Policy and ensure all staff adhere to this Policy.
- Attend, lead and contribute to daily virtual ward rounds.
- Effectively assess and delegate workload according to staff competencies in order to meet patient needs.
- To assist the senior sister/charge nurse in leading and monitoring the performance and work of the nursing team and support workers.
- To act as a professional role model and provide leadership to junior members of staff.
- Assist in the planning of the off duty rota.

Service Development

- To work with the senior sister/charge nurse to develop and implement strategies to obtain the views of patients and carers and ensure their views are incorporated into proposed service developments.
- In conjunction with the senior sister/charge nurse, contribute to all service developments in relation to national and local plans and modernisation agendas.
- To formulate, implement and evaluate departmental policies and guidelines, updating these as required in conjunction with others.
- Support the senior sister/charge nurse to develop and implement an agreed ward philosophy of care and establish regular ward team meetings.

Education and Research

- To lead and actively participate in audit activity relevant to the clinical area and develop and implement action plans.
- To facilitate benchmarking across the clinical area in conjunction with other appropriate staff members.
- To keep up-to-date with and lead on the application of relevant research findings into clinical practice.
- To lead in the communication of research developments to all colleagues, ensuring the findings are incorporated into clinical practice where appropriate.
- To lead the induction and orientation for new staff.

- Teach and assess registered and non-registered staff.
- To demonstrate competency and teach others in the safe and effective use of equipment.
- To help create a suitable educational environment for all grades of learner.

Personal and Professional Development

- Support lifelong learning and professional development by participation in Continuous Professional Development and appraisal.
- Ensure own practice is up to date and evidence-based and demonstrate an awareness of current, relevant research and national/local developments in NHS policy and practice developments.
- Maintain registration with the NMC and ensure practice is in accordance with the NMC code of Professional conduct and work within limits of competence.
- To further develop knowledge and skills relevant to the clinical area by undertaking appropriate training and courses of study.

Other

- Be digitally competent and confident to use multiple software solutions including but not limited to EPIC, Microsoft Word, Excel, PowerPoint, MS Teams and Health Roster.
- Present a positive image of Cambridge University Hospitals through professional appearance and behaviour.
- Have the ability to work onsite within the virtual ward and offsite, including visits to patient's homes if required.
- Work flexibly and provide cover for colleagues across the trust wide Nursing team as and when required.

General Compliance:

1. To comply with all Trust Policies and Procedures, with particular regard to

- Risk Management	- Health & Safety	- Information Governance
- Confidentiality	- Data Quality	- Freedom of Information
- Equal Opportunities	- No Smoking	- Being Open: a duty to be candid
2. All staff have a responsibility to comply with the current infection prevention and control policies, procedures and standards and ensure they have received training on infection prevention and control issues including hand hygiene and received refresher training appropriate to the job role. All staff should practice and encourage appropriate hand hygiene and act professionally to ensure the hospital environment is clean, safe and tidy.
3. To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
4. To follow all the Trust Security policies and procedures and be vigilant to ensure the safety and secure environment for care.
5. All managers/supervisors have prime responsibility for health and safety as part of their normal line management function. They are responsible for the health and safety of people, areas and activities under their control. This responsibility cannot be delegated.
6. All staff that have access to or transfers any data are responsible for those data, it must be kept secure and they must comply with the requirements of the Data Protection Act 2018 and the General Data Protection EU Directive (GDPR). All data must be kept in line with the Trust's policies and procedures. Data includes all types of data i.e. patient, employee, financial, electronic, hard copies of printed data or handwritten data etc.
7. The post holder is responsible for data quality and complying with the policies, procedures and accountability arrangements throughout the Trust for maintaining accuracy and probity in the recording of the Trust's activities.
8. The Trust is committed to carefully screening all staff who work with children and vulnerable adults. If this applies to this post, the appointment will be subject to a satisfactory Disclosure and Barring Service disclosure (formerly the CRB disclosure) of the appropriate Level.
9. All staff will receive training on Child Protection -Safeguarding Children Policies and Procedures as part of Induction and receive refresher training appropriate to the job role; this will equip the post holder with the knowledge of what you will need to do if you have concerns about the welfare of a child/young person under aged 18.
10. Participate in an annual Appraisal and Development Review meeting and ensure you are meeting the Trust's Performance Standard for the post.
11. CUH is a smoke free campus. All employees must comply with the requirements of the No Smoking Policy and support the processes and practices in place in relation to patients and visitors
12. To uphold the Trust Values and Behaviours standard.
13. Perform any other duties that may be required from time to time.

Every post holder can make a difference to a patient's experience. You will come across patients as you walk around the hospital; we rely on all our staff to be helpful, kind and courteous to patients, visitors and each other. This job description may be altered to meet changing service needs, and will be reviewed in consultation with the post holder.

Our Trust values and behaviours

Values	Behaviours	Love to see	Expect to see	Don't want to see
Safe I never walk past, I always speak up	Safety	Shares lessons learned to help others to improve safety.	Always follows agreed safety and wellbeing procedures. Learns from mistakes and asks for help if they need it.	Shows a lack of focus on safety and wellbeing in their day-to-day work.
	Raising concerns	Encourages others to raise concerns about safety or attitude.	Speaks up every time standards on safety, care or dignity are not met. Welcomes feedback.	Keeps concerns to themselves, and rejects feedback about their own behaviour.
	Communication	Seeks ways to enhance understanding of information being communicated to meet people's needs.	Keeps people informed and gives clear explanations in ways people can understand.	Doesn't give people the information they need. Uses jargon inappropriately.
	Teamwork	Encourage others to contribute and demonstrates better ways of working within and across teams.	Works as part of a team. Co-operates and communicates with colleagues. Values other people's views.	Excludes others and works in isolation.
	Reassuringly professional	Is constantly aware that what they say and do affects how safe other people feel.	Is calm, patient and puts people at ease. Takes pride in their own appearance and our environment.	Passes on their negativity/stress. Is critical of other teams or colleagues in front of others. Displays unprofessional appearance.
Kind I always take care of the people around me	Welcoming	Goes out of their way to make people feel welcome.	Is polite, friendly, makes eye contact, smiles where appropriate and introduces themselves. 'Hello my name is...'	Ignores or avoids people. Is rude or abrupt, appears unapproachable/ moody.
	Respectful	Applies a broader understanding of the diverse needs of patients/ colleagues. Supports others to be themselves.	Treats everyone as an equal and valued individual. Acts to protect people's dignity.	Ignores people's feelings or pain. Makes people feel bullied, belittled or judged.
	Helpful	Thinks about the needs of others. Goes the 'extra mile' for other people.	Is attentive and compassionate, helps people who need help, or finds someone who can. Never walks by.	Makes people feel like a burden: 'It's not my patient / job / problem'.
	Listen	Makes time to listen to people even when busy.	Listens to people in an attentive and responsive manner.	Disinterested, dismissive or talks over people.
	Appreciate	Goes out of their way to make people feel valued for their efforts and achievements.	Encourages people's efforts. Notices when people live up to our values, says thank you.	Doesn't notice or appreciate people's efforts.
Excellent I'm always looking for a better way	Aiming high	Their positive attitude inspires others to achieve the highest levels of quality.	Always aims to achieve the best results.	Accepts mediocrity or moans without looking for solutions.
	Improving	Helps others to find creative solutions to problems and shares good practice.	Suggests ideas for better ways of doing things and looks for opportunities to learn.	Resists change: 'we've always done it this way'.
	Responsible	Shows enthusiasm and energy to achieve excellent results.	Takes responsibility and has a positive attitude.	Avoids responsibility. Blames or criticises others.
	Timely	Always respects the value of other people's time.	Is on time, efficient, organised and tidy. Apologises and explains if people are kept waiting.	Misses deadlines or keeps people waiting, without explanation/apology.
	Makes connections	Helps others to understand how services connect.	Thinks beyond their own job and team to make things easier for people.	Focuses on their own department needs to the detriment of the people they serve.

Post Title: Sister/Charge Nurse

Band: 6

Department: Virtual ward

How evidenced: **A** = Application Form **I** = Interview **T** = Test

Factors	Essential Criteria	How Evidenced	Desirable Criteria	How Evidenced
1 Qualifications	<ul style="list-style-type: none"> • Current and relevant registration on NMC Register • Evidence of relevant continuous professional development • Working towards a health related degree • Willingness to further develop knowledge and skills • Willingness to develop IT and computer skills appropriate to the role 	All A, I	<ul style="list-style-type: none"> • Relevant postgraduate qualification • Leadership qualification • Supervision and assessment of students programme (or equivalent) 	All A, I
2 Experience	<ul style="list-style-type: none"> • Proven clinical practice • Recent experience of working within an acute care setting. • Significant experience at Band 5 • Excellent motivational, leadership and role model qualities • Ability to implement change • Able to demonstrate collaborative working across professions and services • Knowledge/experience of relevant speciality 	All A, I	<p>Experience of managing / leading a team and co-ordinating workload</p> <p>Experience of supervision, teaching and assessment of learners and junior staff</p> <p>Experience of shift management/bleep holding/operational leadership</p>	All A, I

3 Knowledge	<ul style="list-style-type: none"> • Knowledge of current developments in nursing and political awareness of current NHS issues • knowledge of clinical governance processes, risk management and health and safety • Ability to work as an autonomous practitioner 	All A, I	<ul style="list-style-type: none"> • Evidence of participation in clinical audit / patient review 	A, I
4 Skills	<ul style="list-style-type: none"> • Excellent communication and inter-personal skills • Competency in clinical skills including enhanced practice relevant to the level of experience and clinical area • Time management skills • Computer literacy • Ability to prioritise work, meet tight deadlines and work independently 	All A, I		
5 Additional Requirements	<ul style="list-style-type: none"> • Willingness to work anywhere in the Trust and to travel, on occasions, within the region and nationally • Ability to work flexible hours <p>The ability to understand and behave at all times, towards patients, visitors and colleagues according to the Trust values of <i>together; safe, kind and excellent.</i></p> <p>The following hazards are associated with this job role:</p> <ul style="list-style-type: none"> • Contact with patients in a clinical environment • Direct contact with patients • Manual handling • Shift work or night shifts 	All A, I		

Information for Applicants - Terms and Conditions of Employment

This information is a summary of the main terms and conditions for pay, annual leave, hours and pension that is governed by the NHS Terms and Conditions of Service Handbook.

Pay

The advertisement provided the information about the pay band for this role. All pay bands have a minimum and maximum point with opportunity for progression to the next pay step point when a minimum length of service has been reached. This is subject to meeting expected levels of performance. For more information about Agenda for Change Pay please visit:

<http://www.nhsemployers.org/your-workforce/pay-and-reward/pay/agenda-for-change-pay>

New entrants to the NHS will normally commence on the minimum point of the pay band. Only in exceptional circumstances where the employee has considerable relevant experience to the post can a higher starting salary be considered. If a current NHS employee applies for a post at a higher band they move onto the higher band receiving a promotional increase in accordance with NHS Terms and Conditions. Current NHS employees transferring on the same pay band retain the same salary.

Pay Progression

Employees will receive progression to the next pay step point (where available) subject to meeting expected performance and compliance requirements. If you are an existing NHS employee applying for a role on the same band, progression will be awarded in accordance with the Trust's current ADR and Pay Progression policy. If you are new to the Trust or are applying for a promotion, progression will be awarded in accordance with the new national framework agreement.

Hours

Full time is 37.5 hours per week and is in accordance with the working patterns/rota patterns within the ward/department. These may be changed from time to time depending upon patient / service needs. If the post you have applied for is part time, the salary will be calculated pro rata to 37.5 hours. If you are required to work nights/weekends/public holidays you will receive the appropriate unsocial hour's enhancements.

Annual Leave Entitlement

This is dependent on complete years of NHS service.

Years NHS service	Annual leave entitlement per year
0-5 years completed NHS service	202.5 hours (based on 27 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
5-10 years completed NHS service	217.5 hours (based on 29 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
Over 10 years completed NHS service	247.5 hours (based on 33 days x 7.5 hrs per day) plus public holidays (pro rata for part time)

Pension

Employees are automatically enrolled onto the NHS Pension Scheme upon commencement. There is both an employer and an employee financial contribution to the pension scheme, with the employee contribution ranging from 5% to 14.5% depending upon your salary. New employees will receive a detailed information pack on commencement. For further information about the scheme and how to opt out following commencement, please visit www.nhsbsa.nhs.uk