JOB DESCRIPTION

JOB TITLE: **Deputy Divisional Director of Nursing**

BAND: **8B**

HOURS: **37.5 hours per week**

TYPE OF CONTRACT: **Permanent**

DEPARTMENT: **Management Office**

RESPONSIBLE TO: **Divisional Director of Nursing**

JOB SUMMARY:

The post holder will have both operational and strategic responsibilities for the division, working closely with the Divisional Director of Nursing to ensure patient safety, service quality and excellent patient experience is maintained consistently.

The role of the Deputy Divisional Director of Nursing will focus on the provision of high quality, visible professional leadership for wards and departments within the division by:

- Providing clinical and professional support to the divisional matrons, band 7 ward and departmental team leaders and clinical practitioners across the division to ensure effective management and drive change;

- Acting as a strong patient advocate ensuring that a culture of continuous improvement and learning is supported in order to drive quality care delivery across the division;

- Ensuring clinical and non-clinical risks are managed, reported and investigated and remedial action is completed where appropriate;

- Identifying and dealing with issues of poor performance;

- Providing guidance, support and leadership to all nursing staff and facilitating the development of nursing practice to ensure excellent nursing and patient care;

- Exploring current practice through regular audit and training, identifying areas for development and planning;

- Providing education and training to other staff. Ensure compliance with, and develop, policies, procedures and guidelines as required;

- Assisting the Divisional Director of Nursing in the implementation of the corporate nursing agenda; taking a specific strategic lead where requested on allocated corporate roles;

Chair:
Alison Ryan

Chief Executive:
Cara Charles-Barks

Everyone Matters
Working Together
Making a Difference

- Working with the Chief Nurse and other members of the executive team, divisional directors, speciality managers, matrons, senior sisters/charge nurses and other staff to coordinate the management of patient pathways within and across new and existing services to ensure a safe patient management and flow of services;

- In conjunction with the matrons and senior sisters/charge nurses, coordinate the day-to-day nursing activities and ensure adequate skill mix and staff cover for clinical areas;

- Undertaking a key role within the division to ensure resources are used effectively to meet the agreed quality standard of patient care.

MAIN DUTIES AND RESPONSIBILITIES

Leadership and management

1) Support the Divisional Director of Nursing in implementing and monitoring clinical governance processes to deliver continuous quality improvements;

2) To act as the lead in the monitoring of clinical standards, including observations of care and patient feedback;

3) To be highly visible, accessible and approachable to all staff, patients and public so open and honest communication and feedback is received and effective assessments of care delivery can be undertaken and acted upon;

4) To provide appropriate and consistent professional advice to the multidisciplinary teams, acting as a point of contact at times of difficulty and when support is required;

5) To work in a supportive and collaborative manner in the Trust in order to achieve the aims and objectives of the Trust;

6) Ensure all staff participate in nursing and professional development to maximise the potential for best practice in patient care and maintain research based knowledge and practice;

7) To monitor sickness and absence across the division and liaise with the appropriate senior sister/charge nurse. To liaise with the HR Business Partner regarding all issues relating to staff sickness/conduct;

8) To participate in recruitment activity and support the development of a divisional retention strategy;

9) To take responsibility for training and supporting ward staff in good financial, staff and information management;

10) To ensure practice is evidence based, ensuring clinical guidelines are developed and implemented, taking into account the scope of practice within the clinical areas;

11) Act as a role model, exhibiting high levels of professional value led behaviour at all times, providing clinical leadership and expert advice to the workforce;

12) Lead and support nursing teams across the division to deliver on all aspects of performance, patient care, quality, people management and finance and address performance management issues where necessary;

13) Responsible for the professional leadership of nursing across the division, including devising, implementing and reviewing strategies for the development of clinical practice, education, and management and quality issues;

14) Develop communication, measurement and reporting systems for Quality Improvement Initiatives across the division;

15) Responsible for the performance management of nursing across the division. Work with key staff to ensure that changes in clinical practice and performance are achieved;

16) Act as investigating officer and panel chair when appropriate for complaints, serious untoward incidents, staff conduct and capability matters or safeguarding, managing confidential and sensitive information;

17) Develop and promote effective communication systems across nursing and the wider clinical workforce to support the delivery of quality care;

18) To coordinate monthly and annual assessments/audits of health and safety, ensuring that action plans are in place to address and reduce risk;

19) To participate in the senior nurse rota.

Clinical responsibilities
20) To ensure the coordination of safe and equitable staffing levels, taking into account acuity and dependency needs of each area and having awareness of the financial consequences of the decision making;

21) To be responsible for ensuring clinical initiatives and service developments become truly embedded in clinical practice and staff have a clear understanding and opportunity to contribute to the change process;

22) To ensure there is a system of reflective and supervisory practice in place in order to provide support to all nursing staff as required;

23) To investigate Datix incidents; identify and implement corrective action where necessary, ensure Datix is managed and trend analysis completed in conjunction with the Divisional Director of Nursing;
24) To ensure all staff adhere to infection control policies and that procedures are audited to ensure compliance. Ensure all staff maintain mandatory training in relation to infection control.

Improving patient safety, quality and experience
25) Work alongside the Divisional Director of Nursing to develop a culture of continuous quality improvement through ensuring processes and systems are in place to monitor and improve quality across the division and wider organisation;

26) Lead and develop on clinical audits specific to safety;

27) Lead on and support the Divisional Director of Nursing on unannounced quality inspections to monitor the standards of care given at ward/departmental level, in line with national and constitutional standards;

28) Support the Divisional Director of Nursing on compliance with Care Quality Commission, NHSLA and NICE standards working closely with corporate/divisional leads for governance and risk;

29) Ensure the management and prevention of hospital-acquired infection in liaison with Infection Control Team and working to national standards;

30) Develop and implement a strategy for meaningful patient/carer engagement in design/delivery and monitoring of services, with consideration of the challenges of this feedback within specific care environment;

31) Develop and implement strategies to deliver measurable and sustainable improvement in quality and safety, in line with local and national best practice standards;

32) Lead the development and implementation of nursing and governance policies within the Division.

Strategy and planning
33) Represent the division internally and externally as required. This will include chairing of meetings, preparation and writing of papers, presenting at various meetings and boards and deputising for the Divisional Director of Nursing when requested to do so;

34) Support service development within the division, working collaboratively with the divisional and specialty triumvirates to implement the Trust's strategy and business plan.

Education and development responsibilities
35) Participate in education and training when appropriate to do so;

36) Ensure the clinical environment meets the requirements for student and post registration nurse placements;

37) To support the introduction of nursing associates and other new nursing roles.

The post holder will be required to work in accordance with service needs and the requirements of the service.

POLICIES AND EXPECTED STANDARDS
The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times. The Code of Expectations of Employees in particular sets out what you as a post holder are required to follow at all times, and you should study this carefully. Failure to comply with any of the Trust's policies may result in disciplinary action up to and including dismissal.

All staff must have an understanding of their responsibilities in relation to being accountable for knowing who is in and has access to their area of work. Staff must recognise the need to challenge appropriately and understand their duty of care relevant to their position within the organisation. Staff must be familiar with and understand the correct reporting process where there has been a potential breach.

OUR VALUES & BEHAVIOURS
All staff are required to adopt and follow the Trust values and behaviours at all times. Our values and behaviours are:

New staff will be presented with a leaflet outlining the values and behaviours expected of them at trust induction.

CONFIDENTIALITY & INFORMATION GOVERNANCE
All post holders must comply with all relevant legislation & Trust Policy with regards to Confidentiality & Information Governance, including the Data Protection Act (2018) ensuring that no information obtained through work is communicated to any persons other than those requiring it to complete their duties.

SAFEGUARDING ADULTS & CHILDREN
All Trust staff have a responsibility to safeguard adults & children which includes an understanding of the relevant Trust & Local Safeguarding Adults & Children's Board Policies.

HEALTH AND SAFETY
Employees must act at all times in line with relevant Trust Policies & the Health and Safety at Work Act (1974) to ensure a safe environment for patients, visitors and staff.

HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)
All Employees are responsible for ensuring that:
- your practice so far as is reasonably practicable, protects patients, staff and other persons against risks of acquiring HCAIs;
- where patients present with an infection or acquire an infection during treatment, that they are identified promptly and managed according to good clinical practice to treat the infection and reduce the risk of transmission.
- you follow all Trust policies, procedures and processes to meet the duties set out in the NHS Hygiene Code and assist in their full compliance by all staff within your department.

HEALTH & WELLBEING
The Royal United Hospital is committed to promoting the Health & Wellbeing of its staff. The Trust is a smoke free site; smoking is not permitted anywhere in the grounds. The Trust has a Stress Management Policy, which staff should familiarise themselves with to ensure that they have adequate support for the management of their own, and their colleagues stress. The Trust has an onsite Employee Assistance Programme (EAP) which is available to all staff, offering support to staff & their families.

EQUALITY & DIVERSITY
The Trust values Diversity and actively works towards promoting Equality both in terms of its healthcare provision and within its current and potential workforce. It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

PATIENT AND CARER EXPERIENCE
The Trust continuously aims to improve the experience of patients and carers using the RUH. All staff are expected to follow the guidance contained in the Patient Experience Strategy for the RUH;

The 3 main points to remember are:
1) Communicate clearly with people;
2) Involve patients and carers in their care and with the hospital;
3) Seek out and use patient and carer feedback in all services.

Also refer to the Carer Policy, Respect behaviours and references to improving experience contained in policy and guidance; all staff will be aware of Equality and Diversity and will assist with accommodating people with special needs. Your individual behaviour can make a significant difference to patient and carer experience.

FLEXIBILITY
This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their designated manager. In addition they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

DIMENSIONS
Budget holder at cost centre level for designated services and line manager for designated clinical areas.

STRUCTURE CHART

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│   Divisional Director of │
│         Nursing          │
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│     Deputy Divisional    │
│   Director of Nursing    │
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│    Lead Nurses / AHP     │
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ANNUAL LEAVE ENTITLEMENTS:

Length of Service	Annual leave and public holidays
On appointment	202.5 hours plus 60 hours (27 days + 8 days) pro rata for part time staff
After five years' service	217.5 hours plus 60 hours (29 days + 8 days) pro rata for part time staff
After 10 years' service	247.5 hours plus 60 hours (33 days + 8 days) pro rata for part time staff

NOTICE PERIODS:

Band	Notice Period
Band 1 – 3	4 weeks
Band 4	6 weeks
Band 5 – 6	8 weeks
Band 7 – 9	12 weeks

PERSON SPECIFICATION

CRITERIA REQUIRED	ESSENTIAL	DESIRABLE
Qualifications & Training	- RGN/RN; - First Degree level or equivalent experience - Master's degree in Nursing or health related field or evidence of working at this level. - Evidence of relevant experience in a senior management role; - Evidence of relevant post graduate clinical education; - Evidence of Continuing Professional Development; - Teaching and Assessing qualification; - Substantial management experience.	- Recognised management course; - Change management and project management experience.
Knowledge & Experience	- Demonstrate a sound knowledge of current developments in the NHS including monitoring, reporting, safety and quality and an understanding of contemporary issues; - Experience of working across a wide range of services within the health care environment.	
Values	Values and respects others, treats everyone as an individual, is non-judgemental Motivated to be genuinely kind and caring Helps and co-operates with colleagues Pro-active and takes responsibility Willing to learn, open to change Motivated to make a difference in whatever way they can Takes pride in themselves, their appearance, their role and where they work.	
Specific Skills	- Able to evaluate and be critical of oneself; - Able to plan divisional workloads and supervise staff at all levels and	

	providing effective feedback on performance; • Ability to work effectively within a team; • Excellent problem solving and decision making skills; • Excellent communication skills both verbal and written; • Able to audit practice and make recommendations for change; • Good understanding of financial and budget management; • Good business planning skills – able to plan patient pathways and operational flow; • Good IT skills; • Ability to work unsupervised with high level of freedom to act; • Leading and chairing meetings; • Ability to manage large and diverse teams; • Ability to negotiate and influence/manage highly complex situations; • Ability to delegate to relevant colleagues and monitor and assess their performance; • Advanced communication skills to be able to engage effectively with a wide range of stakeholders who may have differing views or may not be receptive to the message being delivered; • Ability to be flexible and adaptable; • Self-motivated, facilitative, innovative and visionary; • Able to motivate and inspire; • Credible role model.	
Physical Skills & Effort Emotional Effort	**Physical Skills** • Standard keyboard skills. **Physical effort** • The post holder will frequently be desk-based however there will be a requirement for them to go out in the hospital visiting wards and departments on a regular basis.	

| | **Mental effort**
• Resilient and able to cope with an unpredictable work pattern, working under pressure and timescales;
• Able to work effectively under pressure and meet deadlines;
• Able to remain calm in a stressful environment.

Emotional effort
• Able to remain calm in a stressful environment;
• Continuously required to challenge and lead practice including ability to justify actions, to be scrutinised and to scrutinise others;
• Conflict - Ability to deal with conflict with service users and involving patients;
• Staff Management – emotional pressures of managing staff against performance and budget. | |
| **Requirements due to Working Environment** | • VDU use for prolonged periods of time every day;
• Involves risk of verbal aggression and physical violence from patients and relatives. | |