

PROGRESS *your* CAREER



Ward Manager Band 7

Job Description and Person Specification

Job Description

JOB TITLE: Ward Manager – Clinical Role

BAND: 7

RESPONSIBLE TO: Matrons (Operational and Clinical)

KEY RELATIONSHIPS:

Internal	External
Own Team Line Manager Assistant Operational Director Practice Improvement Practitioners	GP Collaborative Care Social Services Acute Hospital

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:

The expectation of this post holder will be to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

The post holder will achieve this by:

- Providing management, supervision and support to Ward or Team staff.
- Being responsible for developing and implementing high standards of clinical care ensuring the service provided is needs led, compliant with national guidance and is viewed positively by service users.
- Participating fully in the work of the directorate management team.
- Managing, lead, co-ordinate and take overall responsibility for the work of the team. Supporting the Trust Mission and Trust Vision by incorporating the trust's values and the staff Charter into their day-to-day role.
- Providing effective and efficient management of delegated resources within the Acute Inpatient Wards while ensuring care delivery meets and addresses the issues of spirituality, equality diversity and rights in accordance with good practice and legislation.
- Acting as a role model for junior staff, and in a manner, which positively reflects the values of the organisation and in a way, which will ensure that effective communication pathways exist with internal and external stakeholders aimed at developing current models of care.

Key Responsibilities:

- To be responsible for line managing in-patient staff.
- To support the Infection control agenda of their area of responsibility.
- To ensure that the Trust physical health policy is implemented.
- To ensure that issues relating to clinical risk are identified and there are SMART care plans and risk management plans for each patient.
- To actively promote service user and carer involvement and by responding constructively to comments, suggestions, complaints and compliments.
- To ensure that interventions on the ward are evidence based.
- To carry out supervision, appraisals and performance reviews in line with the knowledge and skills Framework.
- To participate in the Directorate Quality and Safety and Inpatient Experience Group meetings to develop practice and to provide support to ward staff.
- To work closely with support services the Practice Improvement Practitioners, HR, Finance and infection control department in ensuring that trust policies are adhered to.

Customer Service and Communication

- To support and manage the team in understanding and valuing others' roles and contributions. To enable others to contribute effectively, acknowledging the nature of and context of their work, sharing and taking account own and others' knowledge and skills, and differences in working and professional practice.
- To establish effective links with clients, their carers and advocates. To use a range of skills to improve communication between everyone involved, being proactive in seeking out different styles and methods of communicating effectively to assist longer term needs and aims.
- To ensure clear communication with other NELFT departments and partner agencies, statutory, independent and voluntary.
- To ensure communication channels are consistent, understandable and reviewed regularly and that information provided is relevant and informed.
- To promote a positive image of the psychiatric intensive care unit and its consumers to the public at large, in order to minimise discrimination by those by those receiving the service.

Additional Information

Additional information about protocols and guidelines while working at NELFT are outlined in [this document](#).

Key Performance Indicators (KPI) and Objectives

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.

Date last reviewed: April 2024

Date to be reviewed: April 2025

Person Specification

Please note if you do not meet all the criteria listed in the person specification, we encourage you to still apply and development needs can be discussed at the interview.

Demonstration of Trust Values	Essential	Desirable	Measurement
<ul style="list-style-type: none"> Putting people first Prioritising quality Being progressive, innovative, and continually improve Being professional and honest Promoting what is possible, independence, opportunity, and choice 	✓		Application Form Interview Assessment

Qualifications	Essential	Desirable	Measurement
RMN	✓		Application Form Interview Assessment
Degree	✓		State measurement i.e. Application Form Interview Assessment
Evidence of CPD	✓		Application Form Interview Assessment

Experience	Essential	Desirable	Measurement
Extensive experience of working with people with complex,	✓		State measurement i.e. Application Form

acute mental health needs and challenging behaviours.			Interview Assessment
Managing clinical services.	✓		
Providing staff supervision and appraisal to qualified and non-professionally aligned staff	✓		
Risk assessment and management within a mental health inpatient setting.	✓		
Ability to perform under pressure, quickly and effectively, making timely managerial decisions and following through available agreed care pathways.	✓		
Involvement in staff recruitment process	✓		
Project Management activities		✓	

Knowledge	Essential	Desirable	Measurement
An awareness of NHS Plan, NSF and clinical governance priorities	✓		Application Form Interview Assessment
Thorough knowledge of the 1983 Mental Health Act, Mental Capacity Act, and	✓		State measurement i.e. Application Form Interview

related legislation, codes of practice and guidance.			Assessment
Best practice, latest research and effective delivery processes	✓		
Understanding of and commitment to the principle of equal opportunities in service delivery.	✓		
Medication management.	✓		
Physical Health assessment	✓		
Infection control standards	✓		

Skills	Essential	Desirable	Measurement
Good I.T. Skills	✓		State measurement i.e. Application Form Interview Assessment
Ability to lead and direct teams performance and activities.	✓		Interview Assessment
To be able to travel efficiently throughout the area.	✓		Interview Assessment
To be flexible,	✓		Application Form

supportive and if required to take on management of new services as required			Interview Assessment
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Other	Essential	Desirable	Measurement
Ability to explore emotionally demanding aspects of the role with appropriate staff in both managerial and clinical supervision as well as in team meetings and informal work related support systems	✓		State measurement i.e. Application Form Interview Assessment
Ability to maintain confidentiality where appropriate.	✓		Application form Interview
Ability to cope with highly emotionally stressful situations on a day-to-day basis.	✓		Application form Interview
Well-developed interpersonal skills especially when handling conflict and change.	✓		Application form Interview