

## Job Description

JOB TITLE: Ward Department Manager

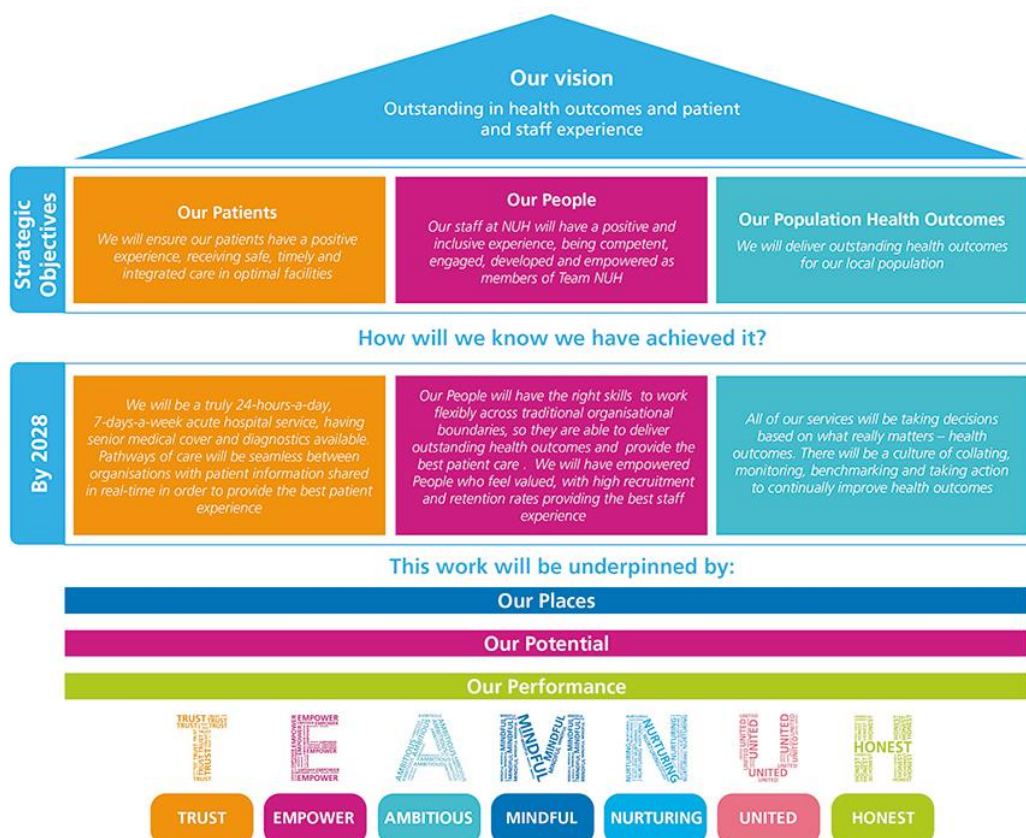
DIVISION(s) : CAS Division

GRADE: Band 7

REPORTS TO: Matron

ACCOUNTABLE TO: Matron

**VALUES AND BEHAVIOURS**



### ABOUT NUH

Every day, our teams at Nottingham University Hospitals NHS Trust (NUH) make a difference. We save lives, we improve lives and we usher in new life. We are proud to play a central role in supporting the health and wellbeing of people in Nottingham, Nottinghamshire and our surrounding communities.

With more than 18,000 colleagues, we are the largest employer in Nottinghamshire and one of the biggest and busiest NHS Trusts in the country, serving more than 2.5m residents of Nottingham and Nottinghamshire and a further four million people across the East Midlands and beyond.

We provide a range of national and internationally renowned specialist services and we are at the forefront of new surgical procedures and research programmes. We are home to the East Midlands Major Trauma Centre, the Nottingham Children's Hospital and in partnership with the University of Nottingham we host a Biomedical Research Centre carrying out vital research into hearing, digestive diseases, respiratory, musculoskeletal disease, mental health and imaging.

As a teaching hospital, we are instrumental in the education and training of doctors, nurses and other healthcare professionals. We are proud of our strong relationships with universities across the East Midlands, including the University of Nottingham, Nottingham Trent University and Loughborough University.

The last year has been challenging for our teams. Alongside our continued recovery from Covid, our maternity services are subject to an independent review and we must do more to improve our culture. We are more focused than ever on making sustained improvements across our services.

As one of the NHS Trusts identified in the New Hospital Programme, a programme of investment in NHS hospitals, we have extensive plans to improve our hospitals and the services we deliver for patients. As well as the redevelopment of the Queen's Medical Centre and City Hospital, plans for a new 70 bed NHS rehabilitation facility set to be built on the Stanford Hall Rehabilitation Estate near Loughborough, are currently going through the approvals process.

We have recently become home to the latest series of Channel 4's award-winning series 24 Hours in A&E, which takes a look inside one of the country's busiest emergency department at QMC and showcases the dedication, passion and skill of our teams.

This is an exciting time to join NUH and help support our future ambitions.

### **JOB SUMMARY**

The Ward Sister/Charge Nurse will be required to:-

- With the oversight of the speciality matron have 24-hour responsibility for managing staff and budgets. Ensuring that the standards and quality of care given are maintained to a high standard to include hotel service provision and the environment in which care is delivered
- Have responsibility in ensuring that patients and users are involved in their care. Providing visible evidence that their feedback is used to maintain standards or implement improvements that have an effect on their care
- Be an effective leader and role model, providing regular direct clinical care. In addition to ensuring effective use of non-clinical time to support the implementation of both clinical and non-clinical governance, facilitating the modernisation of patient services.
- Work flexibly as a member of the ward team to ensure standards are being maintained, evaluated and where necessary improved
- Contribute to the work of time-limited committees and project groups
- Undertake any other duties that may reasonably be required.

The post holder is required to hold a valid 1st level registration with the Nursing and Midwifery Council.

### **KEY JOB RESPONSIBILITIES**

#### **1. Clinical with oversight of Speciality matron**

1.1 G6 G4 With matron oversight they will have 24-hour responsibility for managing staff and budgets, ensuring that standards and the quality of care including the environment, in which they are delivered, are maintained and improved.

1.2 CORE 5 Ensure high quality, evidence – based care is offered to all patients. In collaboration with the

Matron, identify the common issues which affect the quality of care, developing clear action plans to address any areas for improvement and ensure agreed actions are undertaken.

1.3 CORE 4 In collaboration with all members of the multi-professional team, ensure that the patient has a satisfactory experience, ensuring that ongoing evaluation of patient processes are in place and pathways of care are redesigned as appropriate which matron oversight.

1.4 CORE 5 In collaboration with other areas and the Clinical Lead/Matron, improve and maintain standards of fundamental nursing care, using tools such as Clinical Benchmarking.

1.5 CORE 5/6 Ensure clinical audit takes place in line with the Trust's requirements. In collaboration with other areas and the Clinical Lead/Matron review and apply results, to improve practice.

1.6 CORE 5/6 In partnership with other departments, the Clinical Lead/Matron and members of the multi professional team, develop audit tools to underpin practice.

1.7 HWB 2 HWB 5 Undertake regular direct clinical care working alongside other staff, acting as a role model and teacher. On a daily basis, maintain regular communication with all patients within the clinical 3 area. Ascertain their views with regard to the care they have received, devising an action plan to address any issues raised where necessary.

1.8 CORE 5 Ensure concerns of patients and their families are dealt with quickly and effectively, In line with Trust policies and procedures.

1.9 CORE 3 With oversight from speciality matron – be involved in regular inspections that identify clinical and non-clinical risk, ensuring that assessments are carried out for all identified risks, reporting significant risk to the Clinical Lead/Matron. In addition, ensure that all staff are aware of the importance of this process, by maintaining a culture that supports the delivery of health governance within the ward or department.

1.10 CORE 3 In order to provide a safe environment for the delivery of high quality patient care, involve the ward or department team in completing appropriate risk assessments and development of action plans.

1.11 CORE 1 CORE 5 Resolve local difficulties with associated services for cleanliness, provision of food and the maintenance of the environment. Escalate to the Matron where difficulties cannot be resolved.

## 2. Education with oversight of Speciality matron

2.1 G6 In conjunction with the Individual Performance Review Process (IPR), undertake a training needs analysis within the defined clinical area, in accordance with local agreement. Collate the results on an annual basis to develop a training plan for the area.

2.2 G6 CORE 2 Devise a programme that ensures all staff within the clinical area comply with an annual IPR, empowering staff to produce a Personal Development Plan in accordance with their needs.

2.3 CORE 2 Ensure staff are aware of opportunities to access appropriate education and training programmes including other learning opportunities such as shadowing, mentoring and action learning. Ensure equity and fairness of access.

2.4 CORE 2 CORE 3 Ensure all staff in the defined clinical area are competent in the use of equipment and have access to appropriate training.

2.5 CORE 2 G6 Engage in continuing professional development appropriate to the field of practice and develop competency in line with agreed personal development plans. Acquire and maintain an appropriate repertoire of management skills, including leadership skills and the ability to empower others within the ward/department team.

2.6 G6 Develop a suitable induction and preceptorship programme and evaluate it on a regular basis.

2.7 CORE 2 Encourage a culture where students receive quality clinical placements supported by mentorship and teaching from the multi-professional team.

2.8 CORE 2 Ensure that all staff within the ward or department undertakes the required mandatory/statutory training as outlined by NUH policy. Maintain appropriate documented evidence at local level.

2.9 CORE 2 G6 Ensure access to clinical supervision is available for all staff within the clinical area and actively encourage staff to take advantage of this opportunity .

## 3. Knowledge and Communication with oversight of Speciality matron

3.1 CORE 5 Ensure that best practice undertaken at local level is shared in a collaborative manner with

colleagues within the directorate, and the Trust using a shared governance approach.

3.2 CORE 5 Develop a culture that encourages the use and development of evidence-based practice.

3.3 HWB 2 HWB 5 Encourage staff to use collective evidence (clinical and non clinical) to help improve the quality of patient care.

3.4 CORE 2 Contribute towards maintaining a culture that facilitates learning and development for all staff within the ward area

3.5 CORE 4 Encourage and enable staff involvement in service improvement/redesign, using processes defined by the directorate/Trust.

3.6 CORE 1 Be proactive within the Directorate/Trust communication strategy, enabling effective two-way communication between the clinical area and the directorate.

3.7 CORE 1 Demonstrate clear lines of communication consistent with NUH policies and procedures, which result in, clear responsibilities being identified within the multi professional team.

3.8 CORE 5 Create a culture where staff are empowered to address issues that contribute to the provision of essential care, enabling them to secure and achieve the highest quality standards. 3

3.9 CORE 4 Demonstrate the use of evidenced based skills and practice in the care of the patient, as a driver of quality.

#### 4. Use of Resources with oversight of Speciality matron

4.1 CORE 6 Through the use of appropriate NUH policies and procedures manage the performance and attendance of staff within the clinical area in conjunction with the matron.

4.2 CORE 4 Monitor and evaluate the quality of service provision within the clinical area.

4.3 G6 Utilise your agreed establishment effectively to ensure that an appropriate skill mix of staff is available to meet the needs of the service. Ensure that measures are in place to assist in identifying and addressing deviations to agreed levels.

4.4 G6 Manage the recruitment and selection process for staff in collaboration with the Matron/Clinical Lead, as appropriate.

4.5 G4 In collaboration with the Clinical Lead/Matron be accountable for the management of ward/department budget, ensuring the effective use of resources whilst identifying any actual/potential deviations that may impact on the end of year financial position.

4.6 CORE 5 Encourage and enable staff involvement in the management of resources.

4.7 CORE 5 Actively participate in initiatives needed for quality improvements, contributing to the work of Trust wide committees and project groups

### **GENERAL DUTIES**

In addition to the key job responsibilities detailed in this job description all employees at Nottingham University Hospitals NHS Trust are expected to comply with the general duties detailed below:

#### **Infection Control**

To maintain a clean, safe environment, ensuring adherence to the Trust's standards of cleanliness, hygiene and infection control.

#### ***For senior/clinical managers the following statement must also be included***

*The post holder is accountable for minimising the risks of infections and for the implementation of the Code of Practice for the Prevention and Control of Healthcare Associated Infections as outlined in the Health Act 2006. This includes receiving assurance of risk and embedding evidence based practice into daily routines of all staff.*

#### **Safeguarding children, young people and vulnerable adults**

Nottingham University Hospitals is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.

### **Information Governance**

All staff have an individual responsibility for creating accurate records of their work and for making entries into and managing all NHS records effectively in line with the Health Record Keeping Policy and other Health Records and Corporate Records Management policies and procedures in order to meet the Trust's legal, regulatory and accountability requirements.

### **Health and Safety**

To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions.

To co-operate fully in discharging the Trust policies and procedures with regard to health and safety matters.

To immediately report to their manager any shortcomings in health and safety procedures and practice.

To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible and submit a completed accident/incident form.

To use protective clothing and equipment where provided.

Whilst the aim of the Trust is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

### **Governance**

To actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

### **Health and Wellbeing**

Employees are expected to take all reasonable steps to look after both their physical health and mental health. To support employees to achieve this NUH offers a wide range of health and wellbeing activities and interventions. The full programme can be viewed at on the staff intranet.

Line managers are expected to encourage and support staff to look after their health and wellbeing, including the release of staff to attend health and wellbeing activities and interventions.

### **General Policies Procedures and Practices**

To comply with all Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

### **WORKING CONDITIONS**

Describe the post holder's normal working conditions (*such as exposures to hazards, requirement for physical effort etc*).

### **JOB REVISION**

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

### **Service Review**

A strategic review of all Trust services is taking place, as a result of which some services, or parts of

some services, may transfer from one campus to the other. This will be decided in accordance with the most appropriate way to provide the best healthcare for patients in the future and all staff will be fully consulted on about the impact of any such decisions.

**Job description reviewed by:**

**Date:**

