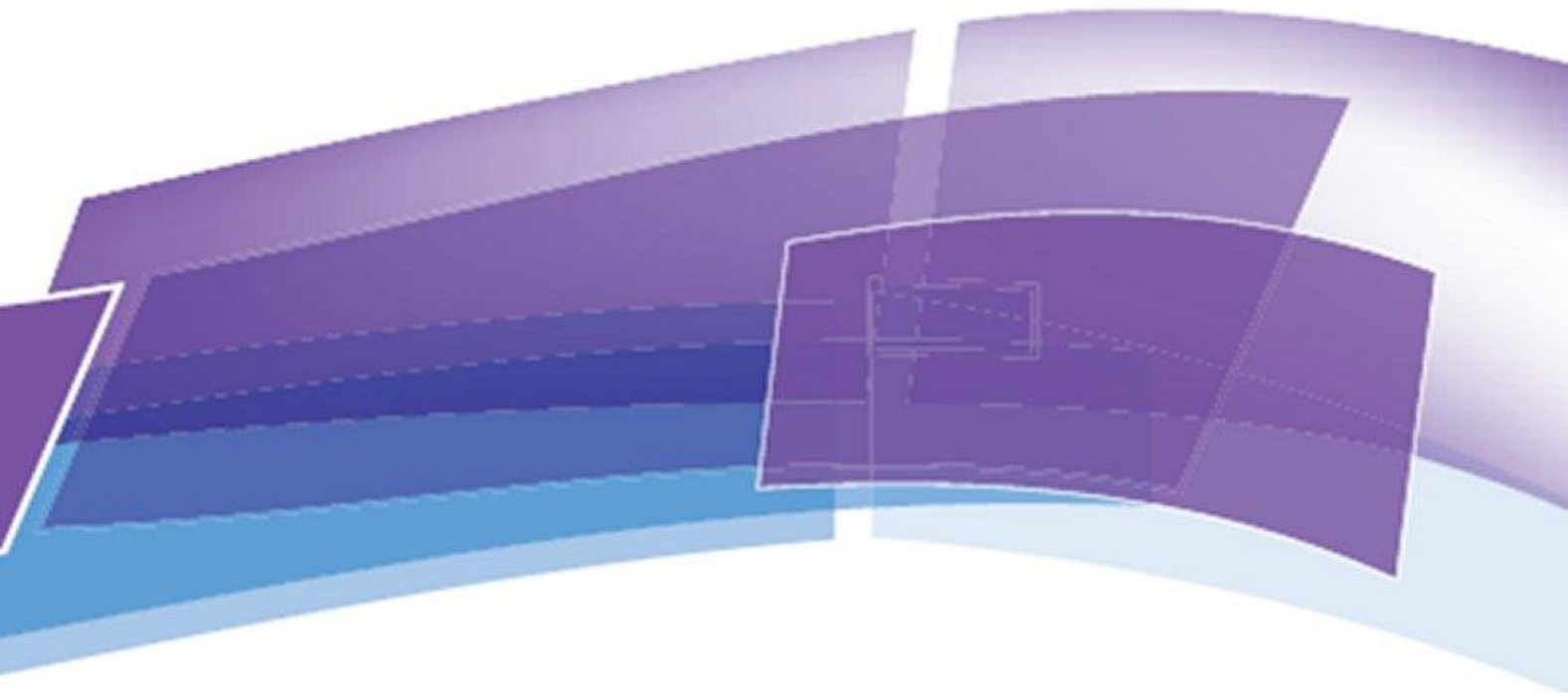


Leading Care

Job Description – Core Elements

For Ward Sisters /Charge Nurses (AfC Band 7)



The Chief Nursing Officer requested the Northern Ireland Practice and Education Council for Nursing and Midwifery (NIPEC) to facilitate the Leading Care: Regional Ward Manager Project to support and strengthen the role of Ward Sisters/Charge Nurses in Northern Ireland.

The Job Description was developed as part of this project in partnership with Ward Sisters/Charge Nurses, Human Resources managers and other key stakeholders in Health and Social Care and Education sectors. Staff side representatives were also involved in their development. To find out more background information about the project visit www.nipec.hscni.net/pw_wardsister

The regional job description has been developed with reference to other job descriptions already developed by HSC Trusts. It comprises the minimum core elements required of all Ward Sisters/Charge Nurses. Each Health and Social Care Trust can then build on the job description when recruiting and selecting to specific posts.

JOB DESCRIPTION

Job Title:

Ward Sister/Charge Nurse (Band 7)

Job Purpose:

The post holder is accountable for their ward/department and will:

- promote and monitor safe and effective practice
- enhance the patient/client experience
- provide effective leadership and management
- contribute to the delivery of the organisation's objectives

MAIN DUTIES/RESPONSIBILITIES

The post holder will focus and lead on the following key areas, within the organisation's governance framework:

1. Ensure safe and effective practice

1.1 Professional, ethical and legal

- Adhere to DHSSPS and NMC guidelines for practice requirements and standards, for example, safe handling, administration, storage and custody of medicinal products.
- Adhere to Trust guidelines, policies and procedures.
- Ensure that organisational goals are reflected in own and the nursing teams' objectives and in ward/department plans.
- Contribute to the development of the Trust's policies and strategies, where appropriate.
- Maintain own professional and personal development in accordance with the NMC Code (2008), standards and professional guidelines.

- Establish and maintain relationships based on mutual respect communicating on a regular basis with the patient/client, relatives and carers in the provision of care and services.
- Ensure appropriate systems are developed and operational to facilitate dissemination of information within the ward/department team.
- Adhere to the Data Protection Act (1998).
- Maintain effective records management ensuring all documentation written or electronic is managed as per HSC Trust and NMC (2009) guidelines.
- Adhere to the Code of Conduct for HSC Managers, as per Human Resource policies and procedures. Ensure risk management arrangements are in place within the ward/department.

1.2 Evidence-based practice

- Promote a culture of research and evidence-based practice within the ward/department to enhance person-centred care.
- Ensure evidence-based care is provided to agreed standards within the ward/department.
- Act as a change agent, developing clinically effective practice through the effective utilisation and integration of evidence.
- Participate in developing, implementing and monitoring policies, procedures and protocols.
- Create an environment which supports a culture of life-long learning and reflective practice for all staff.
- Ensure systems and processes are in place to support effective mentoring of relevant staff.

1.3 Environment

- Maintain a safe and clean environment for staff, patients/clients and visitors by ensuring compliance with legislation, policies and protocols including health and safety, healthcare associated infection, risk management and critical incident reporting.
- Ensure staff awareness of environmental issues and take appropriate action as per HSC Trust policy.

- Participate in the analysis, assessment and management of actual and potential risks to health and well-being.
- Ensure safe and effective use of equipment as per HSC Trust policy.
- Ensure near misses, incidents, accidents and faulty devices are recorded, reported, investigated and learning disseminated as per HSC Trust policy.
- Maintain a Risk Register incorporating generic clinical and non-clinical risks in the ward/department as per HSC Trust policy.

1.4 Multi-professional working

- Establish systems and processes to ensure effective communication and continuity of patient/client care, liaising with multi-disciplinary/multi-agency teams and community services.

2. Enhance the patient/client experience

2.1 Person-centred care

- Develop and maintain a culture of person-centred care within the ward/department.
- Promote a caring environment where equality and diversity issues are respected and patients/clients and their carers are enabled to be partners in their care.
- Develop strategies for communication between staff, patients/clients, relatives and their carers, showing awareness of barriers to understanding.
- Facilitate communication between all members of the multi-disciplinary/multi-agency team, and across care settings.

2.2 Coordination of the patient/client journey

- Ensure the safety and quality of the patient's/client's journey by effective planning and co-ordination of the episode of care, including the smooth transition to other settings.
- Ensure effective admission/discharge planning with relevant multi-disciplinary and multi-agency teams as required.

2.3 Patient/client involvement

- Identify opportunities for meaningful involvement of patients/clients and carers' in relation to the development of care and services.
- Ensure effective systems are in place to gain patient/client and carers' feedback on their experience of care.
- Ensure compliments and complaints are managed in line with HSC Trust policy including the dissemination of shared learning.

3. Provide effective leadership and management

3.1 Role model

- Act as a visible leader within the ward/department.
- Provide leadership that enables professional decision making and effective team working.
- Empower and enable staff to contribute to the delivery of high quality person-centred care.
- Support clinical expertise of nurses/midwives within the ward/department by role modeling evidence-based person-centred care.

3.2 Develop team performance

- Promote, develop and facilitate a learning culture within the ward/department.
- Promote equality of opportunity for all, in accordance with HSC Trust Equality Opportunity Policy.
- Lead and participate in annual staff appraisal/development review, ensuring effective implementation of the Knowledge and Skills Framework (DH, 2004).
- Lead and participate in learning needs analysis and facilitate annual personal development plans for the nursing team.
- Lead and participate in orientation and induction programmes for staff within the ward/department.
- Lead, support and develop nursing health care support workers within the ward/department.

- Promote a person-centred culture to facilitate good staff relationships and morale among staff.
- Contribute to the education commissioning process for nursing staff.
- Manage poor performance and practice of staff in line with HSC Trust policies.
- Work in partnership with Higher Education Institute staff.
- Ensure supervision and mentorship is embedded for pre and post registration students, registered nurses and health care support workers, as appropriate.

3.3 Manage the ward/department environment

- Ensure appropriate delegation to nurses and health care support workers and monitoring of outcomes for effective care/service delivery.
- Challenge appropriately and confidently where standards of care fall below that which the Ward Sister/Charge Nurse would expect.
- Contribute to budget management within the ward/department, to ensure services are managed in accordance with yearly financial instructions.
- Participate in multi-professional procurement processes to ensure appropriate selection of products which meet relevant quality and safety standards

3.4 Effective use of resources

- Deliver a safe and effective service within allocated resources, ensuring the resources are used to maximum effect.
- Monitor budgetary performance, develop and implement action plans, organise the necessary resources and monitor outcomes.
- Adhere to financial policies and procedures, particularly Standing Financial Instructions, Authorisation Frameworks, Procurement Legislation and associated processes, and Prompt Payment Code.
- Adhere to HSC Trust financial controls and fraud awareness principles (e.g. verification of authenticity / accuracy of the Staff-in-Post records).
- Adhere to HSC Trust systems for effectively managing stock and safeguarding fixed assets.

- Promote the principles of good governance and protects the ward/department from financial risk, particularly in respect of patient/client monies and property and charitable funds.
- Display managerial and organisational skills to ensure that products required for patient/client care/treatment are procured in timely fashion and demonstrate value for money.
- Show a commitment to effectively manage resources and achieve statutory financial targets.

4. Contribute to the delivery of the organisation's objectives

4.1 Continuous quality and improvement

- Promote a culture of continuous quality improvement through the use of audit, patient/client feedback and reflection on practice by self and other members of the team.

4.2 Service improvement, development and modernisation

- Work in partnership with a range of clinicians and managers in the planning or development of own service promoting the involvement of patients/clients and carers.
- Review processes /practices including those within the ward to support patients/clients to improve their own health and well being.
- Review processes/practices to ascertain if there are better ways of working within the ward/department to enhance patient/client care, service delivery and deliver required efficiencies.

4.3 Staff Management

- Ensure nurses working in the ward/department are professionally qualified and registered with the NMC.
- Ensure nurses working in the ward/department achieve compliance with statutory and mandatory training requirements.
- Liaise with nursing managers and heads of nursing on all professional nursing issues.
- Ensure processes are in place to manage sickness/absenteeism and take appropriate action in line with HSC Trust policies.
- Promote the health and well being of staff and observe for any signs of ill health or stress factors in staff assigned to the area and take appropriate action in line with HSC Trust policies and NMC guidelines.
- Manage duty rotas/annual leave and study leave to ensure adequate nursing cover and appropriate skill mix.
- Participate in the recruitment and selection of staff.

General Responsibilities

<Insert HSC Trust General Responsibilities >

ESSENTIAL CRITERIA FOR JOB DESCRIPTION

HSC LOGO

JOB TITLE:

WARD SISTER/CHARGE NURSE (BAND 7)

1. Registered Nurse on Part 1 of the live NMC Register
2. Have a Nursing Degree AND 3 years post-registration experience within < insert relevant care setting and specialty area>. Or Have 5 years post-registration experience as a Band 5 including 3 years within < insert relevant care setting and specialty area> and have obtained a post-registration diploma < insert relevant area> or equivalent qualification. Or Have 5 years post-registration experience which must include a minimum of 2 years at Band 6 in <insert relevant specialty area>.
2. Provide evidence of continuous personal and professional development.
3. Have sound knowledge of changing trends within health and social care.
4. Be conversant with current professional issues in relation to nursing.
5. Ability to provide effective leadership to meet the needs of the post in full.
6. Ability to effectively manage an operational team to ensure positive outcomes for patients/clients.
7. Provide evidence of maintaining and monitoring standards which have enhanced the patient/client experience of care.
8. Ability to influence and manage change, including the promotion of evidence based practice.
9. Have effective communication skills to meet the needs of the post in full.
10. Demonstrate ability to work effectively as part of a multi-disciplinary team.