

### 1. JOB DESCRIPTION

**Job Title:** Team Leader / Senior Charge Nurse or Practitioner

**Department(s):** Mental Health & Learning Disability

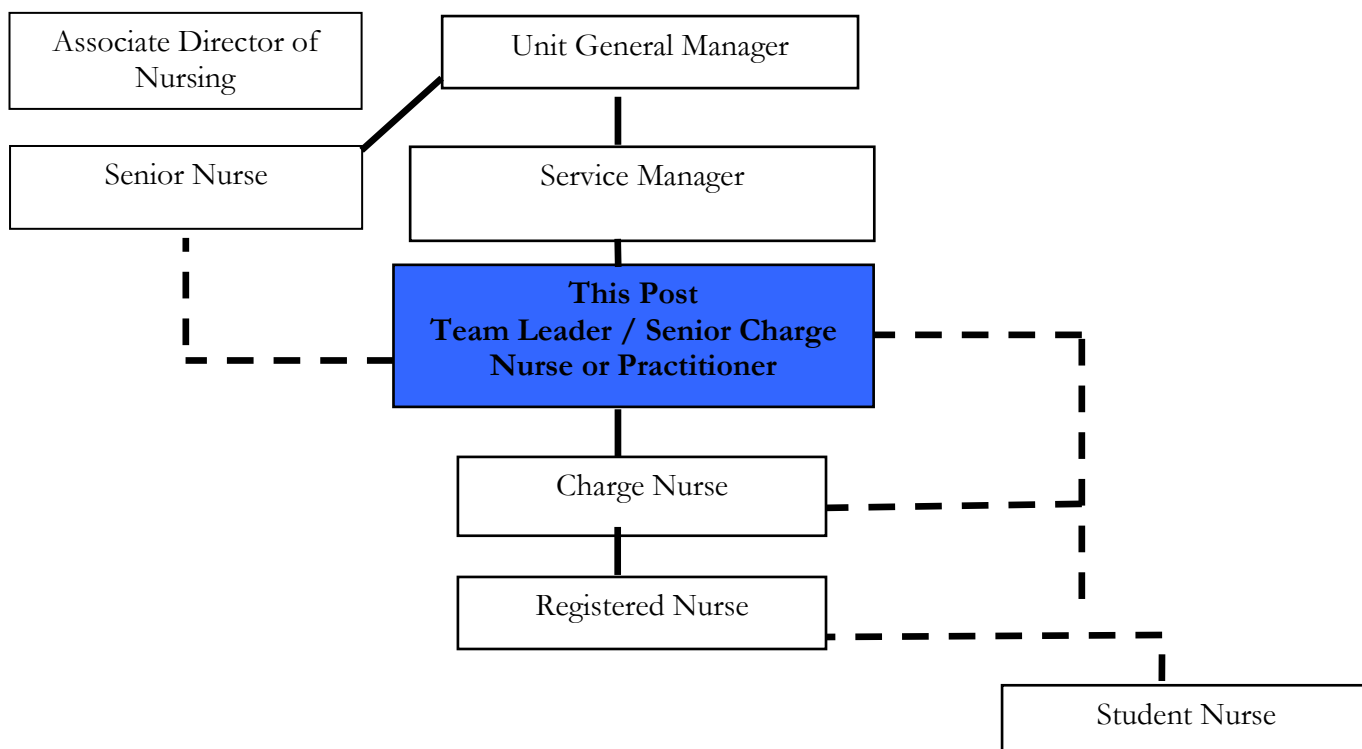
**CAJE ID:** NM.0503

**No. of Job Holders:**

### 2. JOB PURPOSE

First level registered nurse, managing all trained and untrained nursing staff within a defined team responsible for the delivery of nursing care to a high standard. Carry overall responsibility for the supervision and management of nursing staff and clinical care delivered on an ongoing basis (continuous responsibility 24/7).

### 3. ORGANISATIONAL POSITION



#### **4. SCOPE AND RANGE**

- Accountable for leading and managing a team of qualified and unqualified nursing staff in the capacity of first line manager, including responsibility for managing resources within defined budgets (range).
- Provide clinical and managerial leadership to team members.
- Ensure clinical/professional supervision system is in place for all qualified nursing staff.
- Accountable for monitoring standards of care, on an ongoing basis, through effective clinical governance systems.
- Assist in the ongoing development of local healthcare services through participating in working groups and/or projects in a wider area out-with the immediate clinical environment (as agreed with the Service Development Manager).
- Act up for Service Development Manager as and when required.
- Lead in the recruitment and selection of staff for the clinical team.
- Pro-active participation in joint working partnerships with external stakeholders/agencies.
- Responsible for control and monitoring of health and safety and risk management for the clinical team, on an ongoing basis.
- Responsible for managing the educational environment for pre and post registration nursing students and provide educational experience for other disciplines ensuring National Standards are met.
- The post holder will be required to handle funds and valuables in accordance with Standing Financial Instructions.
- Promote a healthy lifestyle and well-being providing advice to patients/carers in line with corporate health promotion strategy.

#### **5. MAIN DUTIES/RESPONSIBILITIES**

##### **Nursing Process**

- Responsible for assessment, planning, implementing and evaluating programmes of care, and providing direct patient centred treatment and nursing care, within the clinical fields of mental health/learning disabilities.
- Responsible for delegation of clinical work to nursing staff appropriate to skill and grade.
- Ensure all patients' needs are identified/met through the implementation of the nursing process.
- Maintain nursing records in accordance with Nursing & Midwifery Council and organisational standards.
- Deliver direct patient care including physical, emotional and personal care within a defined setting.

- Involve users and carers in planning patient care.
- Act autonomously to resolve inadequacies, which may be to the detriment of the client's welfare and safety and report to Service Development Manager, where appropriate.
- Promote the patient/clients ability to maintain their independence within the multi-disciplinary team context.

### **Team Working/Clinical Leadership**

- Responsible for ensuring that a system of clinical and managerial supervision is in place for all staff within clinical team.
- Provide advice and support to colleagues and agencies in the wards and the wider community, according to their need.
- Ensure provision of effective communication and liaison between clinical team and external agencies including effective joint working with external agencies.
- Provide clinical/professional leadership to nursing team members.
- Responsible for the allocation of clinical work to nursing staff appropriate to skill and grade.
- Responsible for the supervision and performance appraisal of all staff within clinical team.
- Respect the independence and rights of patient/clients and their carers.
- Communicate with the patient and their carers/relatives in a manner that demonstrates respect and courtesy for the individual.
- Establish and maintain effective communications with other professionals, carers, families and relevant others involved in the patients care.

### **Legal & Ethical**

- Be fully compliant with the NMC Code of Professional Conduct and the other relevant guidance documents, which support and maintain standards of professional practice for nurses and midwives.
- Responsible for ensuring that the team respect the customs, values, religious and spiritual beliefs of patients/clients, families and carers.
- Develop clinical/nursing practice in line with organisation guidelines/ policies/ protocols/ procedures; Nursing and Midwifery Council requirements and Scottish Government Health Department guidance.
- Ensure that nursing staff within clinical team practice in accordance with all relevant legislation.
- Respect at all times the confidential nature of your work and the rights of clients and their carers in regard to confidentiality.

- Responsible for managing the health and safety of the clinical environment as health and safety control book holder and report any health and safety deficiency as appropriate.
- Implement clinical/nursing policies in line with Division guidelines, NMC requirements, Scottish Government guidance, legal requirements and changing practice.

### **Clinical Governance**

- Develop, implement and evidence the clinical governance framework within their sphere of responsibility.
- Develop, implement, monitor and audit the standards of nursing practice to ensure that practice is evidence based.
- Undertake annual performance management of staff and provide clinical/professional supervision to ensure clarity and purpose of role.
- Responsible for the implementation and monitoring of clinical/nursing policies and procedures in line with Division guidelines, NMC requirements, Scottish Government guidance, legal requirements and changing practice, within their clinical team.
- Ensure safe working environment in accordance with Health & Safety legislation.
- Implement, maintain and monitor standards of nursing care based on research evidence available.
- Involve users and carers in monitoring existing services and in the development of new services.
- Attempt to resolve informal complaints as they arise and assist the Service Development Manager in gathering data/resolving complaints, which progress, via the formal complaints procedure.
- Respect privacy and dignity of the patient at all times.
- Act in a way that is consistent with the Division's guiding values and uphold and enhance the good standing of the service.

### **Training and Development**

- Responsible for ensuring that a Personal Development Planning (PDP) system is in place for staff, to identify training needs, and develop a training action plan to fulfil the identified needs of staff within the clinical team.
- Act as a resource for nurses and others to ensure that contemporary information is available on clinical practice issues.
- Responsible for ensuring that a formal mentorship system is in place for pre-registration Nursing Students and preceptorship for newly qualified nurses within the clinical team.
- Responsible for development of an educational environment that promotes and facilitates learning.
- Participate in all in-service training/study days as required in response to patient and service need.

- Undertake appropriate continuing professional development as identified within the personal development planning process.

### **Public Health/Health Promotion**

- Participate in identification of local health needs.
- Promote a healthy lifestyle and well-being providing advice to patients/carers in line with corporate health promotion strategy.
- Demonstrate knowledge of the determinants of ill health. Be aware and give advice on issues relating to health education/promotion and health improvement.

## **6. EQUIPMENT & MACHINERY**

- Hoists, Hydraulic/Manual Couches/Beds and Wheelchairs – Moving and Handling
- Weighing Machines – Patient Assessment
- Electronic or Manual Monitoring Equipment - Vital Signs
- Specific Electronic and Manual Equipment – Diagnostic Procedures and Treatments
- Personal Computers – Data input and transmission
- Pneumatic Tube System (where available) – Transport of specimens and results
- Disposable and non disposable sharps – Clinical Procedures
- Waste Disposal Unit
- Commodes
- Tissue viability equipment/ pressure reducing beds, etc. (where available)
- Sensory equipment
- Communication aids (Lightwriter, Hearing aids)
- First Aid Equipment
- Car (where available)
- Mobile Telephone
- Personal Alarm

All equipment used may be used in the delivery of clinical care

## **7. SYSTEMS**

- Responsible for the Named Nurse system, ensuring assessment, planning, implementation and evaluation of individual programmes of care. On an ongoing basis.
- Responsible for the mentoring, supervision and training of Charge Nurse level and below.
- Responsible for preparing and or altering duty roster (manually or via budget scan), routine data collection.
- Detailed statistical data analysis in relation to workforce planning, Performance Assessment Framework Indicators, etc.
- Producing reports using Information technology (Word, Excel, PiMS, etc).

- Responsible for monitoring care planning systems which ensure an initial assessment of patient/client on admission, writing and updating plan of care for clinical team to follow, arranging discharge requirements with both internal and external stakeholders (GP, Pharmacy, care providers, etc).
- Responsible for ensuring robust systems are in place, to monitor issues relating to current legislation such as Adults With Incapacity Act, Care and Treatment Scotland Act.

## **8. DECISIONS & JUDGEMENTS**

- Responsible for leading a team of nurses at Charge Nurse and below on an ongoing basis.
- Responsible for the monitoring of drugs and supplies, ordering within allocated budget.
- Ensuring evidence based practice by adhering to personal professional development and implementing national guidelines as directed by the NMC.
- Responsible for managing and planning the deployment of staff to effectively meet clinical need within confines of allocated budget .
- Responsible for actioning Organisation Absence Management Policy within clinical team.
- Responsible for altering skill mix, including decisions to deploy additional staff, in response to clinical need or identified clinical risk and in line with local policy.
- Exercise clinical decision-making and judgement in response to change of patient/client condition through effective liaison with medical staff.
- Make complex clinical decisions in the absence of medical staff e.g.: administering as required medication/symptomatic relief policy, alter plans of care as appropriate.
- Lead role in joint working, with multi-professional colleagues.
- Ensuring personal/professional development by engaging in local personal development planning process.
- Responsibility for leading a team of nursing staff at Charge Nurse level and below, and for taking charge of the ward environment.

## **9. COMMUNICATIONS & RELATIONSHIPS**

- Responsible for the effective development of close working relationships with users/carers and other statutory service providers.
- Participate in working groups and be involved in Modernisation or Joint Working.
- Responsible for initiating and maintaining effective interpersonal working relationships with and/or on behalf of individual clients and/or care givers.

- Provide verbal and written information within the clinical team to ensure effective communication between clinical staff and local management.
- Work as a fully integrated member of a multi-professional team.
- Communicate with patients and their relatives/care givers using a variety of communication skills, for example persuasion, active listening and communicating with patients with impaired communication skills due to their physical/mental health.
- Required to convey highly sensitive information to patients/clients, relatives and carers and others eg:- lawyers, Mental Welfare Commission and Benefit Agencies.

#### **10. DEMANDS OF THE JOB (physical, mental, emotional)**

- Physically demanding aspects of moving and handling of patients/clients and healthcare associated equipment. This requires formal moving and handling training and updates.
- Physical and emotionally demanding workload in the management of aggressive incidents due to challenging behaviour. This requires formal management of aggression training and updates.
- Physical and emotional demands in providing personal care in relation to activities of daily living (washing, dressing, bathing, assisting with feeding, etc).
- Working in highly unpleasant conditions in relation to disposal of patient related healthcare waste (blood, urine, faeces, vomit, etc) and contaminated materials in conjunction with approved infection control procedures.
- Participating in increased observation of mentally distressed patients/clients (frequency).
- Required to work in a variety of settings with exposure to unpleasant working conditions, eg:- infestation, pets, smoke, and homes where there is evidence of neglect for a prolonged period of time.
- Escorting of patients/clients to hospital and within the community, including patients detained under the Statutory Mental Health Legislation, will involve conveying patient/clients using patient transport service and public transport.
- Responsible for the management of clinical incidence analysis, staff debriefing and action planning to develop practice locally and reduce risk to the Organisation.
- Responsible for dealing with complaints locally on an informal basis, attempting to find a local resolution and referring to the formal route, where appropriate.
- Emotionally demanding workload in relation to bereavement issues (breaking bad news), providing Last Offices, Child Protection Issues and dealing with people who exhibit severely challenging behaviour (frequently).
- Frequent demands for prolonged concentration when engaging in therapeutic activities.
- Frequent exposure to families and relatives who can express high levels of emotion and distress at times of crisis.

- Working alone/ travelling alone, frequently on a daily basis.
- Concentration required for driving, frequently on a daily basis.

## **11. MOST CHALLENGING / DIFFICULT PARTS OF THE JOB**

- Responsible for ensuring effective communications.
- Facilitate and /or participate in working groups and be involved in Modernisation or Joint Working.
- Responsible for delivering care that is evidence based and ensuring others do so.
- Required to demonstrate leadership and mentoring to nursing team.
- Responsible for managing a clinical setting where challenging behaviour can occur due to the nature of patient/client group.
- Managing competing demands on time, working within a busy clinical setting, with additional complexity of managing a clinical area where staff facilitate specialist clinics such as ECT
- Responsible for effective communication with patients/clients with mental/physical health needs and or learning disabilities and their carers.
- Working within an emotionally and physically demanding environment including dealing with the effects of self harm / suicide.
- Develop, provide and facilitate written educational packages, teaching programmes, information leaflets to groups of patients, their relatives and/or caregivers.
- Responsible for providing information to patients/clients and carers on sensitive clinical and legal issues e.g. legal/detention information.
- Responsible for managing the educational environment, including teaching and supervising junior staff, nurse learners and pre/post registration nursing students whilst working within a busy clinical environment.
- Responsible for the clinical area and making decisions related to the deployment of staff in relation to managing clinical need.
- Responsible for providing leadership and support to the clinical team whilst balancing the demands of the organisation and staff individual personal needs.

## **12. KNOWLEDGE, TRAINING AND/OR EXPERIENCE REQUIRED TO DO THE JOB**

- Registered Nurse with valid NMC Registration
- Educated to/working towards/operating at Degree Level
- Post graduate expertise within speciality / area of practice that demonstrates the required breadth of knowledge required to lead safety, effectively and efficiently.
- Comprehensive knowledge of clinical guidelines and standards within the speciality / area of practice.
- Specialist knowledge and experience of relevant conditions, pathology, policies and procedures associated with the speciality/area of practice ensuring that the level of expertise can be utilised to deliver leadership within speciality / area of practice.
- Management qualification or equivalent gained through experience and continuous professional development
- Further education/evidence of Continuous Professional Development in area of speciality including study days/courses/post graduate qualification
- The post holder will possess excellent team-working/leadership skills and have the ability to motivate others and work using own initiative
- Excellent listening, communication and interpersonal skills.
- Effective time management skills
- Working knowledge of basic information technology

**The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the post holder in the light of service needs.**

### **Job Description Agreement**

**Job Holder's Signature**

**Date**

**Head of Department Signature**

**Date**