

## JOB DESCRIPTION

### 1. JOB IDENTIFICATION

Job Title:	<b>Senior Charge Nurse (Band 7)</b>
Responsible to:	Clinical Nurse Manager
Department(s):	Princess Alexandra Eye Pavilion
Directorate:	Head and Neck
Operating Division:	Ophthalmology
Job Reference:	<b>051558</b>
No of Job Holders:	2

### 2. JOB PURPOSE

Clinical, professional and managerial responsibility for area of responsibility on a 24-hour basis including all clinical and staff governance issues. The post holder is responsible for maximising service provision, including the delivery of safe and effective clinical practice, ensuring that all local and national guidelines and targets are adhered to and met.

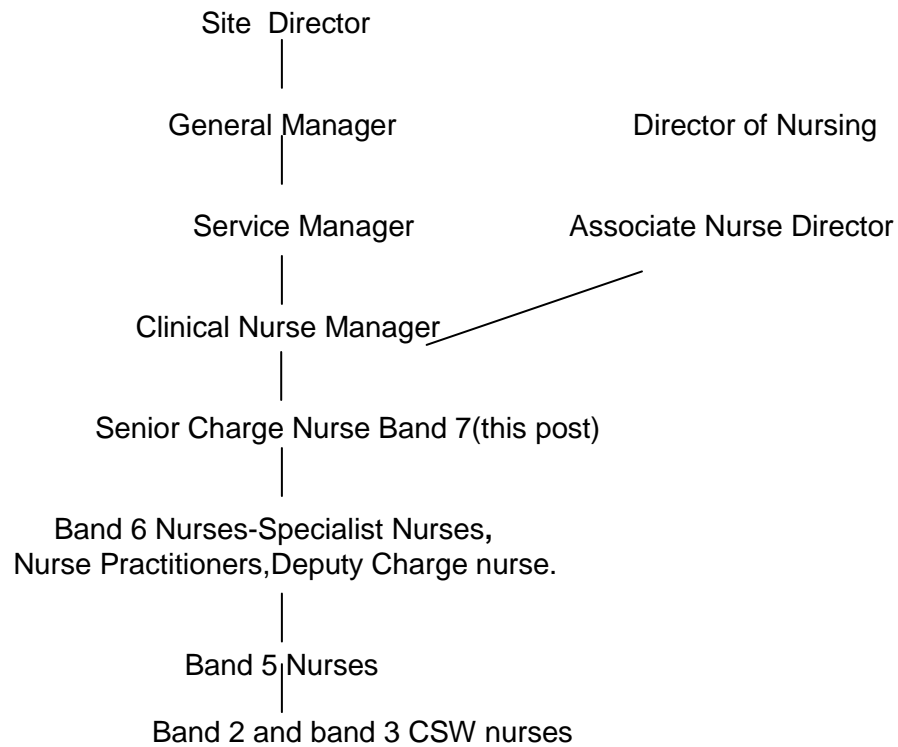
### 3. DIMENSIONS

The post holder has line management responsibility for the nursing/midwifery team within the inpatients and out patients Ophthalmology unit at PAEP. The patient group consists of Ophthalmology inpatients, outpatients, assessment and day case patients within all the sub specialties of Ophthalmology.

The Post Holder has delegated responsibility for the area's allocated annual budget and workforce establishment of 60 wte ensuring effective use of the nursing /midwifery resource including supplies and equipment.

The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

##### Ophthalmology

Provide specialist Ophthalmology service to Lothian and serve as a tertiary referral centre for the East of Scotland.

To provide a high quality, safe and supportive environment in order to care for patients with visual impairments, within inpatient/day surgery, outpatient/acute referral clinic/pre-operative assessment meeting the identified physical and psycho-social needs

#### 6. KEY RESULT AREAS

##### Managerial:

1. Lead by example and act as a positive role model for all staff, promoting team working and managing the department skill mix to deliver clinically effective, high quality, safe, person centred care. Apply appropriate workforce toolkits and contribute to workforce planning at ward level, maintaining partnership working at all times, and ensuring that workload / activity is completed within allocated timescales.
2. Be responsible for the control and monitoring of a delegated budget ensuring provision of high quality and cost effective service within the financial envelope.
3. Work in conjunction with members of the multidisciplinary team to deliver the service agenda through effective leadership, multidisciplinary team working, leading the nursing team to ensure clinical, financial and staff governance is achieved and maintained.

4. Line management responsibility for ward team including for example recruitment, induction, mandatory training, identification of learning and development needs of all members of the team through performance review and personal development plan (PDP), matters of discipline and grievance. Responsible for ongoing maintenance of all staff personal files ensuring these are complete and up to date e.g. training, annual / sick leave etc.
5. Facilitate and create an environment that supports assessment and learning of all staff providing mentorship and clinical supervision, to enable all team members to continuously update, develop and implement current knowledge and skills to meet changing needs of the service. Deliver and contribute to teaching / mentoring / coaching sessions as required including encouraging innovation.
6. Resolve and manage complaints to conclusion in line with NHS Lothian policy. Understand and share the learning points emerging from the investigation of complaints ensuring structured feedback systems are in place and that action plans are implemented to enhance the delivery of the service and improve patient / carers experience.
7. Leads the development and implementation of local procedures, protocols and standards and implementation of corporate board policy, ensuring adherence of staff at all times.
8. Deputise for the Clinical Nurse Manager as required in their absence to maintain effective operational management of the clinical area and participate in the site coordinators rota.
9. To be accountable for maintaining all records acting within boundaries of NMC registration and in line with local and national guidelines and policies.

**Clinical:**

10. Responsible for supervising the assessment, implementation and monitoring of care needs to ensure the delivery and maintenance of optimal care outcomes.
11. Leads on continuous quality improvement of patient care through the use of audit and monitoring compliance to service and professional standards for example Clinical Quality Indicators (CQI's) putting corrective action plans in place as necessary, including outcomes of Patient Quality Indicator audits (PQI's).
12. Leads the inter-professional approach to the coordination and planning of the patients journey from admission to discharge ensuring the delivery of seamless care, including involvement of patient / carers.
13. Be actively involved in projects including research and audit disseminating findings to all members of the multidisciplinary team, adopting and implementing best practice.
14. Is responsible for identifying local infection control issues and ensuring that agreed standards and policies relating to infection control are implemented and audited. Ensures that the standards relating to HEI and associated national guidelines are developed and introduced and their effectiveness evaluated.
15. Responsible for risk assessment (including patient behaviours and working environment) and incident management at ward level including implementation of action plans and associated learning to ensure ongoing compliance with related legislation and guidelines, including Health and Safety at Work Act and NHS Lothian Health and Safety policy and reporting systems, to safeguard patients, visitors and staff.

16. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

#### **7a. EQUIPMENT AND MACHINERY**

Responsible and knowledgeable in the safe use of all clinical and non clinical equipment used within the area ensuring this is checked and maintained and where problem are identified these resolved so that all equipment is fit for purpose.

**Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided.

#### **7b. SYSTEMS**

The following are examples of systems which will be used when undertaking the role:

- HR Systems for recording of all staff information, training activity, pay information
- Supplies and equipment ordering systems
- Patient information recording systems
- Range of systems/databases for report writing as required in role
- Risk assessments
- Staff bank ordering system

**Note:** New systems may be introduced as the organisation and technology develops, however training will be provided.

#### **8. ASSIGNMENT AND REVIEW OF WORK**

The post is self directed and the postholder will organise workload in response to the demands of the service.

Work review will be by the line manager in line with the agreed KSF Post Outline.

#### **9. DECISIONS AND JUDGEMENTS**

The post holder is expected to make clinical and professional autonomous decisions, demonstrating critical analysis and decision making skills, on a daily basis, including provision of advice to the multidisciplinary team.

Makes decisions in relation to allocation of financial resources, skill mix and application of policy and procedure to support, guide and direct both staff and patients within area of responsibility.

Recognising and addressing staff performance issues timeously taking corrective action and continuously monitoring to ensure a positive outcome is achieved.

## 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Motivate and inspire the multidisciplinary team to ensure effective collaborative working is achieved.

Managing provision of service within finite financial envelope, taking account of competing demands and resources and the unpredictability of the environment.

Creating an environment to enable implementation of change, including engaging and motivating staff to embrace and implement the change and overcoming any resistance.

Addressing the equality and diversity needs of patients and staff.

## 11. COMMUNICATIONS AND RELATIONSHIPS

Communicate verbally and in writing to members of the multidisciplinary team - members of Primary Health Care Team, Social Care; statutory and non-statutory services with the ability to express professional views within group settings and support client advocacy.

In addition to the above other contact falls into the following main categories in relation to healthcare, staffing and service issues:

The postholder will be expected to communicate, negotiate and liaise with:

- The patient, relatives and carers, and the multidisciplinary team involved in the provision of care
- Nursing staff regarding patient care, allocation of work, workload issues
- Other relevant departments within the division e.g. Facilities, Estates, Domestic Services
- Partnership, Trade Union and Professional Organisation representatives in relation to service and staffing issues

The Senior Charge Nurse is responsible for ensuring a multi-disciplinary team approach including interacting with key staff in service delivery including: Medical, Therapists, Finance, Procurement and Support Services, Education Facilitators, Health and Safety and Risk Management.

## 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Examples may include:

### **Physical Skills:**

Skills required to undertake clinical interventions eg administer intravenous injections and or intramuscular injections, syringe pumps and infusions, insertion of urinary catheters, wound management. (this list is not exhaustive and will vary depending on clinical area).

### **Physical Demands:**

Patient movement with use of mechanical aides, manoeuvre patients.

Push trolley's, wheelchairs.

Stand/walking for the majority of shift.

### **Mental Demands:**

Frequent concentration required whilst undertaking both managerial and clinical aspects of role which may be unpredictable and complex. The postholder will be subject to frequent direct and indirect interruptions from patients, relatives and the multidisciplinary team.

**Emotional Demands:**

Communicating with distressed / anxious / worried patients / relatives.  
Communicating complex issues with the multidisciplinary team.  
Caring for the terminally ill and their relatives.  
Caring for patients following receipt of bad news and supporting relatives.  
Personal / interpersonal stressors.

**Working Conditions:**

Exposure to body fluids several times each shift.  
Exposure to verbal aggression high frequency.  
Exposure to infections and temperature variations.

**13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

Registered nurse.  
Evidence of further education including post-graduate certification/diploma/Continuous Professional Development in relevant area.  
Relevant experience in specialty with ability to demonstrate appropriate skills and knowledge.  
Evidence of management, education and training i.e. completion of Leading Better Care modules, Institute of Leadership and Management (ILM).  
Ability to demonstrate effective communication and time management skills.  
IT skills.  
Audit experience.  
Evidence of problem solving skills.

**14. JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: