

**Senior Charge Nurse / Midwife
JOB DESCRIPTION
FINAL VERSION (19.3.11)**

1. JOB DETAILS

Job Title: Senior Charge Nurse

Department: Ophthalmology Outpatient Clinic - National Treatment Centre

Immediate Senior Officer: Divisional Nurse Manager

Location: Surgical Specialities

Job Code: SSMEDSURDNTC03

Salary: Band 7

2. JOB PURPOSE

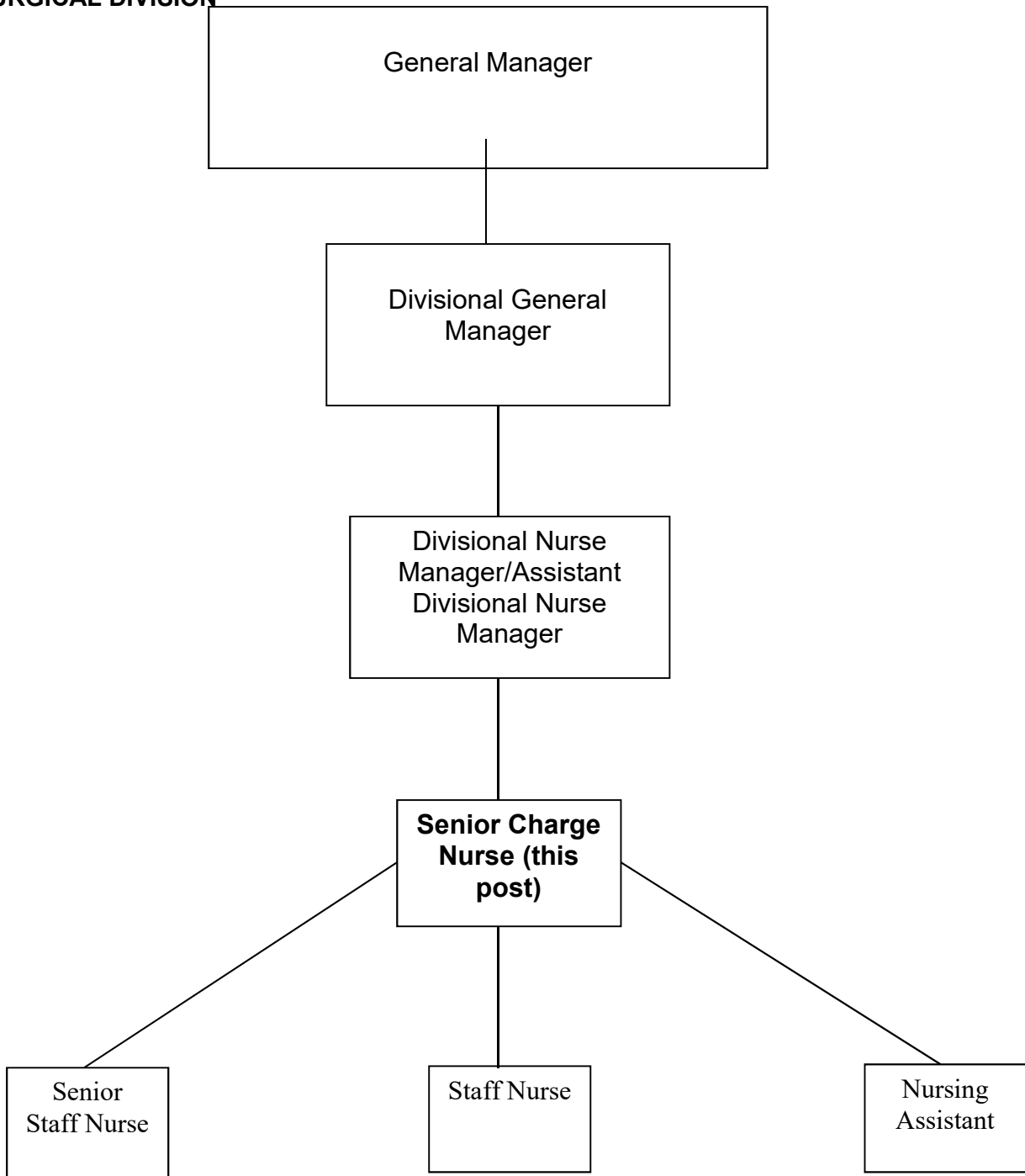
Summary

The post holder carries 24 hour continuing responsibility for their ward/department and will provide clinical leadership and general management to the nursing/midwifery team to:

- Ensure safe and effective clinical practice
- Enhance the patients experience of care
- Ensure the health and safety of staff, patients, visitors and contractors
- Ensure effective workforce planning within a negotiated budget
- Deliver care within an agreed budget
- Manage and develop the performance of the team
- Contribute to the delivery of the organisations objectives

3. ORGANISATIONAL POSITION

SURGICAL DIVISION



4. SCOPE AND RANGE

The post holder is first line manager for the nursing/midwifery team and has responsibility for:

- Ensuring that standards of practice are maintained, reviewed and continuously developed and that staff deliver safe, effective, enabling patient-centred, efficient, timely and equitable care within their scope of practice as part of the healthcare team
- Contributing to the management of the ward/department budget by ensuring effective use of physical, human and financial resources e.g. the nursing/midwifery resource and supplies including pharmaceutical supplies and equipment
- The professional development and line management of the nursing/midwifery team which encompasses both registered and support staff
- Creating an environment in which effective learning can take place
- Co-ordinating the involvement of the multidisciplinary team within designated areas
- Taking a patient case load will at times be necessary, but it should not constitute either the majority or a major part of the SCN/Ms time unless specifically agreed locally.

Additional responsibilities specific/unique to the post-holder's area of work/locality is included at Appendix A.

5. MAIN DUTIES/RESPONSIBILITIES

Within the governance framework of the organisation (including clinical, staff, information and financial governance) the post holder will focus and lead on the following key result areas:

1. TO ENSURE SAFE & EFFECTIVE CLINICAL PRACTICE

1.1 Clinical Leadership and Teamwork

As clinical leader, promote teamwork within a multi-professional environment, demonstrating critical analysis and decision making skills, leading the delivery of a clinically excellent, high quality service influencing and facilitating change within ward/department and where appropriate the organisation.

1.2 Evidence Based Clinically Effective Practice

Act as a change agent leading the development of clinically effective practice through the effective utilisation and integration of evidence; setting, implementing and monitoring evidence based policies, procedures and protocols

1.3 Continuous Quality Improvement

Ensure a culture of continuous quality improvement through the use of audit, patient feedback and reflection on practice by self and other members of the multidisciplinary

team

1.4 Patient Safety

Responsible for promoting a safe and clean environment for staff, patients and visitors by ensuring compliance with legislation, policies and protocols e.g. health and safety, Scottish Patient Safety Programme, healthcare associated infection, Healthcare Environment Inspectorate, risk management and critical incident reporting and analysis, promoting and developing business continuity management, assessing and managing actual and potential risks to health and well-being

Ensure high standard of record keeping in accordance with Nursing & Midwifery Council, national legislation and local standards, facilitating effective communication with multi-professional team regarding patient care

2. TO ENHANCE THE PATIENTS EXPERIENCE

2.1 Coordination of the Patient Journey

Responsible for ensuring the planning and co-ordination of the episode of care including the smooth transition to other settings, promoting effective discharge and communication with interdisciplinary and interagency teams as required

2.2 Clinical Expertise

Responsible for ensuring co-ordination of nursing / midwifery interventions, influencing clinical decisions and monitoring the quality of patient care provided through using expert clinical knowledge relevant to own field of practice, underpinned by theory and experience

2.3 Promote a Culture of Person Centred Care

Within a multidisciplinary team environment, develop a culture of person-centred care by being highly visible within the ward/department, communicating regularly with patients, relatives and/or carers; promoting a caring environment where equality and diversity issues are respected and patients are enabled to be partners in their care.

Identifies opportunities to develop care and services by ensuring that there are effective systems in place to ascertain patient and carer experience/feedback and complaints are managed in line with organisational policy including the dissemination of learning points

3. ENSURE THE HEALTH AND SAFETY OF STAFF, PATIENTS, VISITORS AND CONTRACTORS

3.1 Promoting a Positive Safety Culture

Responsible for promoting positive attitudes and behaviours where staff can freely communicate health and safety issues without conflict or prejudice..

3.2 Risk Assessment

Ensure that all significant hazards are identified, risk assessed, implemented, managed and monitored.

3.3 Maintaining Competence

Ensure that all newly appointed staff, locums, bank / agency staff, students, volunteers, young persons or those on work placement are provided with the appropriate level of information, instruction, supervision and training to be able to carry out the work safely.

3.4 Monitoring

Ensure that risk assessments are implemented and learning is shared from incident and near-miss reporting, local safety walkrounds and audits.

4. TO MANAGE & DEVELOP THE PERFORMANCE OF THE TEAM

4.1 Role Model

Act as a role model, creating a supportive ethos to empower staff to contribute to the delivery of high quality person-centred care

4.2 Learning and Development

Support the learning and development of all staff, creating a learning environment that ensures effective learning opportunities for all staff and students, facilitating a range of clinical support strategies (mentoring, coaching, clinical supervision and action learning) and planning on going mandatory training and relevant education/development opportunities

Support the career pathway of individual team members by ensuring all staff have Individual Performance Review and Personal Development Plans and they maintain an up to date knowledge of current clinical and professional issues and legalities

4.3 Managing the Practice Setting

Manage the practice setting, ensuring effective use of resources and workforce planning by monitoring workload and, through efficient rostering, maintain appropriate staffing levels taking account of role and competence of staff when delegating work, contributing to the management of the ward/department budget

Manage the nursing/midwifery team by ensuring compliance by self and others with professional standards, legislation, national and organisational policies, leading recruitment and selection, attendance management, ensuring grievance and disciplinary matters within own department are identified, actioned and reported to the appropriate manager

5. TO CONTRIBUTE TO THE DELIVERY OF THE ORGANISATION'S OBJECTIVES

5.1 Networking

Network with peers across professional groups promoting the exchange of knowledge, skills and resources

5.2 Service Development

Work in partnership with a range of clinicians and managers in the planning or

development of own service promoting the involvement of patients/public

5.3 Political and Strategic Awareness

Develop and maintain a working knowledge of local, national and professional strategy and policy, ensuring that organisational goals are reflected in own personal objectives and in ward/department plans and demonstrate the ability to contribute to policy and strategy development at a departmental and organisational level, and where appropriate, national level.

6. EQUIPMENT & MACHINERY

The Registered Nurse is expected to have the knowledge and skills necessary to use all equipment safely in the area. The post holder will be required to manage the use of the following equipment for the reasons stated and is responsible for ensuring that systems/policies/procedures are communicated to staff to ensure safe use, maintenance and storage of equipment in the area:

- Moving and Handling equipment to assist patient mobility and promote comfort
- Medical and Technical equipment to record vital signs and administer treatments
- Near patient testing to monitor physiological status
- IT equipment including local and national systems to read, analyse, record and transmit patient and staff information within the boundaries of local and national policies and legislation

7. DECISIONS & JUDGEMENTS

The post holder

- Will be responsible to the Manager/Lead Nurse in respect of guidance and professional management, work review and formal appraisal of performance.
- Will have continuing responsibility for setting and monitoring standards and quality of clinical practice and ongoing management of the nursing team.
- Has responsibility for supporting the nursing team to reflect upon and review their decisions in relation to assessing, monitoring, evaluating and interpreting patients' condition and effectiveness of their care programmes.
- Is also accountable for decisions relating to the management of physical, human and financial resources in own area including recruitment and workforce planning.
- Will deputise in the absence of the line manager taking responsibility for decisions relating to the management of physical, human and financial resources in designated area.

8. COMMUNICATION & RELATIONSHIPS

Continuous responsibility for establishing systems and standards of communication

for routine, complex and potentially stressful matters with a wide range of health and social care workers, patients, families, other relevant departments/agencies using a wide range of media such as telephone, verbal and written communications to overcome any difficulties in communication with people involved, identifying and negotiating appropriate actions to reach agreed outcomes, demonstrating sensitivity and empathy when communicating with people.

Establish and maintain relationships based on mutual respect communicating on a regular basis with the patient/relatives/multi-disciplinary team and external agencies in the provision of care and services. Ensures appropriate systems are developed and operational to facilitate dissemination of information up, down and across the organisation.

9. DEMANDS OF THE JOB (Physical, Mental, Emotional)

Physical Skills (several times per shift)

The post holder will require a range of physical skills relevant to clinical area examples are drug administration including intramuscular; intravenous and subcutaneous injections; venepuncture and insertion of venous access devices.

Physical Demands (several times per shift)

The physical demands will be dependant on clinical area but will include for example patient movement with use of mechanical aids; standing/walking for the majority of the shift; occasional restrictive movements to treat patients e.g. stooping

Mental Demands (several times per shift)

The mental demands will be dependant on clinical area but will include for example concentration required when checking documents/patients notes and calculating drug dosages whilst subject to frequent interruptions from patients/team members; concentration required when observing patient behaviours/physiological status; balancing the competing demands of the role while maintaining a high level of visibility to staff, patients, families and/or carers; maintaining high level and consistent professional behaviour in unpredictable and stressful situations; ability to react swiftly and appropriately to sudden changes in patient clinical conditions; meeting the needs of all stakeholders with finite resources; balancing the demands of staff and service when completing duty rotas; keeping abreast of national and local policy and evidence based practice , interpreting applicability and adapting for local implementation; monitoring quality and financial data developing action plans for improvement; continuously motivate, enthuse and maintain morale of staff within an ever changing environment; working as clinical leader within multi-professional team

Emotional Demands (variable frequency)

Examples include communicating with distressed/anxious/worried patients/relatives/staff; caring for terminally ill; caring for and/or communicating bad news to patients/relatives/staff; dealing with challenging behaviours; supporting team members with personal and professional issues; carrying out performance/investigatory/disciplinary procedures

Working Conditions (several times per shift)

Working conditions will be dependant on clinical area but will include for example exposure to body fluids; exposure to verbal aggression and potentially physically aggressive behaviours (frequency variable); exposure to infected and infectious materials and patients; temperature of the environment

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Effective management and prioritisation of competing demands within an unpredictable environment

Balancing the demands of all stakeholders to provide a safe, effective, efficient, patient-centred, timely and equitable service

Deputise in the absence of the Manager/Lead Nurse to ensure effective management of physical, human and financial resources and standards of care in the clinical area

11. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

- First level nursing or midwifery qualification (appropriate part of NMC Register relevant to area) with first degree or evidence of continuing professional development equivalent to level 9 of Scottish Credit and Qualifications Framework (SCQF) as a minimum
- Ideally post holder should have a minimum of 5 years post registration experience within relevant area and/or demonstrate expert clinical and professional practice developed through experience and theoretical knowledge
- Ability to maintain professional and personal credibility across all staff groups
- Ability to lead teams, lead practice and continuous professional development, work effectively as part of a multi-professional / multi- agency team
- Personal motivation and enthusiasm for the development of nursing, patient care and the enhancement of the patients experience of care
- Computer and information literacy

SENIOR CHARGE NURSE/MIDWIFE JOB DESCRIPTION APPENDIX A

If required responsibilities specific/unique to the post-holder's area of work and or locality should be detailed below. *(It is anticipated that this should be minimal as the overall key responsibilities are detailed at section 5).*

- Ophthalmology Outpatient Clinic providing elective and emergency care for a wide range of ophthalmology treatments and investigations.
- Day Case Unit which prepares patients for surgery and discharges post-surgery (local anaesthesia)
- Line Management of 25.22WTE staff
- Budget to be confirmed
- The post holder will take a key role in research and in delivering education, to ensure both best practice within the NTC and to share knowledge with partners in healthcare and education.
- Lead and develop a culture of enquiry that promotes, supports and encourages participation in evidence based practice, including research, service evaluation and audit.
- The post holder will establish and maintain links with institutions such as The University of the Highland and Islands (UHI

