

**AGENDA FOR CHANGE
NHS JOB EVALUATION SCHEME**



JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Senior Staff Nurse/Deputy Ward Manager

Reports to (insert job title): Charge Nurse/Ward Manager

Department, Ward or Section: Ward 2A

CHP, Directorate or Corporate Department: Medical Directorate

Job Reference: SSMEDDRAIGSTKE02

No of Job Holders: 2

Last Update (insert date):

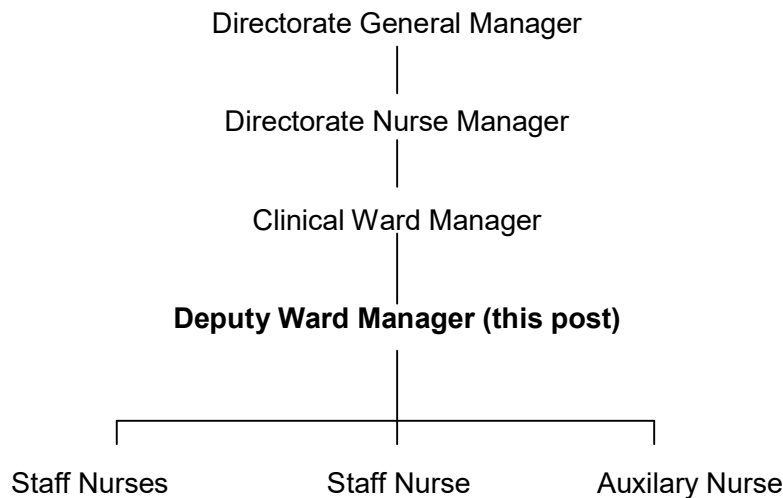
2. JOB PURPOSE

- In conjunction with the Charge Nurse, the Senior Staff Nurse leads, manages, develops and has responsibility for the nursing team in order to deliver high standards of care with the appropriate skill using available resources effectively.
- In the absence of the CN/ Ward Manager the post holder will have continuing responsibility for the management of a ward area including supervision and deployment of staff.

3. DIMENSIONS

- Nursing care and management of 30 beds caring for – Care of the Elderly/Stroke/ Rehabilitation patients
- Patients transferred from other hospitals.
- Patients transferred from other wards in the hospital.
- Care of terminally ill patients.
- Infection Control.
- In conjunction with CWM management and supervisory responsibility of 29.0 w.t.e. staff, 17w.t.e. RNs and 12 w.t.e. A/Ns
- Management and supervisory responsibility of approx 5 staff nurses and 3 Nursing auxiliaries per shift.
- Aware of staffing budget and how to roster to make best use of resources and maintain clinical safety within the budget.
- Ordering of supplies and awareness of supplies budget.
- Aware of Pharmacy budget, attending relevant meetings to ensure cost effectiveness within the medical directorate.

4. ORGANISATIONAL POSITION – MEDICAL DIRECTORATE



5. ROLE OF DEPARTMENT

- Ward 2A provides 30 beds which caters for a wide range of medical patients including stroke and rehabilitation patients
- Providing a high quality, safe and supportive environment in order to care for patients meeting their identified physical and psycho-social needs.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

CLINICAL

- Works as a practitioner within the Statutes & Guidelines laid down by the Nursing & Midwifery Council.
- Is involved with the setting and maintaining of standards of care within the agreed guidelines of NHS Highland Policies and Procedures and to ensure adherence to, delivery of, a high quality service whilst developing clinical leadership.
- Drives forward in conjunction with the Charge Nurse, and multidisciplinary team implementing and auditing standards of clinical care to promote and apply evidence based practice and the attainment of health care governance requirements.
- Demonstrates highly developed clinical nursing knowledge and skills, within the Scope of Professional Practice. (EG venepuncture, preparation and administration of IV drugs, cannulation, ECG recording, catheterisation, etc) and acts as a clinical advisor and educator to team members.
- In the absence of the Charge Nurse has responsibility for clinical nursing in the ward.
- Has the ability to organise/ prioritise own workload and that of others adjusting priority in the face of changing demands to ensure all needs are met in the care of the medical patient.
- Assesses the health care needs of the patients, involving families/carers, plans, implements and evaluates their care ensuring appropriate documentation is correctly maintained.
- Provides leadership, support and advice to patients and their families/carers giving the knowledge required to help them understand and cope with their condition – including Health Promotion - offering psychological, physical and spiritual support.
- Assists the Charge Nurse that there is a robust Discharge & Transfer Planning System in operation to ensure smooth transition of patient from hospital to community, other wards in this hospital and other hospitals.
- With specialist knowledge and skills develops clinical teaching programmes, encouraging others to develop their skills ensuring all staff are competent to deliver high standards of care, e.g. to develop the role by using evidence based practice and continuously improve own knowledge.
- Recognise patient, carer, relative and staff beliefs, values and culture and acknowledge them.

MANAGERIAL

- Develop and support initiatives which deliver enhanced levels of patient care and client satisfaction.
- Assists the Charge Nurse in managing and driving change and development through planning, communication and action within the multidisciplinary team to ensure that objectives are met.
- Interprets Health & Social Policies, National, Highland and local and influences consequent local service developments through participation in steering/working groups etc. Assists in development and implementation of new local guidelines.
- Facilitates the work of nurses and others through knowledge, support and advice, ensuring standards of care are met, monitored and maintained.
- Provides leadership and direction to ensure the team remain motivated. Through training needs analysis process, identifies the requirements for training to equip the nursing staff to give optimal care. Works with the Charge Nurse to ensure that all staff have a Personal Development Plan which is actively reviewed regularly.
- Assisting the Charge Nurse, is responsible for good communication systems in the ward to ensure staff have access to relevant documented minutes and information and are involved in and informed of all agreed decisions.
- In conjunction with the Charge Nurse ensures safe staffing levels are maintained on a daily basis to cope with activity and service levels within a set budget.
- Assisting the Charge Nurse, manages the staff and supplies budgets to give the most effective service available within agreed resources in consultation with Nurse Manager, General Manager and Head of Service.

- Is responsible for ensuring that Health & safety policies and procedures are maintained and accurate and up to date records are kept e.g.

- Regular Safety Inspections

- Completion of Risk Assessments

- Safety Management System

- Moving & Handling/ Violence and Aggression Policies

- Control of Substances Hazardous to Health

- Mandatory training needs

To assist in promoting the Health & Safety of patients, visitors and staff within the ward area.

- In conjunction with the Charge Nurse is responsible for the recruitment of nursing staff.
- Assists in implementing and managing PIN Guidelines/ Managing Attendance Policy.
- To actively develop and maintain a positive learning environment. Participating in teaching programmes for nursing, medical, allied health professionals, and patients/carers using resources available. Mentor to student nurses and A/Ns undertaking Niche training programme.
- Works with the team to give a high standard of cleanliness throughout the ward. Promotes good standards of hygiene and in conjunction with the Control of Infection Team ensures infection rates are minimised.
- Creates an environment for research based nursing practice, participating in and encouraging others to participate in ward clinical trials, audit and research to improve local practice.
- Propose and implement changes to practice arising from audit / complaints within own clinical area.
- In the absence of the Nurse Manager, participates in the operational management within the Medical Directorate in co-operation with fellow Senior Nurses and Hospital Night Manager. Advise on bed states, staffing levels, redeployment of staff throughout the unit, offering clinical advice to less experienced staff whilst maintaining patient care and responsibility for own clinical area.
- Promotes and maintains good relationships within the Department and with staff of all disciplines throughout the hospital and NHS Highland. Actively participates in relevant meetings, promoting medical nursing and nursing profession in general.

7a. EQUIPMENT AND MACHINERY

Utilise technical equipment, calibrating when required, checking for faults and ensuring regular maintenance. Is expected to have knowledge of all equipment used in the ward and will use equipment once provided with training, however may not have daily clinical involvement.

Equipment

Various Intravenous pumps

Syringe Drivers

Intravenous lines, venflons

Butterfly devices, syringes, needles

Monitoring equipment for –

Blood pressure, temperature, pulse, oxygen saturations, blood glucose

Oxygen equipment – flowmeters, masks, humidification, nasal cannulae

Suction equipment

Nasogastric tubes/PEG tubes/feeding pumps

Urinary Catheters – suprapubic , urethral

Nebulisers, Pulmo-aid

Various hoists, slide sheets, “PAT” slide, turn table, slide board, blocks

Wheelchairs

Electric beds /profiling beds

Furniture – various including beds, bedside lockers and chairs

Various Pressure Relieving mattress

Resuscitation equipment including Defibrillator

Ophthalmoscope/Oroscope

Use

To deliver prescribed drugs/ fluids safely

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To measure and observe patients condition and act appropriately on changes in condition

To give correctly prescribed O2 concentration

To drain gastric contents or to feed into stomach

To drain urine

To give respiratory therapy

To move patient safely

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Safe movement of patients

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To prevent pressure sore

To resuscitate and administer shock following cardiac arrest. To ensure working order.

Examination of eyes/ears – ensuring working order

ECG machine	Recording heart rhythm
Doppler machine	To observe for arterial pulse
Glucometer	Monitor of patients blood glucose
Computers (Intranet, Internet, Word, Budgetscan) Printers	
Chute system	Transportation of items
Medical/nursing notes trolley	
Meal and teas trolleys	
Patientline/TV/ Phone system	

7b. SYSTEMS

- Maintains patient records in accordance to the NM&C guidelines and NHS Highland Standards.
- Ensures correct use of computerised systems i.e. Patient Administration System, Immediate Discharge Letter/Summary, Intranet for course booking, word, email etc.
- Completes and authorises accurate staff duty rotas and forwards to Pay Unit via Budgetscan/SSTS system. Reorganises rotas for sudden changes in cover requirements, sickness/absence, change in workload, training, etc.
- Maintains Health & Safety Management System.
- Completion of Personal Development Plans and Training Needs Analysis.
- Develops, monitors and maintains ward communication systems.
- Assists Charge Nurse in maintenance of accurate staff records relating to staff leave through Annual Leave, Sick Leave, Family friendly policies, training.
- Assists the Charge Nurse in completing all records in relation to PIN Guidelines.
- In conjunction with the Charge Nurse checks budget information relating to staff and supplies.
- Produces, interprets, and acts upon relevant statistics such as trends in activity and discusses with Charge Nurse.
- Effective use of endowment monies, including discussion of use with C/N and requesting/obtaining same.
- Completes appropriate documentation relating to staff changes/ recruitment and forwards to appropriate department i.e. HR department, pay unit or Nurse Manager.

8. ASSIGNMENT AND REVIEW OF WORK

- In conjunction with charge nurse continuing responsibility for the management of the ward.
- Working within the statutes and guidelines of the Nursing & Midwifery Council, National, Highland and agreed local policies, protocols and procedures.
- In conjunction with the Charge Nurse, ensures that policies and procedures are initiated/revised, developed, implemented and reviewed regularly.

- Is expected to anticipate problems/needs and take steps to resolve them in the absence of Charge Nurse or in conjunction with Charge Nurse, involving appropriate colleagues such as Nurse Manager, General Manager, Accountant, Consultant, Specialist Nurse, Bed Manager, etc.
- Regularly discusses all aspects of Ward Management with the Charge Nurse, attends and participates in speciality meetings, Staff Meetings, Head of Service meetings, Nurse Development meetings.
- Support is available to and from all members of the multidisciplinary team as required.
- The Senior staff nurse will be responsible to the Ward Manager for Clinical guidance and professional management, work review and formal appraisal of performance.
- The post holder will delegate / allocate work to the nursing team.

9. DECISIONS AND JUDGEMENTS

- Makes decisions on all aspects of ward management, analysing and acting on information using comprehensive knowledge, skills and experience of the service taking into account the guidance of the Nursing & Midwifery Council and National, Highland and local policies, procedures and protocols
- Makes autonomous clinical nursing decisions in planning and prioritising patient care and delegation to team members
- Assesses patient's condition to establish any change involving other members of the multidisciplinary team as required.
- Recognises own limitations in the provision of clinical care and urgency of patients needs referring to other healthcare professionals accordingly.
- Through the Training Needs Analysis, identifies staff training requirements and ensures staff compliance.
- Responds to suggestions from staff and colleagues and helps to drive and implement changes which will lead to improved patient care and staff satisfaction.
- Buying equipment from ward funds for the ward and deciding with charge and team members how to spend endowments.
- Analysing and making decisions in relation to patient risk and care in complex cases.
- Assessment of more complex patient condition and provision of advice to junior staff in clinical decision making.
- Makes decisions and judgements on aspects of medical unit management when designated bleep holder in the absence of unit manager (see tasks and responsibilities) – approx 1 evening per 2 weeks and 1 weekend per 8 – 12 weeks.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Managing the service and nursing practice whilst responding to and satisfying the varying needs of the patients, relatives and staff.
- The ability to give good direct patient care to all patients prioritising and re-prioritising in the face of changing demands and existing resources.
- Shift Work – Day/Night rotation.
- Maintaining up to date clinical skills and knowledge.
- Managing violent/ aggressive/ challenging behaviour within the acute medical area.
- Ensuring the effective flow of information to staff (some difficulty due to shift patterns).

11. COMMUNICATIONS AND RELATIONSHIPS

- Establishes and maintains professional relationships with nursing and medical colleagues, health care professionals, voluntary services to provide a planned, co-ordinated seamless service for patients
- Establishes and maintains professional relationship with patients/ relatives/carers.
- Identifies potential and existing challenges in care options for patients, carers and staff, using negotiation and counselling skills to achieve reconciliation and best outcome for patients
- In the absence of the Charge Nurse ensure that the deputy ward manager role is visible and a known individual to all patients through daily contact and provides the opportunity to discuss care or raise issues and obtain feedback and monitor standards of care.
- Assists the Charge Nurse in ensuring effective communication with all members of the team.
- Participates in regular meetings with colleagues for the purpose of –
 - Planning, managing and developing nursing services and improving patient care.
 - Discussing Policy issues, amending, updating, implementing & evaluating them.
 - Discussing and problem solving challenges in clinical care and team development.
 - Analyse expenditure and discuss changes affecting ability to remain within budget.
- Assists the Charge Nurse in holding regular team meetings to continually develop the team, manage conflicting views, disseminate information, consult and listen to staff in order to effect change.
- Communicate with other departments ie; HR, estates, portering, laundry, catering, finance etc.
- Communication may be face to face, by telephone, email or letter.

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

PHYSICAL

- Frequent moving and handling of patients – in bed, onto trolleys, from bed to chair, assist with walking etc. – multiple times per shift.
- Hand washing/cleansing between each patient.
- Washing and cleaning patients/bed bath/showering/assisting in bath with hoist equipment.
- Frequent checking of equipment attached to patients e.g. IV fluids, IV medications, IV pumps, catheters, drains, syringe pumps, ECG machines, etc. – multiple times per shift.
- Risk assess ward area and be inventive in creating a safe working environment for all staff whilst being sensitive to patients needs throughout the shift.
- Fine motor skills and dexterity to take blood samples, administer injections, suture and clip removal, drain removal, insert venflon devices to set up IV access, calibrate equipment and computer keyboard skills.
- Frequent need to walk, stand and bend during shift to provide patient care – multiple times per shift.
- Frequently transferring of patients and belongings to and from other wards and departments.
- Frequently assess the risk of violent/aggressive/challenging behaviour of patients and visitors, and deal with it appropriately.

MENTAL/EMOTIONAL

- Concentration, decision making and organisational skills to cope with competing demands (dynamic changes in patients condition, personnel issues with staff, sudden staff shortages).
- Concentration, as nurse in charge, due to frequent interruptions and demands from telephone calls, staff and visitors throughout the shift.

- Recognising patients urgent health care needs and making appropriate instant decisions to provide appropriate clinical management – ongoing throughout the shift.
- Dealing with emotional effects of caring for patients and their families who may be distressed/anxious/worried
- Dealing with terminally ill patients and with relatives of the terminally ill.
- Dealing with deceased patients and their relatives.
- Dealing with the emotional effects on patient/ family and yourself when having to break bad news
- Concentration required when checking documentation/patients note and calculating drug dosages, whilst subject to frequent interruptions from patients/relatives/team members
- Particular challenges due to communicating with a large number of staff who work shifts to provide a 24 hour service – ensuring information is disseminated accurately to all staff and that they have the equitable opportunity to feedback, raise and discuss issues.

ENVIRONMENTAL

- Exposure to bodily fluids, faeces, disposal of bed pans/urinals/sputum, emptying of catheter bags – several times in shift.
- Occasional exposure to infestations of fleas/ lice.
- Frequent exposure to verbal aggression/ violent behaviour and challenging behaviour.
- Constant exposure to hospital environment eg unnatural light, dry conditions, noise (phones, sluice, etc) throughout the shift.
- Frequent exposure to restricted working environment ie cramped shower areas, bathroom areas, toilet areas – several times per shift.

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

- RGN.
- Professional knowledge and clinical expertise of nursing attained either relevant degree or proven in depth knowledge and skills of medical nursing.
- A minimum of 3 years post registration experience including 2 years medical experience.
- Evidence of professional development.
- Time management skills.
- Effective listening and interpersonal skills.
- The post holder will be required to demonstrate excellent team working skills with ability to work using own initiative.

14. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Manager's Signature:

Date:

Date: