**Job Description**

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| **1. JOB IDENTIFICATION** | Job Title | **Senior Nurse, Adult Inpatient Mental Health Service** |
| Department(s)/Location | Murray Royal Hospital |
| Number of Job Holders | **1** |
| 1. **JOB PURPOSE**   The Senior Nurse / Midwife is expected to work for the clinical and business success of Inpatient Services and to contribute to the success of the Mental Health and Learning Disability in patient Service. This will require innovation and may include participation in the development of corporate policies and strategic plans and initiating changes to local services in line with NHS Tayside Inpatient Services decisions.    To provide senior leadership to the nursing / midwifery workforce within Mental Health and Learning Disability Service sites to deliver frontline professional and operational priorities and manage the ward and departmental Senior Charge Nurses and specialist nurses ensuring the safe, effective and person centred care of patients across the service.  Within this role the Senior Nurse will:   * Support both junior and senior colleagues across a spectrum of general and operational management issues. * Facilitate staff and team development and ensure effective communication systems operate within the service wards and departments/service, linking with service-wide and Corporate systems, including the required skills and competencies to deliver high quality care. * Proactively manage the operational capacity within the service as part of a hospital site within Inpatient Services, ensuring that safe and effective decision making occurs to streamline the patient journey at admission, transfer and discharge. * Provide real time capacity information to internal and external stakeholders through the provision of accurate reporting including situation reporting and escalation management systems. * Support the Service Clinical Triumvirate and as part of Inpatient Services, support the development, implementation and monitoring of clinical quality and business plans * Facilitate staff and team development and ensure effective communication systems operate within the wards and departments of the service including the required skills and competencies to deliver high quality care. * Work collaboratively with the Nursing & Midwifery Directorate in the interpretation and embedding of national and local drivers for nursing and midwifery practice across NHS Tayside * Provide professional representation and contribution on key groups / committees as required to provide assurance on clinical and care governance, professional standards and practice and professional development within the nursing profession. * Contribute to corporate portfolios as agreed between the Inpatient Services and Associate Nurse Director(s) and Lead Nurse. * Undertake managerial responsibility for staff aligned to the post holder including associated HR and financial functions. * Support the management of staff budgets within their areas to ensure that resources are deployed effectively in line with budgets. | | |

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| 1. **ORGANISATIONAL POSITION**   **Triumvirate**  **Lead Nurse**  **OR**  **Chief Nurse / Midwife**  **Senior**  **Nurse / Midwife**  **Senior Charge Nurse / Midwife**  **Associate Director**  Adult Inpatient MH and LD  Clinical Care Group Manager  Triumvirate Lead Nurse  Clinical Lead (Medic)  Chief Officer/  Associate Director (Division)  Associate Nurse Director  Associate Medical Director |

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| 1. **SCOPE AND RANGE**   The scope and range of Inpatient Services includes – General Adult Psychiatry Admission Wards, Learning Disability Inpatient Wards, Rehabilitation Inpatient Service, Inpatient Substance Misuse Service, Crisis Response and Home Treatment. The Inpatient Service is based on a service line model ensuring clear lines of accountability for clinical care quality, operational and financial performance, staff governance and management of front line clinical services, through the site leadership teams. They will actively engage in and support collegiate working across the whole organisation with visible leadership and management of services on a Pan-Tayside basis to promote safe integrated patient pathways and efficient and effective use of resources.  The role of the service is to plan and deliver their services by:-   * Developing the annual service and supporting workforce plans for their group with all partners including staff side, aligning it with the operational strategy and within the agreed budget. * Self-manage within agreed financial, operational performance, clinical quality and staff governance frameworks and budget. * Internally review performance against agreed aims and proactively manage against trajectory across agreed performance measures. * Creating a values led work based culture that has a focus on continual improvement, learning and staff development. * Participate in organisational governance performance management reviews using agreed data sets reflecting a values management approach and refreshed governance framework to measure and monitor safety work within a non hierarchical collective leadership model that values the collective over individual clinical delivery groups. * Management of the medical workforce, including job planning, rota management and ensuring a suitable training environment fordoctors in training and rota compliance. * Management of Mental Health Act administration across Tayside to ensure compliance with legal framework. * Engage in Regional Services and Regional Managed Clinical Networks within the context of national and regional strategy.   The portfolios are broad, complex and diverse therefore the post holder must ensure effective communications and integrated working across the Health & Social Care system.  As Services develop and change in response to strategic and local drivers for health care, the portfolio of services may be subject to change and variation, thus ensuring the needs of the service are met. |
| 1. **MAIN DUTIES/RESPONSIBILITIES**   **Person Centred Care** – The Senior Nurse will ensure:   * That nursing and midwifery care across services for the Service is person centred, of a high quality and contributes to an improved patient / client experience. * Advocacy on behalf of patients / clients, challenging practice and systems are required in ensuring safe and effective practice.   **Clinical and Professional Leadership** – The Senior Nurse will:   * Provide clinical leadership which inspires and motivates others, empowering them to ensure all Ward / Departmental Senior Charge Nurses / Midwives have the authority and support they need to improve patient care, and to resolve clinical issues such as discharge delays and environmental problems. * Promote professionalism amongst nurses / midwives and will undertake clinical work to maintain their professional competence, authority and credibility. * Ensure that effective and robust communication systems are in place for patients, visitors, carers and staff, and will actively promote a culture of health education and ill-health prevention.   + Be proactive in seeking service users’ views and ensure that feedback from patients is valued and acted upon and lessons disseminated, to enable changes in practice if they are necessary.   + Continuously seek patient feedback to improve services and care standards.   + Establish patient focus groups, as required.   + Provide a key link between their area of responsibility and the Complaints and Feedback team, Chaplaincy and other services to support patients, families and their carers.   + Encourage all staff within the sphere of responsibility to take a proactive approach to the resolution of issues, which may give rise to dissatisfaction from patients, their relatives and carers, ensuring effective and comparable resolutions to any concerns expressed.   + Develop robust written patient/visitor information. |
| **A Culture of Team Work, Communication and Collaboration** – The Senior Nurse/Midwife will:   * Develop a culture that is flexible and positive to change, where staff feel valued and where opportunities are actively created for individuals to maximise their potential and excel. * Develop a culture of continuous improvement based on service user, carer and staff feedback and engagement is central to learning and care delivery * Represent your areas at Service and Professional forums. * Develop, sustain and evaluate partnership working with individuals, groups, communities and agencies. To represent the Inpatient Service and wider Organisation on specific committees / working parties as requested. * To network with other Boards providing similar services in order to identify and share areas of good practice at national and local level * Develop teams with a focus on skill mix / multidisciplinary / multiagency working where appropriate ensuring appropriate delegation, support and professional governance. * Involve and engage patients / clients / carers and relatives in the assessment, planning, delivery and evaluation of care. * Develop systems of effective communication with and between nursing and midwifery teams, partner agencies, disciplines, patients, clients and carers.   **Continuing Professional Development (CPD)** – The Senior Nurse will:   * Ensure that the Service is equipped with a nursing and midwifery workforce with the key skills and competencies as required to deliver high quality nursing care to service users. * Support the Service Triumvirate in the analysis of nursing training needs and in responding to outcomes from the analysis. * Ensure that nurse learning is optimised through CPD opportunities. * Share good practice throughout the Service across the Inpatient Service. * Support pre and post graduate nursing / medical and other students and create a positive learning environment to enhance their learning experience.   **Research and Practice Development** – The Senior Nurse will:   * Create, maintain and develop a culture to enable and support nurses and midwives to undertake and disseminate research as well as apply evidence based practice. * Promote a research culture, which enables staff to take a questioning approach to their practice and support nursing research. * Support the development of a learning culture and ensure appropriate audit mechanisms are in place, in order to compile evidence to support any changes in practice required. * Innovate, lead participate in or facilitate others in the conduct of research in order to improve the evidence for and quality of nursing practice. * Participate in the review and update of clinical policies and protocols in order to reflect the latest evidence. * Identify areas of clinical practice for audit and participate in the audit process, taking responsibility for the implementation of change leading to the standards of best practice. * Embed the practice development principles of collaboration, inclusion and participation into their ways of working with all staff.   **Safe, Effective and Reliable Care** – The Senior Nurse will:   * Monitor performance against local and national Key Performance Indicators, taking action to continually improve performance. * Ensure complaints are dealt with in accordance with NHS Tayside procedures and prepare the responses to written complaints to support the Service triumvirate and ensure that the NHS Tayside policy for handling complaints is adhered to, response times are met, and lessons are learned and disseminated appropriately. * Ensure that patient/service user care is evidence based, monitored and evaluated, instituting appropriate improvement when required, in order to provide high standards of care to all. |

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| * Providing clinical and professional advice involving the development and implementing of programmes of care. * Support and encourage multi-disciplinary working, which focuses upon patient pathways ensuring the smooth transition of the patient through the care process including facilitating the movement of patients through care locations, to ensure patients are cared for within an optimum time frame. * Act as an expert resource and provide advice on nursing and midwifery care in relation to clinical interventions, policies, service development and delivery. * Challenge traditional practice, ensuring that best practices is identified and shared throughout the organisation. * Support the implementation of local and national initiatives, for example, Excellence in Care and nursing audit in close collaboration with Ward / Departmental Senior Charge Nurses/Midwives to ensure patients’ needs are being adequately met. * Undertake specific projects relating to Operational Services. * Provide management advice to clinical areas with regards to NHS Tayside Policies and Procedures. * Advocate for patients, carers and families.   **Capacity and Flow** – The Senior Nurse will:   * Take a lead role in the overall management of the safety and flow framework and operational service provision within and out of hours, liaising with senior colleagues in order to achieve optimum bed usage whilst managing the flow of emergency and elective admissions. * Chair safety and flow meetings in accordance with the emergency alert plan / escalation policy. * Take responsibility for the development and application of the Service’s Escalation Plan as part of the Tayside Whole System Escalation Plan. * Co-ordinate and manage the site with particular reference to the management of emergency and elective admissions, trolley waits and total wait times. * Assess the current capacity situation and make decisions in conjunction with senior colleagues regarding appropriate patient placement. * Following review of capacity, support decisions on the numbers of elective patients to be admitted, deferred or cancelled. * Take a corporate overview of staffing establishment. Redeploying staff as appropriate to minimise clinical risk. * Maintain continuous monitoring and assessment of operational activity, creating a plan for the 24 hour period ahead – thus informing the forward planning.   **Responsibility for Policy/Service Development** – the Senior Nurse will:   * Be responsible for the development of operational policies and shared protocols with other specialities within NHS Tayside, Health and Social Care Partnerships and external bodies. This includes reviewing the suitability of the SOP’s to Primary care, the ambulance service and internal departments within the Organisation. * Ensure that all untoward incidents and near misses are reported by staff within the area of responsibility in accordance with NHS Tayside policy, and that appropriate mechanisms are put in place to investigate serious clinical incidents under the direction and guidance of the Risk Management and Clinical Governance team, following which appropriate action plans are developed and monitored, and lessons are learned and disseminated. * Advise on specific speciality nursing and midwifery issues. * Advise on professional nursing and midwifery matters. * Contribute to the long-term strategies of the Service, including major operational changes, service reviews and developments. * Support the development and implementation of the NHS Tayside Nursing and Midwifery Strategy within the Service. * To participate in the on-call clinical and managerial arrangements for the mental health hospital sites, ensuring provision of out of hours support for clinical teams |

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| 1. **COMMUNICATIONS AND RELATIONSHIPS**  * Establish and maintain good working relationships with all disciplines and professions both internal and external to NHS Tayside and ensure that an open communication pathway is maintained. * Key relationships will be formed with the Service triumvirate, Associate Nurse Directors, , Associate Directors, professional lead colleagues, Associate Medical Director and other relevant key personnel across services within the Service / NHS Tayside and Health and Social Care Partnerships. * The post holder will require to work through and develop effective professional networks and infrastructure to support nursing and midwifery services, working in partnership to shape the workforce and culture which will enhance professional confidence affecting change and improving care. * Actively work to ensure all communications and interactions demonstrate a high level of awareness and skills in working and communicating safely, including sharing sensitive information across different organisational / personal cultures, adhering to codes of corporate governance. * The need for highly developed leadership, interpersonal, communication and presentation skills are essential in the presentation of sensitive and complex information to individuals, teams, members of the public, the media and large groups of staff from a range of disciplines. The post holder will be required to convey information which will be contentious. * The post holder will be required to manage sensitive and highly charged situations including staff personal and professional support or conduct and capability or dealing with complaints. These may include where people are stressed, anxious or bereaved and occasions where people may be challenging and aggressive. * Meet and cooperate with staff side representatives at a local and NHS Tayside wide level to promote / ensure harmonious working relationships between managers and staff. |

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| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  * Registered Mental Health Nurse with post registration experience gained in a variety of nursing / midwifery environments to a level of seniority commensurate with this post. * Educated to Degree level or equivalent. * 1st level UK NMC Registered Nurse with evidence of continuous management development. * Substantial previous experience of working in a highly pressurised area, underpinned by theoretical knowledge and relevant practical experience. * Experience of managing and leading a service at ward, department or service level. * Evidence of post graduate education equivalent to or working towards Masters Level with a formal qualification or able to demonstrate the acquisition of professional knowledge in clinical practice (equivalent to a Masters Level).   **Experience**  The post holder must have previous experience and evidence of continuous professional development which demonstrates a range of competencies/skills at a senior level in:   * Knowledge, understanding and interpretation of the professional nursing/midwifery agenda. * Operational management. * Leadership experience. * Application of policies and related legislation. * Ability to function and support others within the context of a rapidly changing environment. * Meeting deadlines and delivering within resources allocated. * Negotiation, influencing and conflict resolution skills. * A range of functions including clinical delivery, research, education, service development, human resources, budget management and change management.   **Skills**   * Highly developed communication, interpersonal and presentation skills. * Ability to handle conflict and facilitate resolution. * Ability to operate within a multiagency/multidisciplinary environment. * Ability to set standards and monitor the implementation of same. * Project management skills. * Proven ability to work as a team player. * Analytical and critical appraisal skills. * Ability to effectively delegate and support/empower others. * IT skills.   **Other**   * Flexible about hours of work, scope of tasks responsibilities. * Recognition of own strengths and limitations seeking advice and support when appropriate. * Genuine commitment to the principles of diversity and equality. * Commitment to lifelong learning. * Understanding and commitment in reducing health inequalities. |
| 1. **SYSTEMS AND EQUIPMENT**   The postholder will:   * Access and utilise IT systems on a daily basis for the purposes of communication, reviewing data, formulating and analysing reports, contributing to the strategic plans for NHS Tayside, sourcing research and evidence bases. * Utilise multimedia equipment for presentations e.g. PowerPoint. * Utilise digital dictation facilities.   Information Technology   * Key board skills, phone, photocopier. * Word Processing. * Database and Spreadsheet management, development and analysis. * Presentation software. * Internet skills for extracting evidence based information. * Adverse Incident Management System. * Duty rostering systems. * Patient records. * Intranet, email.   Moving & Handling   * Small loads for group facilitation. * Rearranging furniture to facilitate effective small group work/training.   **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |

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| 1. **PHYSICAL DEMANDS OF THE JOB**  * The post holder is required to travel across the geographical reach of NHS Tayside to venues within and outwith Tayside as required. * Ability to transport basic equipment such as laptops, projectors and files to a weight maximum of 12 – 14 kg on an infrequent basis. * The post holder is required to operate a computer to produce detailed reports analysing and interpreting complex data, searching relevant literature to support evidence based decision making and making reference to professional websites (e.g. NMC). * Mental effort is required with intense concentration often for 2 – 3 hours at a time on a daily basis. For example; reading and interpreting lengthy documents and complex data, writing reports, implementing national and local policy documents and working to tight deadlines with frequent interruptions – in person, by phone or email. * The post holder will be required to change tasks frequently throughout the day in order to respond to individual, service and organisational need. This may include managing competing demands and achieving strict deadlines as part of daily work. * Dependent upon clinical commitments, the postholder will be required to undertake clinical work which may include patient handling, dealing with bodily fluid, use of clinical equipment and administration of medicines. * The post holder is frequently required to give advice and support to a variety of personnel at all levels, which may be unplanned and involve communications made in person, by phone or email. The advice given may be unwelcome and may require to be given under situations of stress and where conflict is present. * The post holder is required to present information to individuals, groups of staff, the public and other professionals, which will be of a contentious nature and must be able to handle negative feedback, which may be verbal or written. * The post holder is required to carry out sensitive investigations into complaints and to investigate governance issues arising within the nursing discipline which nay lead to disciplinary measures being taken against individual members of staff. * The post holder is required to work to very tight deadlines on multiple tasks, responding to rapidly changing agendas and timeframes. |

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| 1. **DECISIONS AND JUDGEMENTS**   The postholder:   * Is directly accountable to the Lead Nurse who will be responsible for appraisal, objective setting and performance review. * Is professionally accountable to the NHS Tayside Nurse Director via the Triumvirate Lead Nurse / Midwife. * Provides professional leadership to nurses and midwives demonstrating advanced decision making skills commensurate with complex situations. * Applies a high degree of autonomy and responsibility for interpreting and implementing organisational policies and expectations applicable to the nursing/midwifery workforce. * Exercises judgement and acts on issues which require a professional nursing/midwifery response. |

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| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  * Ensuring the nursing / midwifery profession demonstrates direct and measurable outcomes and benefits to patients, clients, carers and communities through care provided. * Anticipating and responding to a rapidly changing agenda and environment (both internal and external) which impacts on the professional development and support of nurses / midwives and the way in which services are delivered. * Managing multiple agendas and competing priorities whilst maintaining a work-life balance for self. * Managing change including handling uncertainty and resistance to change whilst fostering motivation and encouraging innovation. * Collaborative working across the breadth and range of nursing / midwifery and other disciplines and associated partner organisations. |

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| 1. **JOB DESCRIPTION AGREEMENT**   A separate job description will need to be signed off by each postholder to whom the job description applies. |