

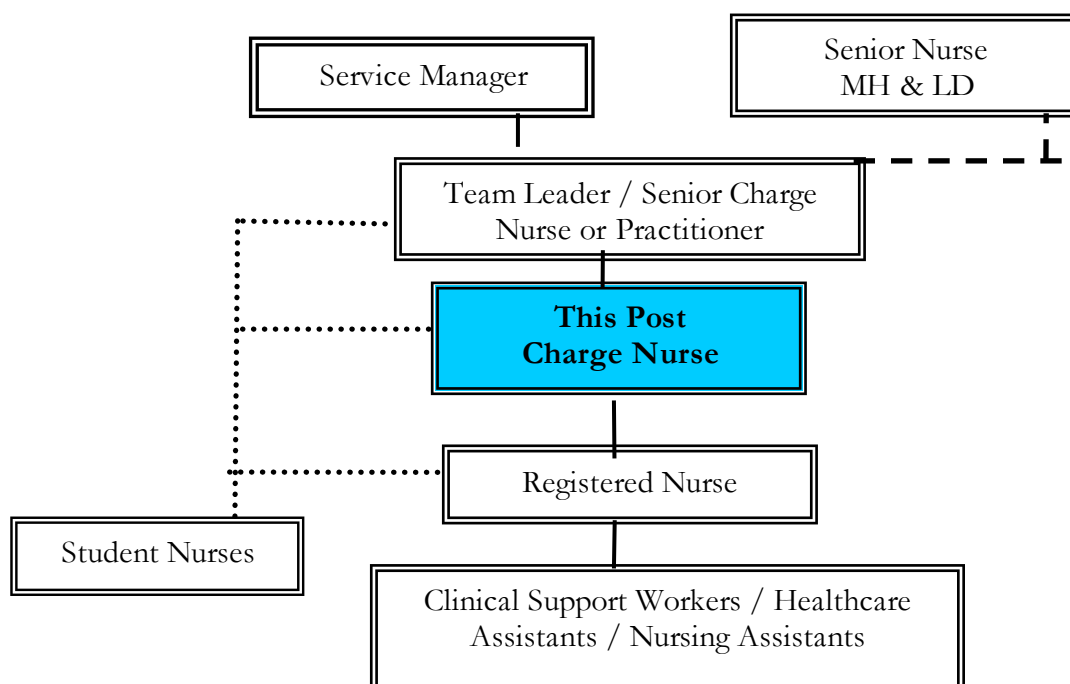
1. JOB DESCRIPTION

Job Title:	Charge Nurse
Department(s):	Mental Health / Learning Disabilities (Job description for both community & inpatient based services)
CAJE ID:	NHSL10/036
No of Job Holders:	

2. JOB PURPOSE

Registered Nurse managing and delivering care to a defined caseload / group of clients / patients; responsible for delivering / ensuring the application of the framework of the Nursing Process and use of case management as appropriate, to ensure a high standard of quality client / patient care, working in partnership with other disciplines and agencies. The charge nurse has delegated responsibility for the appraisal, management and clinical supervision of Registered Nurses, junior practitioners and clinical support workers in provision of care and treatment within a defined clinical service, under the management and leadership of the team leader / senior charge nurse or practitioner.

3. ORGANISATIONAL POSITION



Line Management responsibility = —————

Senior Professional Leadership & Accountability = - - - - -

4. SCOPE AND RANGE

- The principle role of the charge nurse is to be case load holder / case manager to a defined group of clients / patients and carry ongoing responsibility for the assessment of needs, planning of person centred care, and delivery of high standards of nursing care, providing clinical supervision for any delegated aspects of care and treatment delivered by junior team members through the framework of the Nursing Process
- Responsible for ensuring delegated aspects of the nursing process are within the scope and range and competencies of the post / post holder they are delegated to.
- Provision of advice and consultation on care and treatment of patients with mental disorder presenting to non mental health services such as A&E, primary care and within other clinical settings, initiating care pathways as appropriate
- Assist and support the team leader / senior charge nurse or practitioner in the management, co-ordination, delivery and monitoring of effective, efficient and high quality nursing care within the defined setting
- Utilisation of care pathways for each client / patient within agreed protocols and criteria in collaboration with the multidisciplinary care team
- Assist in the ongoing development of local services through participating in working groups and/or projects within clinical area and in the wider service arena as agreed with the team leader / senior charge nurse or practitioner.

- Provide professional leadership, support, supervision and education to junior staff including nurse learners and pre and post registration / post graduate students on clinical placement within the defined setting
- Where required the post holder will undertake a full range of duties of the team leader / senior charge nurse or practitioner in their absence.
- Participate in recruitment and selection of staff.
- Apply values based practice principles to inform decision making in all aspects of care and treatment and in interactions with colleagues
- 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 clients / patients and carers in line with local and national drivers
- Proactively facilitate and foster partnership working with other service elements, relevant agencies and disciplines relevant to service delivery and client / patient and wider family health and wellbeing

5. MAIN DUTIES/RESPONSIBILITIES

Nursing Process

Practising within the eKSF, scope, range and competencies of the post

- Apply values based practice principles to inform decision making in all aspects of care and treatment of clients / patients and in interactions with colleagues
- Responsibility for the implementation of the framework of the Nursing Process to triage referrals and undertake person centred assessment of clients / patients in accordance with agreed operational policies for the defined clinical area, ensuring provision of clinical supervision of Registered Nurses undertaking assessments in agreement with the team leader / senior charge nurse or practitioner.
- Responsibility to use the framework of the Nursing Process to develop, implement and evaluate the Care Plan in collaboration with the client / patient and the multidisciplinary team, ensuring clinical supervision of any junior staff undertaking any delegated aspects of the nursing process.
- Make appropriate arrangements with both internal and external stakeholders to ensure seamless care during transitions of care to / from other services and when discharged from services
- Responsibility for delivering a range of evidence based and recovery focussed therapeutic interventions and treatments on a one-to-one or group basis defined by the department's philosophy, and in accordance with individual client / patient need and care plan, ensuring maximisation of therapeutic engagement and contact time.
- Deliver direct patient centred care including physical, emotional and personal care in a variety of settings including hospital wards or departments, A&E, community venues, residential establishments, and home environments as appropriate to the service and client / patient group
- Responsible for managing a clinical caseload / clinical group of clients / patients, working as part of the multidisciplinary team, supervising, advising and supporting junior colleagues within the team in the delivery of nursing care.

- Involve clients/patients and carers in planning care as appropriate to individual need and choice.
- Attend, participate and support the client / patient in multi-disciplinary team meetings, case conferences and Mental Health Tribunals as necessary, providing reports and views as appropriate.
- Support clients / patients and carers, working with other health, local authority and voluntary sector colleagues / organisations to facilitate smooth transitions of care
- Communicate with the client / patient and their carers/relatives in a manner which demonstrates values based practice, ensuring dignity, respect and courtesy for the individual
- Provide information in a range of formats regarding pharmacological treatments, and their benefits, undesired effects and contraindications to support patients' choice regarding treatment within knowledge, skills and competencies.
- Actively and meaningfully involve relevant people, including the client / patient and carers in a shared responsibility for assessment, prevention and management of risk and positive risk taking, and individual vulnerabilities within the scope, range, skills and competencies of the post
- Work to maximise social inclusion by promoting awareness of, and coordination of social inclusion activities, supporting clients / patients to access community organisations and supports according to their individual abilities and choices, ensuring they are incorporated into the client / patient care plan
- Empower patients / clients to take responsibility for their health, well-being and future lifestyle as appropriate by practising in an open, transparent and inclusive manner, identifying their strengths and sources of personal social supports, promoting and respecting their rights, ensuring that patients / clients have the relevant information to participate in the decisions about their care and recovery.
- Bring to the attention of the line manager any inadequacy in the system, which may be to the detriment of the patients / client's welfare and safety.

Team Working / Leadership

- Deputise for the team leader / senior charge nurse and act to ensure the effective running of the service in their absence as required.
- Ensure that changes in circumstances, which may affect delivery of care are reported to the team leader / senior charge nurse or practitioner or other senior members of the multidisciplinary team
- Participate in the ongoing development of the service and the development of links with other areas of service delivery, voluntary and statutory services within the area.
- Delegated responsibility for day-to-day running of the clinical team / area, specific groups and treatments for client/patient groups in agreement with and defined by the team leader / senior charge nurse or practitioner
- Participate in meetings / forums as agreed with team members, and provide feedback and information as appropriate to the team.
- Provide advice, consultation and support to colleagues and agencies in the wider community
- Establish and maintain effective communication and liaison between clinical team, other professionals, and external agencies, carers, families and relevant others involved in the patients care or social circumstances.
- Provide and participate in professional leadership, promoting nursing professionalism.
- Take an active role in clinical networking with other services
- Assist the team leader / senior charge nurse or practitioner in the achievement of performance objectives.

- Responsible for the supervision and performance appraisal of junior staff within their team where appropriate as delegated by the team leader / senior charge nurse or practitioner.

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.
- Maintain patient records in accordance with NMC Standards and NHSL Information governance standards
- Assist the team leader / senior charge nurse or practitioner in the development of clinical/nursing practice in line with NHSL guidelines/ policies/ protocols/ procedures / best practice statements; Nursing and Midwifery Council requirements; National Quality Standards and Scottish Government Health Department policy and guidance.
- Respect at all times the confidential nature of your work and the rights and choices of clients / patients and their carers in regard to confidentiality, ensuring clients / patients are aware that certain information may have to be shared with other members of the clinical team or other authorities where there is concern for the health, safety or welfare of the client / patient or others, in accordance with guidance and protocols of the Lanarkshire Data Sharing Partnership.
- Ensure clients / patients have sufficient information to consent to any aspect of care and treatment. If capacity to consent is impaired ensure additional assessment, input or safeguards are initiated.
- Assist Team Leader / Senior Charge Nurse or Practitioner in managing the health and safety of staff, patients and carers within the service and report any health and safety deficiency as appropriate. Ensure safe working environment and practices in accordance with Health & Safety legislation and compliance with locally agreed protocols.
- Apply the principles and safeguards of legislation, relevant to the clinical area and client / patient group, to support the care and treatment of clients / patients, carers and dependents
- Ensure compliance with Lanarkshire Data Sharing Partnership policy and guidance, and information governance standards regarding accessing, sharing, use and storage of information

Clinical Governance

- Assist the team leader / senior charge nurse or practitioner in implementing and evidencing the Clinical Governance Framework and Staff Governance Framework within their sphere of responsibility
- Assist the team leader / senior charge nurse or practitioner in implementing, monitoring and auditing evidence based clinical standards and standards of nursing practice to ensure that practice is evidence based and current.
- Participate in developing and implementing local policies by contributing to the work of local working/steering groups as agreed with the team leader / senior charge nurse or practitioner
- Assist team leader / senior charge nurse or practitioner in the implementation and monitoring of clinical/nursing policies and procedures in line with NHSL guidelines, NMC requirements, Scottish Government policy and guidance, legal requirements, emerging evidence and changing practice.
- Implement, maintain and monitor standards of care based on research evidence available and national quality standards.

- Ensure safe working environment in accordance with Health & Safety legislation and report any deficits to the team leader / senior charge nurse or practitioner.
- Involve clients / patients and carers in monitoring and development of services.
- Attempt to resolve informal complaints as they arise and assist the team leader / senior charge nurse or practitioner in gathering data / resolving complaints which progress via the formal complaints procedure.
- Reflect on professional and clinical performance, including the emotional impact on self of working within the clinical area and engage in regular clinical supervision in accordance with NHS Lanarkshire clinical supervision guidance and policy
- Assist the organisation to achieve its performance objectives, including the delivery of HEAT Targets, Crisis Standards, Rights Relationships and Recovery Actions, NHSQIS Quality Standards of care and service delivery and MWC recommendations.

Training & Development

- Actively contribute to the development of an atmosphere and environment, which promotes and facilitates learning, regularly liaising with Practice Education Facilitators and Clinical and Professional Development Nurses to support learning and practice development in the clinical area
- Perform formal mentorship role, including Sign-off mentorship for pre-registration Nursing Students and for newly qualified nurses undertaking the Flying Start Development Programme.
- Participate in annual updates to maintain Sign-Off Mentorship status and ensure registered nurses in the clinical area also keep live their sign off mentorship status
- Participate in the provision of clinical supervision of other staff as appropriate in accordance with NHSL clinical supervision policy.
- Participate in developing and delivering induction programme and educational and training programmes/materials, relevant to the clinical field for colleagues, other disciplines, students and staff from other agencies and organisations in agreement with the team leader / senior charge nurse or practitioner
- Act as a resource for nurses and others to ensure that contemporary information is available on clinical practice issues.
- Undertake appropriate continuing professional development as identified within the personal development planning process and eKSF
- Participate in all in-service training/study days as required in response to client /patient and service need.
- Ensure contribution to the evidence base within the clinical field by sharing good practice through networks, conferences and publications

Public Health/Health Promotion

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

6. EQUIPMENT & MACHINERY

All equipment that may be used in the monitoring or delivery of clinical care and data recording

- Hoists, Hydraulic/Manual Couches/Beds and Wheelchairs
- Electronic or Manual Monitoring Equipment
- Personal Computers – Data input and transmission
- Disposable and non disposable sharps
- Alco meter
- First Aid equipment.
- Mobile phones
- Communication aids
- Car (community based posts)

7. SYSTEMS

- Use of Information technology to input and produce data and reports (Word, Excel, Email etc, Electronic Patient Information Systems), ensuring compliance with data protection policy, standards for information governance, and guidance on information sharing from the Lanarkshire Data Sharing Partnership
- Systems for manual recording of client / patient relevant clinical / non clinical information
- Systems for routine data collection and performance monitoring
- Supporting the team leader / senior charge nurse in implementing and monitoring are range of systems including care planning systems, daily client / patient reports, review notes, assessment tools, recording of medications administered, pharmacy orders, and stores orders etc.
- Implement the agreed NHS Lanarkshire systems and processes for clinical supervision, mentoring, and eKSF / PDPs
- Utilisation of Integrated Care Pathways
- Ensure compliance with all systems related to regulatory codes of practice and legislation e.g. Mental Health Legislation, CPA, MAPPA, NMC registration
- Participate in preparing and altering the duty roster system as delegated by the team leader / senior charge nurse or practitioner
- Participate in ensuring robust systems are in place to monitor issues related to legislation.

8. DECISIONS & JUDGEMENTS

- Exercise clinical decision-making and judgement in response to change of client / patient condition and ensure effective liaison with the team leader / senior charge nurse or practitioner, medical staff or relevant other professionals and agencies.
- Take delegated charge of the clinical area in the absence of the team leader / senior charge nurse or practitioner, making judgements and decisions on the effective running of the service and delivery of care in their absence, seeking advice from the service manager as required
- Delegated responsibility for changes to staffing in response to clinical need / risk or unexpected staff absence seeking advice from managers as appropriate in the absence of the team leader / senior charge nurse or practitioner.
- Participate in joint working, and organise / participate in joint working processes with multi-professional colleagues, making judgements and decisions from a professional / clinical nursing perspective e.g. MAPPA, CPA
- Make judgements and decision based on complex information in association with other members of the multidisciplinary team and independently in their absence, seeking advice when necessary
- Delegated responsibility for personal / professional development planning and appraisal of junior staff.
- Delegated responsibility for the ordering of stocks and supplies, ensuring adequate supplies for the requirements of the service as appropriate.

9. COMMUNICATIONS & RELATIONSHIPS

- Responsible for the development of effective liaison, communication and close working relationships with colleagues in health services and other statutory and voluntary service providers.
- Responsible for the development of therapeutic relationships with patients / clients and carers
- Communicate highly complex information regarding the management of mental health problems to colleagues and other disciplines / professions, clients / patient and carers in a manner that is clear and easily understood.
- Communicate with patients and their relatives 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, ensuring access to interpreters or communication aids as required.
- Develop and maintain effective communication systems and processes and working relationships with other professionals, carers, families and relevant others relevant to the patients / clients health and welfare.
- Produce written reports, papers and plans as required.
- Provide verbal and written information within the clinical team and across teams and services to ensure effective communication between clinical staff, clinical teams and line managers
- Work as a fully integrated member of a multi-professional team.
- Participate in working groups as delegated by the team leader / senior charge nurse or practitioner, including service modernisation groups, project boards and short life working groups.

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

Physical

- Moving and handling of clients / patients and healthcare associated equipment. This requires formal moving and handling training and updates.
- Combination of frequent changes between walking, sitting and standing
- Physical management of aggressive incidents including de-escalation, and control and restraint of clients / patients. This requires formal management of aggression training
- Physical demands in providing personal care in relation to activities of daily living as appropriate to client group and clinical environment (washing, dressing, bathing, assisting with feeding, etc)
- Requirement to administer oral and intramuscular medication.
- Driving as appropriate to the role (essential for crisis and community based posts)

Mental Demands

- Ability to multi-task due to frequent interruptions
- Unpredictable work pattern with requirement to respond to unscheduled referrals and demands on service
- Periods of sustained and intense concentration whilst delivering direct client / patient care e.g. whilst delivering clinical engagement and observation levels; whilst carrying out 1-2-1 interviews and interventions
- Routinely working with clients / patients who present with complex and challenging, disturbed or risky behaviours.
- Ability to concentrate for periods whilst producing written reports or carrying out patient assessments
- Concentration required for driving (crisis and community based posts).

Emotional Demands

- Escorting of, and intervention with clients / patients across hospital and community settings, including clients / patients detained under Mental Health Legislation or those presenting with difficult behaviours
- Frequent exposure to highly distressing or highly emotional circumstances, working with clients / patients who present in mental health crisis, having to ensure robust risk assessment is carried out to maintain their health, safety and welfare. This can present exceptional challenges both in working with the clients / patients and their carers, the ability to discuss highly sensitive issues and in managing personal emotional responses to the work.
- Ability to identify, provide and promote appropriate means of support to staff exposed to highly distressing situations and severely challenging behaviours.
- Working in highly unpleasant conditions in relation to disposal of client / patient related healthcare waste (blood, urine, faeces, vomit, etc) and contaminated materials in conjunction with approved infection control procedures
- Working alone/ travelling alone, frequently on a daily basis (community based posts).

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Working within an emotionally and physically demanding environment where challenging behaviour can occur or distressing situations are encountered due to the nature of patient/client group and nature of the work undertaken.
- As part of the multi-disciplinary team and having responsibility for a defined caseload / group of patients / clients, makes complex decisions around assessment and appropriate route of follow up of patients in mental health crisis / patients with mental disorder and/or initiating comprehensive management plans
- Maintaining effective communication with patients/clients with mental disorder including mental illness, personality disorder or learning disability and often associated physical health problems
- Providing information to patients/clients and carers on sensitive clinical and legal issues e.g. legal/detention information.
- Managing an unpredictable work pattern with requirement to respond to unscheduled referrals and demands on service and unpredictable needs of patients / clients
- Teaching and supervising junior staff, nurse learners and pre-registration nursing students whilst working within a busy clinical environment / service.

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.
- Leadership skills to enable the day to day management of service delivery.
- 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

Print Name

Date

Head of Department Signature

Print Name

Date