# NHS FORTH VALLEY



# JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title: Senior Charge Nurse**

**Responsible to: Clinical Nurse Manager**

**Department(s): various**

**Job Holder Reference: G-NUR-SCN-B7**

**2. JOB PURPOSE**

With 24 hour continuing responsibility and the clinical leadership of the Nursing Team and to ensure that standards of practice are maintained, reviewed and continuously developed and that staff deliver safe, effective, patient / client-centred, efficient, timely care in the area of responsibility.

Manage and co-ordinate the team within the department in terms of daily activity and responsibilities as well as the recruitment, selection, induction, attendance, capability and conduct of staff.

Management of the ward budget and ensure the effective use of physical, human and financial resources including pharmaceutical supplies and equipment.

Plan and organise the professional development of the staff in the area of responsibility creating an environment in which effective learning and development can take place.

# Set and monitor standards and quality of clinical practice on an ongoing basis to ensure that appropriate care is delivered.

**3. KEY DUTIES**

**Responsibilities**

* **Patient Client Care**

**There is a responsibility to:**

Assess patient / client conditions and requirements, develop programmes of care / therapy relevant to their individual needs as well as implementing and evaluating these programmes of care / therapy to meet the circumstances of the patient / client to ensure that they are cared for / treated appropriately.

Promote teamwork within a multi-professional environment, demonstrating critical analysis and decision making skills, leading the delivery of the clinically excellent provision of care.

Ensure the co-ordination of the patient’s / client’s journey by planning and co-ordinating episodes of care including the smooth transition to other settings, promoting effective discharge and communication with interdisciplinary and interagency teams as required.

Co-ordinate nursing interventions, influencing clinical decisions and monitoring the quality of patient / client care provided.

Ensure the development, implementation and monitoring of programmes that will ensure that the area maintains a focus on best practice within available resources.

Provide clinical advice and guidance on an ongoing basis as necessary to patients / clients / relatives / carers.

* **Policy and Service**

**There is a responsibility to:**

Set, monitor and evaluate standards of care within policies / procedures / standards and protocols relevant to the area of responsibility, to ensure the delivery of a patient / client focussed quality service.

Page holding as part of the senior charge nurse rota for hospital site staffing.

Ensure that all staff are aware of and work within all relevant policies and procedures to ensure that safe working practices are maintained for both patients / clients and staff.

As necessary, make changes to policies / procedures / practices in conjunction with the Line Manager and ensure that these are implemented within the area of activity that will enhance patient / client care / therapy / treatment.

As delegated, lead the development of clinically effective practice through the effective implementation and monitoring of evidence based policies, procedures and protocols.

Responsible for promoting a safe and clean environment for staff / patients / clients / visitors by ensuring compliance with legislation, policies and protocols e.g. health and safety, healthcare associated infection, risk management and critical incident reporting and analysis, assessing and managing actual and potential risks to health and well-being.

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

* **Finance and Physical Resources**

**There is a responsibility to:**

Manage a delegated budget for the area taking into consideration the implications of decisions made about patients / clients and the supplies that are required to be stocked to be able to provide the care / therapy for the area of responsibility.

Ensure that all relevant resources are available to support the care / therapy requirements of the patients / clients.

Ensure that the equipment in the area is fit for purpose, maintained in line with standards of infection control and held securely.

Ensure that patient / client monies are held securely if appropriate.

Authorise stock orders, bank shift payments and / or training requests as necessary.

* **Staff Management/Supervision, Human Resources, Leadership and/or Training**

**There is a responsibility to:**

Manage the daily operational activities of the area of responsibility including work allocation, deployment and supervision of staff to ensure the smooth running of the area.

Manage the staff within the area of activity and implement local attendance management, capability, competence, conduct and grievance procedures when necessary and in discussion with the Line Manager take forward investigations into issues in line with policy guidelines.

Take the lead for recruitment and selection, orientation and development of staff for the area.

Act as a source of clinical advice, lead, support, mentor and review the work of staff to ensure that the care / therapy that is delivered is at an appropriate standard.

Support the learning and development and career pathway 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.

Develop and deliver education programmes to ensure that staff have the required skills to undertake the work within the area of activity.

Undertake Personal Development Planning Reviews with staff in the area to facilitate and meet ongoing development needs.

* **Information Resources**

**There is a responsibility to:**

Record personally generated information relating to patients / clients on a regular basis including clinical observations, test results, case reports, financial, personal and / or research data.

Ensure the accurate recording of information and record keeping in line with Regulatory requirements and Professional Body guidelines.

Ensure that information is deal with in an appropriate, sensitive and confidential manner at all times.

Use IT equipment including local and national systems to read, analyse and record patient / client information within the scope of local and national policies and procedures.

Prepare reports for absence management figures, budgetary issues for the Line Manager as necessary.

* **Research and Development**

**There is a responsibility to:**

Participate in clinical audit and research programmes within the area that will affect and impact on the continuous development of evidenced-based practice.

Use clinical audit and research to ensure that practices are evidence based that will maintain the quality of the care / therapy provided.

Continually evaluate the care / therapy provided in the area of responsibility and apply valid and reliable approaches and methods which are appropriate to the needs of patients / clients.

**Skills**

* **Physical**

**As appropriate to the working area** **and in line with the relevant policies and procedures:**

Use a range of skills to be able to safely move, handle, clean, and store all equipment in the area to assist patient / client mobility and promote comfort.

Safely and competently use clinical and technical equipment for patient / client testing to monitor physiological status e.g. recording of vital signs and / or administering treatments e.g. physical manipulation of limbs, muscles and joints, manoeuvring patients / clients into specific positions for diagnostic examinations.

Safely and competently use clinical and technical equipment for the administration and / or application of treatments and drugs including oral, subcutaneous, intramuscular and intravenous injections, venepuncture and insertion of venous access devices.

Use small and large pieces of equipment in providing care / therapy such as needles, syringes, ampoules and bottles of medicines as well as instruments to change wound dressings, remove sutures or apply topical medication.

Apply physical restraint techniques and / or equipment in order to maintain control of a situation to prevent harm or injury to self / other staff / patients / clients.

**There is a requirement to be familiar with the use, storage and maintenance of all equipment used within the clinical area of work.**

* **Communication**

**There is a requirement to:**

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

Communicate and liaise with patients / clients / relatives / carers and the multidisciplinary team involved in the provision of care / therapy as required.

Maintain a professional manner when dealing with all staff / patients / clients / relatives / carers, ensuring confidentiality at all times.

Overcome any difficulties in communications with people, identifying and negotiating appropriate actions to reach agreed outcomes, demonstrating sensitivity and empathy.

Demonstrate the behaviours expected of all staff and recognise how these can influence others, relationships, the environment and culture and adapt these to meet the needs of any given situation.

Ensure that all communications are carried out in a manner that is respectful and considerate and does not discriminate on the grounds of age, disability, faith, religion or belief, gender, gender reassignment, marriage and civil partnerships, race or sexual orientation, by ensuring that all conversations and discussions are conducted to the highest standards of honesty, integrity, impartiality and objectivity.

Encourage co-operation and agreement through persuasion, motivation, negotiation, tact and reassurance, particularly when dealing with staffing issues, working across professional boundaries, networking, dealing with complaints.

* **Analytical and Judgements**

**There is a requirement to:**

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

Competently make decisions using clinical and professional judgements as part of being involved in the day to day operational activity of the area.

Make patient / client assessments and compare and select the appropriate course of action that will ensure that the patient / client is cared for / treated appropriately in line with the relevant policies and procedures.

Take a lead role in determining the needs and improvements for the area of activity in conjunction with the Line Manager.

Assess on an ongoing basis risk and challenge others about the wider impact of risk factors

* **Planning and Organising**

**There is a requirement to:**

Manage the clinical area, 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

Delegate and allocate work to the team as necessary to the activity within the area.

Manage the team within the area, ensuring compliance with professional standards, legislation, national and organisational policies

Take a lead role in the recruitment and selection, attendance management processes, ensuring potential grievance and investigatory matters within the work area are identified and reported to the Line Manager

Implement local procedures when necessary.

Take a lead responsibility for decisions relating to the management of physical, human and financial resources in the designated area.

**Effort and Environment**

* **Physical**

Deal with the physical demands of the role which will be dependent on the clinical area but will include for example patient / client movement with or without the use of mechanical aids; standing / walking for the large proportions / majority of the shift or in confined spaces; occasional restrictive movements to care / treat / provide therapy to patients / clients; stooping to collect or move pieces of equipment or files.

* **Mental**

Deal with mental demands that will be dependent on the clinical area that will include concentrating when checking documents, patient / client notes and calculating drug dosages whilst subject to frequent interruptions from patients / clients or members of the team.

Concentrate when observing patient / client behaviours / physiological and / or psychological status or balancing the competing demands of the role whilst being available to staff / patients / clients, families / carers.

Concentrate when writing reports and collating and analysing information and policies and procedures relevant to the area of responsibility.

Maintain consistent professional behaviour in unpredictable situations reacting swiftly and appropriately to sudden changes in patient / client conditions and / or behaviours.

* **Emotional**

Deal with emotional demands that will include communicating with distressed, anxious and / or worried patients / clients / relatives / carers / staff. Care for or provide therapy interventions to terminally ill patients / clients. Communicate bad news to patients / clients / relatives / carers and deal with challenging behaviours.

Have difficult conversations with patients / clients, relatives / cares / staff as necessary to resolve issues, including those to discuss competence, capability, disciplinary and / or grievance issues as they arise.

* **Working Conditions**

Deal with a variety of working conditions dependent on the area of activity that will include being exposed to body fluids**,** infected materials and possibly infected patients / clients.

Deal with verbal aggression and potentially physically aggressive behaviours (frequency variable)as well as temperatures of the area.

**4. FREEDOM TO ACT WITHIN THE JOB**

# Work will be generated by the needs of the area of responsibility and as delegated by the Line Manager who will be provide advice, guidance and professional management

# There is a requirement to work autonomously, making decisions on a daily basis regarding patient / client conditions / care / treatments / therapy and plans as well as issues relating to staff in the area.

# Set and monitor standards and quality of clinical practice on an ongoing basis to ensure that appropriate care is delivered, keeping the Line Manager up to date on progress as necessary.

Support the team to reflect upon and review their decisions in relation to assessing, monitoring, evaluating and interpreting patient / client conditions and the effectiveness of their care programmes.

There will be regular informal discussions and reviews of work with the Line Manager and more formally on an annual basis as part of the Personal Development Planning Review process when expectations and objectives will be discussed and agreed.

There is a requirement to take ownership of personal development and taking part in ongoing training and those deemed mandatory by the organisation.

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

Degree in Nursing or equivalent qualification with active registration on the Nursing and Midwifery Council Register to be able to practice within the area of responsibility.

Evidence of continuing professional development in relevant subjects through the successful completion of a combination of recognised post registration courses and / or qualifications that have been subject to valid, reliable and quality assured assessment such as those used by the Scottish Credit and Qualifications Framework (SCQF). This training should include some of the following:

* Nurse Prescribing Qualification (NMC Registered)
* Management course

Substantial post registration experience within relevant clinical areas developing advanced clinical and professional knowledge and skills specific to the clinical area, to be able to manage the clinical area autonomously, making clinical, staff and budgetary decisions relevant to a broad range of conditions, situations and issues anticipated in the clinical area.

Previous experience of supervising / mentoring staff providing clinical supervision, performance review and development as well as being responsible for absence management and recruitment of staff to the clinical area as well as some of the following:

* involvement in service planning and development and supporting the implementation of change
* Experience of developing protocols and clinical guidelines
* Involved in clinical research
* Involved in clinical audit
* An involvement in service planning and development and supporting the implementation of change
* Dealing with symptoms of distress or deterioration

Managing directly / indirectly challenging behaviours

Excellent team working / leadership skills and ability to motivate others and work using own initiative

Comprehensive knowledge of clinical guidelines and standards within the area of practice

The ability to work using initiative and to work autonomously

Demonstrate excellent team working.

Developed communication skills, ability to maintain and develop robust relationships

Basic IT skills

**6. DEPARTMENT ORGANISATION CHART**

Head of Nursing

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Clinical nurse manager

**Senior Charge Nurse**

Deputy Charge Nurse

Registered Nurse

Healthcare Support Worker

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| **KSF Dimension for Band 7** | **COMMUN-ICATION** | **PERSONAL & PEOPLE DEVELOPMENT** | **HEALTH, SAFETY & SECURITY** | **SERVICE IMPROVE-MENT** | **QUALITY** | **EQUALITY &****DIVERSITY** |
| **3** | **3** | **3** | **3** | **3** | **3** |