*NHS GREATER GLASGOW*

*Mental Health Services*

# 1. JOB IDENTIFICATION

The information required in this section is straightforward and is required primarily for administration.

Please complete all sections apart from the jobholder reference and note that the jcb holder(s) should not be named. All job descriptions will be aronymous for grading purposes. The HR department will therefore devise a confident;a1 system to link job holders with 'their job descriptions and will complete the job reference number.

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| Job Title: | Hospital Management Support Nurse |
| Responsible to (insert job title): | In-patient operational Nurse Manager |
| Department(s): | Gartnavel Royal Hospital |
| Directorate: | Mental health |
| No of Job Holders: | 1 |
| Last Update (insert date): | February 2023 |

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| '2. **JOB PURPOSE**  The post-holder will provide support on clinical nursing issues to the Hospital Management Team function with regard to particular aspects of the Team's nursing and corporate priorities as agreed. This may typically include key result areas related to Health Care Governance, People Governance, Patient Focus Public Involvement, Nursing Strategy and clinical *I* service developments as these elements relate to the professional nursing agenda.. Including recruitment, retention of staff and absence management  The provision of support to the hospital management team and Professional nurse lead (PNL) functions across adult and elderly services will be a critical feature of the role. Specific duties in this regard may include involvement in, aspects of manpower planning (including sickness absence management) the planning and delivery of specific clinical training programmes, clinical and service audit, clinical guidelines development, and policy implementation *I* monitoring.  Close liaison and effective communication with the hospital management team and Professional nurse lead (PNL) will be an ongoing requirement. |
| **3. ROLE OF DEPARTMENT**  The Mental Health Service provides a full range of secondary care in patient and community based mental health services for the population of Greater Glasgow. The post holder will provide support to the nursing function of the Sector Management Team. |
| **4. ORGANISATIONAL POSITION** |

1. **SCOPE AND RANGE**

The Hospital Management Team is responsible for the prov1s1on of high quality NHS inpatient to the population within the West Sector of NHS Greater Glasgow. Inpatient services include acute admission, IPCU, Dementia assessment unit, Hospital based complex care for older adults, Functional older people unit and rehabilitation. Community Services include day services, community mental health teams, intermediate services and day hospitals.

The HMT Support Nurse is line managed by the In patient Nurse manager. S/he, in a professional peer sense, is aligned with the Project Nurse/Manpower coordinator and the Ward Managers within the inpatient service.

The provision of support, to both the In patient Mnagaemtn team and PDN functions across adult and elderly services, is the predominant responsibility of the post holder. The role involves both critical and secondary involvement in a wide range of clinical nursing and broader service initiatives related to clinical and organisational priorities, as well as delegated lead responsibilities for particular undertakings and projects as assigned.

1. **MAIN DUTIES *I* RESPONSIBILITIES**

1. The provision of an over-arching support role to hospital management team and Professional nurse lead (PNL) across adult and elderly in respect of agreed operational and clinical priorities. This will typically include matters such as, the recruitment of bank­ staff, delivering on clinical priorities and the implementation of national standards e.g Healthcare Associated Infection.

1. Supporting hospital management team and Professional nurse lead (PNL) by gathering information as required for specific managerial priorities and projects for example complaints handling, sickness/absence management and investigatory proceedings, etc.
2. Utilising professional nursing knowledge, experience and competencies to support the hospital management team and Professional nurse lead (PNL) in the implementation of nursing clinical and strategic priorities.Including but not limited to E-Health, EMIS, HEPMA, CRAFT and TRAKcare
3. Utilising professional nursing knowledge, experience and competencies to hospital management team and Professional nurse lead (PNL) in the achievement of particular key result areas by leading on, or participating in, specific pieces of work as assigned.
4. Supporting the hospital management team function by assuming delegated responsibility for specific professional nursing and broader clinical and operational priorities as assigned.
5. Participating in service monitoring activity and clinical audit and leading on specific nursing audit projects as assigned, including the provision of reports to the adukt mental health Clinical Governance Forum.
6. Function as the 'Cleanliness Champion' for nursing services within the West Sector in line with national standards to minimise the risk of Healthcare Associated Infection.

,8. Take the lead for all aspects of attendance management systems and processes

1. Manage and provide regular reports on bank/agency usage, enhanced observation levels, falls, missing persons and Datix approval etc..
2. liaise with bank regarding escalation and management of bank staff.
3. Promote and support the monitoring of the use of practice support, induction and preceptorship across inpatient services in conjunction with practice development and Project/manpower coordinator
4. Delivering on aspects of personal key result areas via ongoing liaison with Ward Managers and other ward staff. conjunction with practice development and Project/manpower coordinator
5. Periodic liaison with Community Teams in respect of specific objectives and priorities as assigned.
6. Support effective communication with nursing staff of all grades, on day and night Duty.
7. Act as a role model for nursing, modelling professional and leadership behaviors as an integral part of professional practice.
8. Participate in the recruitment of qualified and unqualified nursing staff to the organisation.
9. Perform delegated duties by the Hospital management team for example: Cash audits, service review, PAYMEC, maintain and review health and safety folders and risk assessments, HAI and relevant issues

7a. **EQUIPMENT & MACHINERY**

The post-holder will require to have a working knowledge of:-

* Computers and related software particularly Microsoft Office applications
* Email
* Telephone systems and how to use local paging, on-call and emergency systems

**7b. SYSTEMS**

* Nurse care-planning systems
* Digital systems- EMIS,HEPMA,TRACKCARE, SSTS,Eess, DATIX, Nurse bank,HR portal, TURAS , Real time staffing,CAIR dashboard
* Core audits - including CCAT,Named Nurse System and audit mechanisms
* Manpower monitoring systems

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| * Payroll systems * Recruitment and employee engagement procedures responsibilities * Induction procedures for clinical nursing staff * Absence management systems * Performance management and appraisal systems * Standing financial instructions |
| **8. DECISIONS AND JUDGEMENTS**  The Hospital management Support Nurse is line managed by hospital management team and Professional nurse lead (PNL)  In providing support to the nursing function of the hospital Management Team the postholder is often required to work independently and use their own initiative and judgement with regard to the delegated work.  The postholder requires to prioritise the workload as demands are made from individual members of the hospital management team and Professional nurse lead (PNL)at any given time.  All decisions and judgements are set against the parameters of the overall strategy of the organisation, its policies, procedures and guidelines and professional clinical standards.  Practice is guided by professional and organisational policy, guidelines and procedures and the post holder is also required to make decisions that are informed by the Professional Nursing legal and ethical framework within which they operate. |
| 1. **COMMUNICATIONS AND RELATIONSHIPS**   The post-holder will be regularly involved in reporting to:-   * + In patient service manager   + Operational in-patient nurse   + The Professional nurse lead   The post-holder will be regularly involved in liaison with:-   * + Project Nurse/manpower coordinator   + Ward Managers. |

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| * Frontline staff. * Medical staff. * Users and Carers. * Staff in other sectors. * Allied Health Professionals. * Infection Control. * Senior nursing staff from other aspects of NHS Greater Glasgow   Working with other professionals *I* departments on specific projects *I* assigned tasks will be a regular requirement and may typically include liaison with: -   * Clinical Governance. * Public health * Human Resources. * Chaplaincy. * Clinical risk * Occupational Health. * Health and safety * E-health   External agencies with whom the post-holder will be required to periodically relate includes: -   * Colleagues in Primary Care. * Colleagues in Acute Care. * Non NHS organisations e.g. care home/supported accomodation * NMC. * Health Improvement Scotland (HIS) * Statutory and non-statutory health and social care agencies. |
| **10. PHYSICAL, MENTAL, EMOTIONAL, ENVIRONMENTAL DEMANDS OF THE JOB**  Physical demands:  There are no specific physical demands related to the movement of patients or machinery.  Travelling to other NHS venues/sites within NHS Greater Glasgow is a requirement of the post. |
| Other equipment for physical interventions may include needles and syringes to administer medications, and equipment sphygmomanometers and thermometers which will be used during physical health checks. EG. Criticare machines, BM machines and any other equipment involved in physical health checks  The postholder may come into contact with bodily fluids such as blood, vomit, urine or faeces.  The post holder may come into contact with other potentially infectious diseases.  Mental and Emotional demands:  Balancing priorities and meeting strict targets requires a significant degree of flexibility and mental effort and personal time management skills. |

Dealing with sensitive and confidential issues in a tactful manner when managing staff performance can represent a significant pressure in terms of emotional effort.

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| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**    * Registered Mental Nurse with live NMC registration    * Have significant clinical experience    * Evidence of post-basic study relative to the role    * Track record of involvement in practice development    * Excellent communication skills, verbal and written    * Organisational skills including project co-ordination    * Sound knowledge of NMC Code and national clinical standards and priorities.    * Presentation *I* teaching skills.    * Knowledge of local NHS Greater Glasgow policies    * Confidence in working across organisational boundaries.    * Ability to deal with difficult situations.    * Networking.    * Negotiating skills. | |  |
| 13. **JOB DESCRIPTION AGREEMENT**  A separate job description will need to be signed off by each jobholder to whom the job description applies.  **Job Holder's Signature:**  **Head of Department Signature:** ..::; ' |  | |

Mental demands are significant in relation to the retention and communication of knowledge and information.

**11. MOST CHALLENGING *I* DIFFICULT PARTS OF THE JOB**

Working in meaningful partnership with a wide range of clinical professional groups and agencies presents communication challenges and requires effective negotiation skills.

Remaining abreast of national priorities and recognised good practice in order to support the delivery of clinical governance priorities is a critical aspect of the role.

The ongoing effective recruitment and retention of nursing staff is particularly challenging due to the high turnover rate often associated with this staff group.