

## **JOB DESCRIPTION**

(Core job description for use in all in-patient nursing services)

### **JOB DETAILS**

**Job Title:** Senior Sister/Charge Nurse

**Pay Band** 7

**Directorate:** TBC

**Department:** TBC

### **ORGANISATIONAL ARRANGEMENTS**

**Managerially Accountable to:** Senior Nurse Manager / Clinical Lead Nurse

**Reports to:** Senior Nurse Manager / Clinical Lead Nurse

**Professionally Responsible to:** Head of Nursing for the Service

**Responsible For:** Registered Nurses (Band 5 & 6); Health Care Support Workers (Band 2, 3 and 4); registered and unregistered bank and agency staff and student nurses .

**Organisation chart:** To be added

### **JOB SUMMARY / PURPOSE**

Demonstrate the Health Board's values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness and compassion in everything that you do in the work environment and ensure that others demonstrate the same values.

Exercise 24-hour accountability for the management of the ward, to include leading and developing the core nursing establishment in the delivery of compassionate, high quality, effective, patient-centred nursing care; and providing fair, honest and measured people management.

Provide visible, professional nursing leadership, support, supervision and guidance (in line with NMC standards), expert clinical advice and undertake management and monitoring activities in line with legal and professional requirements, statutory rules and Health Board policies relating to evidence based practice

Be responsible for the efficient management of the ward budget, effectively deploying the nursing team and utilising the allocated resources and raising any financial expenditure concerns to appropriate personnel in a timely manner.

Work and communicate effectively as a member of the senior clinical and nursing leadership team for the directorate/service, collaborating with other Senior Sister/Charge Nurses and Senior Nurse Manager, including deputising for the SNM where required at patient flow , Health Board and site based meetings.

Create and promote a learning culture within the clinical area to support the professional growth and development of all nursing staff, students and (as appropriate) members of the multi-disciplinary team.

### **Main Duties and Responsibilities**

Work autonomously to plan own work schedule plans, in view of daily and weekly management responsibilities along with leadership and supervisory aspects of the role.

Supervise the professional and clinical work of nursing staff within the clinical area allocating work effectively, considering skill and competency of staff and patient requirement and delegate the delivery of care where appropriate, in line with NHS Wales' delegation framework ensuring staff are using evidence based practice.

Support staff in upholding the standards in the NMC Code (2018) as part of providing the quality and safety of care expected by service users and regulators.

Take responsibility for effective rostering of staff to ensure that ward has effective skill mix and staffing levels to meet demand; and that staff health and well-being is a key consideration underpinning the rosters produced

Take responsibility for the procurement and maintenance of physical assets and specialist supplies for the ward, ensuring cost effectiveness e.g. complete capital bids, charitable fund requests.

Maintain, monitor and evaluate standards ensuring evidence based quality of care is provided by the clinical team and respectfully challenge/take appropriate action when care falls below the expected standards.

Take responsibility for the environment of care, ensuring infection control policies and procedures in place and participate in relevant monthly audit and act upon the results.

Support a culture for learning and development through promotion of a reflective approach to practice and utilizing a supportive clinical supervision framework in support of team members as appropriate

Promote a positive research culture, contributing to the wider research agenda through initiating or supporting research activity.

Deal with complex clinical and managerial situations that arise, analysing data and information, seeking appropriate help and making decisions in relation to patient risk and care and take appropriate action.

Seek appropriate advice/alert agencies when there are any concerns regarding potential/actual risk to any patient or their dependents e.g. child safeguarding, domestic violence, protection of the vulnerable adult, mental capacity and deprivation of liberty.

Promote collaboration across disciplines and across agencies to ensure timely, safe, compassionate patient -centered care is planned and delivered by the service at all times

### **Service Management**

Be responsible for the development of evidence-based policies, procedures and protocols for the ward/ unit ensuring that they meet national, local and professional criteria, gaining HDUHB approval/ratification prior to use where appropriate. ,.

Act with autonomy, authority and integrity to make decisions within an agreed professional and managerial structure, seeking advice as appropriate.

Promote multidisciplinary working, with outcomes aimed at achieving the best interests of patients through cohesive service delivery.

Provide open and honest feedback to the team on standards of nursing care provided to, and experienced by, patients and service and communicate and implement agreed improvement actions / learning in a timely fashion.

Lead in the investigation of clinical incidents, complaints and support any serious untoward incidents using root cause analysis methodologies. Ensure action plans and findings are fully implemented in a timely manner and recommendations are incorporated into practice.

With support from Human Resources take necessary steps to effectively and fairly manage any individuals in the team whose performance is poor

Provide relevant information and actively engage (and support the team to be involved also) in the nurse staffing level calculation processes for area of responsibility.

Utilize resources effectively ensuring the planned nurse staffing levels are rostered and all reasonable steps are taken to maintain them for the ward/unit over the 24 hour period.

### **Service and Quality Improvement**

Maintain and monitor the standard and quality of care delivered on the ward and respectfully challenge poor practices as appropriate. Escalate immediate/significant/persistent quality concerns to the Senior Nurse Manager and/or taking immediate actions, as appropriate

Maintain and/or seek to improve standards of the care environment, including environmental cleanliness through participation in multi-disciplinary monitoring of the estate and cleaning specification within the ward area.

Take actions continually to both maintain and monitor compliance with the agreed planned rosters in order to meet the requirements of the Nurse Staffing Level (Wales) Act.(2016).

Take responsibility for the collection and collation of accurate and timely data and information for a range of purposes including informing nurse staffing level review, audit, research and service performance measurement in order to share examples of good practice and action areas requiring improvement.

Support the Senior Nurse by providing accurate and timely information to daily patient flow meetings, taking the appropriate actions in order to ensure effective patient flow through the ward.

Act consistently within legislation, policies and procedures and other quality approaches relevant to working in clinical practice, always supporting and enabling others to also practice to the same standards. .

Deal with patient and relative concerns, complaints and incident reports openly and honestly, in line with policy, undertaking initial/full investigations and ensuring immediate action plans are initiated as required in order to safely deal with situations arising

Develop and implement improvement plans for the ward in line with the Health Board's quality improvement goals.

Work cohesively towards quality improvements targets as agreed with and directed by the directorate management team

### **Communications**

Develop and maintain good interpersonal relationships with the clinical specialists from across nursing and the wider multi-disciplinary team, working in partnership to meet the patient needs and achieve nationally-agreed standards.

Establish and maintain effective team communication mechanisms using a range of methods to ensure that all staff have access to the information made available to them

Practice, and role model, excellence in patient advocacy and liaison.

Establish respectful and effective relations and communication networks with internal and external agencies. Participate in Task & Finish Groups, All Wales networks etc when required.

Ensure there are effective communication systems in place to enable staff to participate in effective two-way communications on developments across the Health Board/NHS Wales.

Ensure effective handover of patients between shifts / health care professionals, effectively using a range of communications aids such as verbal handover/written documentation/referral letters and requests.

Provide both verbal and written reports when required.

Promote excellence in professional/patient care record keeping at all times, supporting the drive to digitalise the nursing/patient care records in line with national and Health Board developments

### **Finance and Resources**

Demonstrate a sound knowledge of ward resource costs and adopt a cost conscious approach to the utilization of such resources, identifying and taking forward areas for cost reduction.

Work within the agreed budget for the ward, demonstrating an excellent understanding of financial value of the resources utilised within the clinical area and approaches to ensure best value for money

Take full account of the requirement to effectively use the available staffing resource whilst considering the requirements to ensure staff well-being is promoted, and responsible for planning and scheduling duty rotas, annual leave, study leave, time in lieu; verifying the ward nurse staffing roster; monitoring absences and the use of temporary staff, in line with Health Board workforce policies .

Maintain close partnerships with finance department in order to understand resource management processes and standing financial orders.

Ensure that the Health Board policies and procedures for escalating concerns around nurse staffing levels are adhered to.

### **Personal and People Development and People Management**

Manage and ensure the well-being of staff through effective appraisal, roster management recruitment and selection, fair and compassionate staff management (in line with all HB workforce policies) and the supervision of learners

Work collaboratively with the Education Liaison Service and with academic organisations directly where appropriate in order to ensure excellence in the student learning experience offered in the ward/area.

Optimize the learning environment within the clinical area enabling individual practitioners to flourish and to develop knowledge and competence

Establish an understanding of the evidence-base for practice and assume responsibility for own practice.

Contribute to /coordinate the provision of ward and HB wide teaching as appropriate to specific areas of expertise and evidence based knowledge

Develop and utilise ward based competencies for all staff groups, ensuring their use by new starters and promoting the review and refresh of competencies for current ward based staff as they are developed.

Take responsibility for ensuring the completion of the nursing team's annual PADR. In partnership with reviewee, identify opportunities to develop competence/ skills in order to achieve objectives.

Support registered staff to complete their professional revalidation with the NMC in a timely manner. Act as the Confirmer and Reflective Discussion Partner as required.

Actively participate in your own PADR seeking support as appropriate to develop your own skills, knowledge and competencies. Take responsibility for your own NMC Revalidation.

Lead in the staff recruitment cycle for new nursing team members whilst also taking steps to promote retention and enhance the well-being of staff working within the team. Promote the development of a cohesive team through ensuring the effective induction and settling in of new staff members within the team.

### **Information Processing**

Ensure that legible nursing records are maintained in a timely manner throughout the nursing service, fully utilizing current, approved nursing documentation and actively promoting and role modeling the use of e-documentation as appropriate to clinical area.

Ensure that nursing data and patient information is stored safely and correctly and in accordance with data protection legislation and Health Board policies and procedures.

Ensure that the nursing team are kept up to date on current legislation and guidance re: information governance and challenge poor practice as required.

Develop and continually improve the knowledge and skills required to ensure the effective use of the relevant IT systems required in the clinical area e.g. E-roster, Welsh PAS, Health and Care Monitoring System (including patient acuity/dependency module) , Oracle. Liaise effectively with appropriate support teams to facilitate this work stream e.g. e-roster team

Provide accurate and timely organizational workforce and performance data/information as required in line with Health Boards managerial systems and processes

### **Health, Safety and Security**

Assess and manage risks associated with health and safety issues and reports untoward incidents.

Take all possible precautions to safeguard the well being, welfare, health and safety of staff, service users, visitors and the public by implementing all policies related to health, safety and risk.

To be aware of the protection of adults at risk amongst the service users/families. Report any concerns in accordance with Health Board policy.

To be aware of safeguarding of children amongst service users/families. Report any concerns in accordance with Health Board policy.

Attend own statutory/mandatory training and ensure that all team members are also supported to attend/undertake required training.

### **Equality and Diversity**

Recognize the importance of people's rights and maintain own knowledge base to ensure that all actions are in accordance with legislation, policies and procedures.

Promote and support the rights, responsibilities and diversity of patients and their families/carers and relate with kindness and empathy to all concerned.

Respect the privacy, dignity, needs, beliefs, choices and preferences of patients and carers, supporting the development of the care environment to be able to appropriately respond quickly and discretely to those with particular needs/protected characteristics.

Identify and take action when own or others behavior undermines equality and diversity.

Ensure own and the wider nursing team's current knowledge base is maintained in relation to potential need to access spiritual/multi-cultural faith support for patients/carers/staff.

Act as a patient advocate at all times

### **Effort and Environmental**

Push patient trolleys/beds/chairs.

Use of hoist to support patient including steady hoist.

IT need for patient information inputting/checking results e.g. Welsh PAS and for ward management e.g. e-rostering, oracle.

Periods of intense concentration needed for carrying out some clinical interventions.

Calculate drug dosages.

Responds to the needs of acutely ill patients.

Provide unwelcome news to patients/families/carers and deal with bereaved families in a caring and compassionate manner

Provide compassionate emotional support to patients, families and staff in distressing and emotional situations.

Direct contact with uncontained body fluids, foul linen, fleas, lice and noxious fumes.

May be exposed to sudden violent threatening behaviours by patients, relatives, carers and/or public especially in emotive situations.

### **Scope of Practice Statements Required for the Specialty**

The following tasks and duties are required for the specific specialty/post (please only include those tasks and duties **not covered** by the core nursing statements)

(NB For the Senior Sister/Charge Nurse posts on all wards falling under S25B of the Nurse Staffing Levels (Wales) Act) the following duty must be included:  
Contribute to – and facilitate the engagement of the team in the 6 monthly review and recalculation of the nurse staffing level



## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications and Knowledge</b>	Registered Nurse (Part 1) Current NMC Registration  Bachelor degree (or equivalent experience)  Pertinent postgraduate diploma (or equivalent development / experience AND a willingness to undertake appropriate post graduate level study when in post)  Bronze IQT  Teaching/Coaching qualification (or equivalent experience)  Knowledge of legislation pertinent to role	Recognised management qualification  Recognised leadership qualification  Experience of leading a team  Masters degree in pertinent subject	NMC Registration Certificate  Portfolio  Application form
<b>Experience</b>	Proven and relevant experience at Band 6  Appropriate experience within specialty and able to demonstrate sound knowledge of relevant specialty  Able to demonstrate sound knowledge of NMC Code (2018)  Proven post-registration experience and evidence of coordinating and managing a team of staff.  Able to demonstrate an awareness of professional issues and developments.  Evidence of leadership skills  Experience of working in a multi-professional environment  Experience in budget management	Experience of working in a Band 7 role  Understanding of financial and resource management processes	Application form and interview

	<p>Experience of effective staff management Experience of running a ward/area/department</p> <p>Experience of mentoring pre-registration nursing/midwifery students</p> <p>IT skills</p> <p>Able to relate theory into practice through reflective skills</p> <p>Good knowledge of information governance/data protection requirements</p>		
<b>Language Skills</b>		<p>Welsh Speaker (Level 1)  <i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p>	Application form and Interview
<b>Aptitude and Abilities</b>	<p>Excellent (verbal/listening/written) communication skills</p> <p>Passion for supporting the development of others</p> <p>Advanced clinical skills</p> <p>Leadership skills</p> <p>Evidence of effectively implementing change in the clinical practice</p> <p>Able to demonstrate research based practice</p> <p>Ability to delegate and prioritise work</p> <p>Able to manage time effectively</p> <p>Evidence of commitment to and understanding of mentorship/reflection/clinical supervision.</p>	<p>Evidence of research and audit work</p> <p>Sound knowledge of HR policies</p>	Interview

<b>Values</b>	<p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> <li>• Dignity, Respect and Fairness</li> <li>• Integrity, Openness and Honesty</li> <li>• Caring, Kindness and Compassion</li> </ul> <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> <li>• Working together to be the best we can be</li> <li>• Striving to develop and deliver excellent services</li> <li>• Putting people at the heart of everything we do</li> </ul>		
<b>Other</b>	<p>Commitment to working a shift pattern which is complementary to role within leadership team of clinical area , with aim of providing maximum visibility of nursing leadership team across 7 days of week.</p> <p>Details to be agreed with nursing management team on appointment.</p> <p>Highly professional and enthusiastic attitude towards nursing</p> <p>Good awareness of current developments within the NHS</p>		

### Level 1 Welsh

*(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)*

**Listening/Speaking:** Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

**Reading/Understanding:** Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

**Writing:** Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

## **GENERIC STATEMENTS**

### **NHS CODE OF CONDUCT FOR MANAGERS**

**\*\* For Managers only:**

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

### **REGISTERED HEALTH PROFESSIONAL**

**\*\* For Registered Health Professionals only:**

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the postholders responsibility to ensure they are both familiar with and adhere to these requirements.

### **HEALTHCARE SUPPORT WORKERS**

**\*\* For Healthcare Support Workers only:**

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

### **COMPETENCE**

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

### **OUR VALUES**

Hywel Dda University Health Board is a values driven organisation. The post holder is expected to uphold our values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness & compassion underpin a behaviour framework which are supported by our organisational values of

- Putting people at the heart of everything we do
- Working together to be the best we can be
- Striving to deliver & develop excellent services

### **TEAM BRIEF**

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

Issue Date: March 2019 - This job description will be reviewed after three years.

## **RISK MANAGEMENT/HEALTH & SAFETY**

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

## **HARRASSMENT & BULLYING**

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

## **RECORDS MANAGEMENT**

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

## **FLEXIBILITY STATEMENT**

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

## **CONFIDENTIALITY**

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

## **EQUAL OPPORTUNITIES**

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

## **OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS**

Issue Date: March 2019 - This job description will be reviewed after three years.

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

### **ENVIRONMENTAL**

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

### **SMOKE FREE POLICY**

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients, visitors and the public.

### **SAFEGUARDING ADULTS AND CHILDREN**

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

### **INFECTION CONTROL**

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

### **GENERAL**

The postholder needs to ensure they are familiar with their terms and conditions of service.

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