



# Together

**Job Description**  
Sister/Charge Nurse

# LANCASHIRE TEACHING HOSPITALS NHS FOUNDATION TRUST WORKFORCE DIRECTORATE

## JOB DESCRIPTION (Leadership Position)

**JOB TITLE:** Sister / Charge Nurse

**DIRECTORATE:** Medicine

**REPORTS TO:** Ward Manager, Matron

**ACCOUNTABLE TO:** Ward Manager

**KEY RELATIONSHIPS:** Matron, Ward Manager, Consultants, Staff Nurses, Assistant Practitioners, Healthcare Assistants

**DIRECT REPORTS:** Staff Nurses, Assistant Practitioners, Healthcare Assistants

**HOURS:** 37.5 Hours per week

**LOCATION:** Chorley & South Ribble Hospital

**BAND:** 6

**NB:** The post holder may be required to work in other departments across our hospitals including across our sites.

Senior Sister / Charge Nurse

Sister / Charge Nurse

Staff Nurse

**DBS (Criminal Record) check level required for role:**

Please indicate the level of DBS check required in this role	Standard	Enhanced without Barred List Checks	Enhanced with Child only Barred List Check	Enhanced with Adult only Barred List Check	Enhanced with Child and Adult Barred List Checks
					X

**KSF Core Dimension Levels for Role**

Communication	Personal & People development	Health, Safety & Security	Service Improvement	Quality	Equality & Diversity
3	4	3	3	3	2

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## **Role Summary**

To support the Senior Sister/Charge Nurse, Ward Manager and/or Matron in ensuring the provision of excellent care with compassion for the patients, relatives and visitors who are cared for within our Acute Stroke Unit. Be responsible for ensuring the planning, delivery and evaluation of care to meet the personalised health and wellbeing care needs of patients, in line with the Trust's Values & Nursing & Midwifery Professional Framework. Provide strong leadership and direction to the team, monitoring and maintaining standards of care and professional practice to support day to day efficient running of the clinical area, service. Act as a strong role model and provide development, clinical supervision and advice for other staff and students to support them in reaching their full potential. To ensure the productive operation of the ward environment through the maintenance of a safe, clean and organised environment. To act at all times in a manner that upholds the Trust's Values and the Nursing & Midwifery Professional Framework goals. To work as part of a team to ensure that patients and relatives receive excellent care with compassion.

## **Key Duties and Responsibilities:**

The duties and responsibilities listed below should be undertaken in accordance with the levels of competence as defined in the KSF outline for this post.

In addition all staff are expected to act in accordance with the values and behaviours of our organisation.

## Leadership Framework Profile for Role

Inspiring Others	Responsibility for the Team	Leading from the Front	Conscious Leadership	Delivering the Service
3	3	3	3	3

(Level of capability required: 0 – Not Required, 1 – Developing, 2 – Capable, 3 – Strong, 4 – Outstanding)

### Leadership Behaviour Clusters Overview

**INSPIRING OTHERS** - Motivates staff by involving them in the planning process, utilising their strengths, providing support and delegating to empower others. Role modelling desired behaviours by showing passion, communicating the Trust vision with pride and behaving consistently with the Trust Values.

**RESPONSIBILITY FOR THE TEAM** - Provides direction, feedback and understands the challenges faced by the team. Willing to pitch in and work as part of the team when necessary. Tackles conflict proactively and constructively. Demonstrates honest and trust.

**LEADING FROM THE FRONT** - Able to take charge when necessary, overcoming challenges caused by conflicting priorities, lack of resources, difficult or demanding situations in the internal and external environment. Displays determination and resilience to raise performance levels. Learns from mistakes and develops creative and innovative solutions.

**CONSCIOUS LEADERSHIP** - Self-awareness of who they are, what they stand for, what others need from them and their impact on others. Considers different perspectives, follows up on promises and works in line with the Values. Reflects on performance using information to identify what needs to be done differently.

**DELIVERING THE SERVICE** - Focuses on quality and service provided. Continually tries to identify the most effective way of making the service responsive to meet changing demands. Articulates the vision with clarity, keeping focus on improving services and inspiring others to be positively involved. Manages short and long-term priorities, balancing the big picture with detail to ensure the highest standards are achieved.

## Our Values



### Being Caring and Compassionate

*Being caring and compassionate is at the heart of everything we do, it is about understanding what each person needs and striving to make a positive difference in whatever way we can.*



### Recognising Individuality

*Appreciating differences, making staff and patients feel respected and valued.*



### Seeking to Involve

*Actively gets involved and encourages others to contribute and share their ideas, information, knowledge and skills in order to provide a joined up service.*



### Building Team Spirit

*Working together as one team with shared goals doing what it takes to provide the best possible service.*



### Taking Personal Responsibility

*Individuals are accountable for achieving improvements to obtain the highest standards of care in the most professional way, resulting in a service we can all be proud of.*

ROLE DUTIES	MEASURABLE OUTCOMES					
<ul style="list-style-type: none"> <li>Support the Senior Sister/Charge Nurse or Matron in ensuring the provision of excellent care with compassion for the patients, relatives and visitors who are cared for within or by the ward, department, service or team.</li> <li>Ensure a high standard of nursing is delivered by self and others based on assessment, planning, implementation and evaluation of care to meet patients' needs in accordance with agreed local and National standards and evidence based guidelines.</li> </ul>	<p>In order to provide excellent care with compassion the Band 6 Sister/Charge Nurse will support their line manager by ensuring that -</p> <ul style="list-style-type: none"> <li>All patients have their individual care needs assessed against their usual activities of daily living and then planned and documented by a qualified member of the team on admission or transfer to the ward (or into the teams care) and regularly thereafter according to need but at least daily and in accordance with standards of best nursing practice, best evidence, condition specific requirements and as identified in trust policies guidelines and protocols or in accordance with</li> </ul>					

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	<p>professional clinical judgement.</p> <ul style="list-style-type: none"> <li>All patients are involved in decisions about their care and have agreed their plan of care.</li> <li>All patient based risk assessments e.g falls, nutrition, medication, infection control, and pain, are carried out in line with Trust policy and are used to inform the agreed plan of care.</li> <li>All patients are provided with information and opportunities to learn about their condition, care and treatment and general health promotion.</li> <li>All patients are provided with, and encouraged to engage in appropriate activities and stimulation to maintain usual physical and mental function.</li> </ul>					
<ul style="list-style-type: none"> <li>Assist and support the Ward Manager in the safe, effective management of the area including management of personnel, facilities and the associated systems and processes.</li> </ul>	<ul style="list-style-type: none"> <li>Ensures staff rotas are planned in advance ensuring adequate staffing and skill mix.</li> <li>Assists in the recruitment and selection of staff, following agreed policies.</li> <li>Demonstrates familiarity with policies and procedures, including major incident, fire, health and safety, disciplinary, complaints and grievance and follow these as necessary.</li> <li>Assists with management of performance issues including attendance, professional conduct, capability etc.</li> <li>Excellent care with compassion.</li> <li>Carries the area bleep in the absence of the Ward Manager.</li> <li>Actively tries to resolve issues and complaints at local level.</li> <li>Assists with investigation of complaints, clinical incidents and errors to identify and supports any required change to nursing practice.</li> <li>Gives clear and concise advice to people on the procedures in place eg PALS, complaints.</li> <li>Resolves potential conflicts as per conflict</li> </ul>					

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	<p>resolution guidance and the promotion of zero tolerance.</p> <ul style="list-style-type: none"> <li>• Reports incidents of violence or aggression immediately in order to seek help and support.</li> <li>•</li> </ul>					
<ul style="list-style-type: none"> <li>• Act as a role model, presenting a positive image of self, team and the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• Complies fully with the Trust Uniform Policy and ensures nursing team comply.</li> <li>• All patients, visitors, staff and students are welcomed in a manner which promotes a positive image of yourself, the ward and the ward team.</li> </ul>					
<ul style="list-style-type: none"> <li>• Be responsible for the delivery and co-ordination of care, through appropriate professional practice, delegation and supervision of duties carried out by junior staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Own work is prioritised appropriately and time is managed effectively.</li> <li>• Co-ordinate care across the ward/department deploying staff and prioritising as necessary.</li> <li>• Takes appropriate action when shortfalls occur, or are likely to occur.</li> <li>• Delegated duties are realistic, achievable and take into account team members' role, abilities and development needs.</li> <li>• Staff are appropriately supervised and supported in their roles.</li> <li>• Meets standards for leading and co-ordinating ward teams.</li> <li>• Has built excellent relationships with MDT and liaises effectively to ensure seamless care.</li> </ul>					
<ul style="list-style-type: none"> <li>• Set, monitor and maintain standards of care to improve the patient experience and outcome of care.</li> </ul>	<ul style="list-style-type: none"> <li>• Challenges poor standards of care or inappropriate behaviour and raises and escalates concerns about the safety and wellbeing of patients.</li> <li>• Takes a proactive part in team meetings.</li> <li>• Ensures ward performance board maintained up to date.</li> <li>• Participates and leads in innovations and improvements in services including the 'productive' programme, seeking patients and others views as appropriate.</li> </ul>					

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	<ul style="list-style-type: none"> <li>Ensures patients are placed on appropriate care pathways e.g the Care of the Dying Pathway, Sepsis Pathway.</li> <li>Undertakes audit and evaluation programmes.</li> <li>Excellent care with compassion.</li> <li>Makes constructive suggestions as to how the service can be improved.</li> </ul>					
<ul style="list-style-type: none"> <li>Proactively manage risk and maintain patient safety, conforming to health, safety and security legislation, policies, procedures and guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>Ensures patient based risk assessments e.g falls, nutrition, medication, infection control, pain, are carried out in line with Trust policy and timescales</li> <li>Ensure documentation is complete, legible and accurate</li> <li>Ensures appropriate actions to minimise risk e.g cot sides, blue tray, and enhanced care are implemented.</li> <li>Achieves own ANTT and hand hygiene audit and promotes and carries out audits for other staff and students.</li> <li>Uses and ensures agreed moving and handling procedures used and provides advice on patient moving and handling.</li> <li>Current moving &amp; handling update training maintained.</li> <li>Reports all accidents, incidents, near misses, faulty equipment or environmental issues immediately as per Trust Policy.</li> </ul>					
<ul style="list-style-type: none"> <li>Communicates all relevant information to the multidisciplinary team internally and with external organisations as required, to ensure seamless care.</li> </ul>	<ul style="list-style-type: none"> <li>Communicates in a professional and timely manner.</li> <li>Develops and maintain communication with people about difficult matters or difficult situations, in an appropriate, supportive and empathic manner.</li> </ul>					
<ul style="list-style-type: none"> <li>Promote provision of patient education and health promotion.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all relevant health assessments have been undertaken.</li> <li>Gives health promotion advice or refers to specialist.</li> </ul>					

<ul style="list-style-type: none"> <li>Promote equality in care and practice by recognising, respecting and meeting the needs and choices of individuals.</li> </ul>	<ul style="list-style-type: none"> <li>Treats everyone with dignity and respect.</li> <li>Acts in accordance with current legislation, policies, procedures and good practice relating to equality &amp; diversity.</li> <li>Takes action to address behaviour that undermines equality and diversity.</li> <li>Safeguards children, young people and vulnerable adults, escalating concerns in line with Trust policy and regulatory frameworks.</li> </ul>					
<ul style="list-style-type: none"> <li>Ensures environment of care is safe, well equipped and compliant with standards for hygiene and cleanliness.</li> </ul>	<ul style="list-style-type: none"> <li>Stock levels are maintained to enable smooth running of the department</li> <li>Manages resources within agreed budgets as set by the Clinical Manager</li> <li>Equipment is cleaned and maintained as per Trust standards.</li> </ul>					
<ul style="list-style-type: none"> <li>To participate in education and training of junior staff.</li> </ul>	<ul style="list-style-type: none"> <li>Undertakes mentor training when identified.</li> <li>Evidence of being active mentor and role model.</li> <li>Actively involves and supports students and junior staff in educational opportunities.</li> <li>Positive student feedback received through educational audits.</li> <li>Excellent care with compassion.</li> <li>Act as assessor and mentor to junior staff and students supporting their development.</li> <li>Be involved in Induction and monitoring of new staff.</li> </ul>					

<ul style="list-style-type: none"> <li>Maintain and develop own professional competence and seek to extend the scope of personal knowledge and skills within scope of role and professional practice</li> </ul>	<ul style="list-style-type: none"> <li>Actively participates in the appraisal and Personal development planning process and has a current appraisal and Personal Development Plan.</li> <li>Carries out staff appraisals and ensures all staff have agreed objectives and personal development plans.</li> <li>Undertakes identified learning and development opportunities, as agreed with manager.</li> <li>Maintains a current Personal Development Portfolio, in line with Trust Policy and NMC Registration.</li> <li>Participates in reflective practice and clinical supervision activities.</li> <li>Mandatory training as outlined by the Trust in the Risk Management TNA is up to date.</li> </ul>					
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Occupational hazards or exposures relevant to this job (please tick)			
<b>Physical</b>			
Patient moving & handling	<input type="checkbox"/>	Regular DSE work	<input type="checkbox"/>
Regular equipment / material moving & handling > 10kg	<input type="checkbox"/>	Climbing ladders and / or working at height	<input type="checkbox"/>
Noise (LEP,d > 80)	<input type="checkbox"/>	Hand Arm Vibration	<input type="checkbox"/>
Hot or cold conditions	<input type="checkbox"/>	Exposure to Ionising Radiations	<input type="checkbox"/>
Entry into confined spaces	<input type="checkbox"/>	Other potential ergonomic problems	<input type="checkbox"/>
Driving on Trust business	<input type="checkbox"/>	Vocational driving (C1,D1, LGV, PCV)	<input type="checkbox"/>
<b>Chemical</b>			
Exposure to known respiratory irritants or sensitizers	<input type="checkbox"/>	Exposure to known skin irritants or sensitizers (including latex)	<input type="checkbox"/>
Exposure to asbestos (non-licenced work)	<input type="checkbox"/>	Exposure to any other chemicals	<input type="checkbox"/>
<b>Biological</b>			
Exposure-prone procedures	<input type="checkbox"/>	Laboratory exposure to pathogens	<input type="checkbox"/>
<b>Other</b>			
Night work	<input type="checkbox"/>	On-call duties/ lone working	<input type="checkbox"/>

## Governance

The post holder will operate at all times to high standards of probity. This will include compliance with:

- Health and safety regulations
- All policies and procedures approved by our organisation
- Trust Standing Financial Instructions
- Working within Data Protection Legislation, Health & Safety at work Act 1974, maintain confidentiality at all times, as required by legislation and our policy
- Working to defined policies and procedures, actively implementing the development of the electronic solution
- Work within the limitations of the role
- Professional codes of conduct including the NHS Managers Code of Conduct (where these apply)
- All policies and procedures related to infection prevention and control as relevant to their post
- To raise any concerns as soon as possible, as per whistle blowing policy, relating to any:-
  - Healthcare matters, e.g. suspected negligence, mistreatment or abuse of patients; the quality of care provided
  - Concerns about the professional or clinical practice or competence of staff
  - The treatment of other staff, including suspected harassment, discrimination or victimisation
  - Health, safety and environment issues
  - Suspicion or knowledge of theft, fraud, corruption, bribery allegations or other financial malpractice
  - Employment standards and/or working practices
  - Criminal offences or miscarriages of justice
  - Failure to comply with any other legal obligation
  - Deliberate concealment of any of the above

## Information Governance

- To be fully aware of and committed to all policies, procedures and initiatives relating to information governance - this will include, but not limited to, data quality improvements, confidentiality and information security
- To take personal responsibility for safeguarding and ensuring the quality of information

## Behaviour

The post holder will be expected to:

- Support the aims and vision of our organisation
- Act with honesty and integrity at all times
- Be a positive ambassador for the organisation
- Demonstrate high standards of personal conduct
- set an example and encourage openness and honesty (particularly in reporting incidents and near misses ) and will actively foster a culture of learning and improvement
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the organisational commitment to equality and diversity
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver

## Job Review

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Signature of Post Holder:

Date:

Signature of Manager:

Date:

**LANCASHIRE TEACHING HOSPITAL NHS FOUNDATION TRUST  
PERSON SPECIFICATION**

**POST: Sister / Charge Nurse**

**Band: 6**

**DIVISION: Medicine**

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
<b>Qualifications &amp; Education</b>	<ul style="list-style-type: none"> <li>• Appropriate NMC Registration</li> <li>• Diploma or Degree in Nursing</li> <li>• NMC recognised Mentorship qualification</li> <li>• Evidence of continuing professional education or development in area of speciality</li> </ul>	<ul style="list-style-type: none"> <li>• Post registration qualification in area of speciality area</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Evidence of leadership experience and learning.</li> <li>• Awareness of recent advances within Nursing practice</li> <li>• Knowledge of Clinical Governance and safeguarding and the relevance to practice</li> <li>• Knowledge of relevant policies and procedures</li> <li>• Experience of implementing changes to benefit patients and improve nursing practice</li> <li>• Knowledge of Ethical issues</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of clinical competence in area of speciality eg surgery</li> <li>• Knowledge of Research and Development</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Able to perform clinical duties commensurate to that of the role</li> <li>• Excellent communication skills</li> <li>• Able to obtain and evaluate information to aid decision making</li> <li>• Able to lead and supervise other staff</li> <li>• Ability to use IT systems relevant to work role</li> <li>• Ability to prioritise</li> <li>• Good time management skills</li> <li>• Commitment to develop mentorship skills</li> </ul>	<ul style="list-style-type: none"> <li>• Lead others in change management</li> <li>• Good presentation skills</li> <li>• Good teaching skills</li> <li>• Intermediate IT skills</li> <li>• Experience of mentorship and ability to identify learning and development needs</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>
<b>Values &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Caring &amp; compassionate</li> <li>• Self-motivated and able to motivate others</li> <li>• Commitment to CPD of self and others</li> <li>• Able to work closely with team members</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> </ul>

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**Leadership Framework Behaviours**

**INSPIRING OTHERS**

- Motivates a wide range of individuals, actively encourages and supports their colleagues to work to the best of their ability
- Encourages staff to take ownership for their own development.
- Demonstrates high levels of personal performance and conduct at all times, makes clear to staff that they are expected to do the same.
- Involves relevant colleagues in decision-making, listens but takes the final decision themselves.

**RESPONSIBILITY FOR THE TEAM**

- Can alternate between working as part of the team and taking control.
- Clearly communicates key performance priorities and objectives to their teams eliminating ambiguity.
- Exhibits foresight to identify and defuse conflict before it occurs. Creates an environment where conflict is managed, resolved and a way forward is found.
- Encourages multi-way feedback environment, e.g. openly between team members; uses feedback as a motivational tool.

**LEADING FROM THE FRONT**

- Is confident taking charge, and is able to effectively deal with and influence more challenging individuals.
- Shows optimism and resilience under the most stressful circumstances. Inspires others, keeps the positive message going even when others have ceased to believe.
- Is prepared to be held accountable for agreed goals. Sets targets for performance, providing staff with clarity of purpose and direction.
- Sees through conflicting or complex information to find a solution that tackles the problem at source. Requires staff to propose solutions when raising problems. Delivers solutions that have a positive and far reaching impact, influencing future direction of the Trust.

**CONSCIOUS LEADERSHIP**

- Uses talents to the full by participating in a variety of events to build strengths. Is dedicated to continuous learning and self-improvement, undertakes activities to enrich knowledge build new skills and hone existing skills.
- Acknowledges and respects others' diverse perspectives. Takes the time to get to know individual team members, willing to listen non-judgementally to others' opinions and contributions regardless of whether they agree to them.
- Recognises the impact their behaviour has on others and seeks to regulate behaviour to have a positive outcome.
- Is known to support and apply a high set of ethical and moral principles. Stays true to personal/Trust values regardless of internal and external pressures.

**DELIVERING THE SERVICE**

- Designs, implements and drives forward improvement initiatives, can measure the impact process improvements have at all levels (e.g. patient, team, department). Takes a proactive approach, bringing about improvements before being asked.
- Maintains an overview of team progress, taking steps to ensure that targets are attained and staff make the best use of their time. The progress being made and predicts potential failures, developing contingency plans in advance.
- Has a long term vision that sets out stretching goals, using them to motivate their team to improve service standards.
- Creates an environment where poor performance or conduct is tackled promptly and directly, empowering staff members to challenge poor performance in one another.

- Interview