



## **JOB DESCRIPTION**

### **Oxford Health NHS FT**

Oxford Health is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

**Job Title:** Ward Manager  
**Band:** 7  
**Responsible to:** Modern Matron  
**Responsible for:** Ward Staff  
**Accountable to:** Senior Matron, Head of Service.

**Author:** Hannah Woodford  
**Creation Date:**  
**Last Updated:** March 2024  
**Document Ref:** IJES  
**Version:** 1

## **JOB PURPOSE**

The ward manager is responsible for the effective operational management, organisation and delivery of high-quality nursing care and clinical leadership within the inpatient ward. In conjunction with the Modern Matron, Senior Matron Head of Nursing, Head of Service, and Clinical Director the post holder is expected to contribute to the development of acute service provision across the Adult Acute Pathway. This involves the following:

- To provide, maintain and develop nursing care to the optimum standard possible within the resources provided.
- To act as the clinical leader, providing role modelling, facilitation, and education to the nursing team
- To participate in the duty manager rota providing clinical support, advice and practical involvement as required to ensure the safe provision of the clinical services.
- Support the provision of 24-hour full and accountable managerial responsibility for the ward.
- To take the lead in ensuring effective joint working with statutory and voluntary agencies to ensure responsive and appropriate service delivery to users and carers.
- To represent the service both externally and internally in respect of all the above.
- To ensure that the ward meets the level of safety and security that is in accordance with QWNA , CQC, Trust standards.
- To ensure that the ward meets the level of quality and governance in accordance with QWNA , CQC, and Trust standards.

## ***DUTIES AND RESPONSIBILITIES***

### Clinical Skills

- Demonstrates clinical expertise in an area appropriate to Adults of Working Age Inpatient care arising from a recognised qualification and course of preparation (for example, PSI training, CBT, DBT, behavioural family work: and post graduate education
- Demonstrate ability to engage proactively with patients and their families/ carers/ significant others to build positive working alliances.
- Demonstrate commitment to work alongside patients and their families/ carers/ significant others.
- Ability to work with assessed needs embracing the wishes of the patient in the acute inpatient setting.
- Demonstrate ability to disengage from the working alliance and hand over care responsibilities to the community services.
- Shows commitment to provide consistency of care through the named nurse initiative for patients.
- Able to make a systematic and comprehensive assessment / re-assessment of patient need employing appropriate assessment tools, and within the CPA framework, to develop the plan of inpatient care taking account of all aspects of the patient's life.
- Able to undertake carer's assessment and develop carer's care plans.
- Shows willingness to engage patients and carers with the PALS service where appropriate.
- Demonstrates the skills and knowledge essential for developing risk management plans, and timely review of the risk management plan identifying opportunities for positive risk taking in conjunction with the patient , ward team and carers/ relatives/ significant others.
- Able to assess patients progress on the ward through close working with the ward team. •

Respond to the needs of people sensitively with regard for age, culture, race, gender, ethnicity, social class, and disability to optimise the helping relationship.

- Shows ability to effectively co-ordinate and implement plans of care during the patients journey through the inpatient environment.
- Ensures that there is a full and comprehensive range of information regarding care options and resources available to clients and carers.
- Has up to date knowledge of the role and responsibilities of the nurse under the Mental Health Act 1983 and its application in practice
  - Demonstrates skills and knowledge to effectively work with patients and their families / carers/ significant others on symptom management and relapse prevention.
  - Demonstrates skills and knowledge to effectively work with patients and their families/carers/ significant others in medication management.
  - Demonstrates skills in working with patients on problem solving.
  - Works to develop effective multidisciplinary relationships through skilled communication with the ward and community teams.
  - Shows ability to effectively evaluate plans of care in collaboration with patients as an ongoing process and make recommendations for changes in the care package.
  - Works effectively to provide a sense of containment and safety for the patient through close working with the AMHT's including the development of crisis management plans.
  - Actively engages in reflection on own practice as an ongoing process and through regular clinical supervision.
  - Demonstrates clear, effective, up to date and accurate record keeping.
  - Conduct a legal, ethical, and accountable practice and remain open to the scrutiny of peers.
  - Effectively leads the clinical response to incidents on the ward.

### Leadership Skills

- Demonstrates a sound understanding of contemporary mental health care issues and able to articulate a clear vision for inpatient service development.
- Shows a willingness to receive feedback on own performance both informally and through the PDR process demonstrating ability to implement the resulting action plan.
- Acts as a role model in the clinical arena for all staff.
- To work in conjunction with the patient flow team to provide up to date and relevant information as part of the patient flow pathway to ensure patients get the appropriate level of care in the least restrictive setting.
- To work in liaison with the patient flow team and acute wards to ensure step down to acute wards is identified for patients when clinically appropriate.

### Management Skills

- Shows the capacity to maintain the overall containment and sense of safety on the ward.
- Demonstrates the skills of managing care effectively in conjunction with the Multidisciplinary Team taking account of each member's contribution to the care package.

- Demonstrates the skills of effective time management and ability to prioritise competing demands. • Shows effective skills in managing sickness, absence, leave and the disciplinary process.
- Gives regular and constructive feedback to colleagues and team members.
- Demonstrates the attitudes and skills required to undertake supportive effective appraisals for nursing staff.
- Demonstrates the attitudes and skills necessary to provide and/or co-ordinate effective supervision to the nursing team.
- Able to work positively with patients or carers who express verbal concerns or complaints about the service and attempt early and effective resolution in conjunction with the PALS Service.
- Is cognisant of the policy and procedural guidance following a Serious Untoward Incident on the ward and able to prepare a clear and concise report within 24hrs.
- Able to make and implement recommendations arising from SUI reports and investigations.
- Leads clinical audit process and develops nursing care in response to the findings.
- Actively contributes towards the development of local policy and procedural guidance.
- Is cognisant of local trust policies and adheres to policy and procedural guidance.
- Ensures that all ward staff are cognisant of local trust policies and procedural guidance.
- Demonstrates the knowledge, skills, and attitudes essential to managing change including a clear understanding of drivers and the skills necessary for handling resistance.
- Demonstrates the ability to undertake the recruitment process effectively.
- Act to ensure that infection control legislation, policies and procedures are consistently applied and ensure any need for improvement is implemented and/or reported to the matron and facilities management team.
- Demonstrates the efficient use of staff resources regarding effective skill mix to manage patient care.

#### Professional and Education / Training Skills

- Keeps up to date with legislation, evidence-based practice and has a clear understanding of good practice.
- Works collaboratively with the Link Lecturer to undertake annual learning environment audits and develop and implement action plans within agreed timescales.
- Demonstrates the interest and enthusiasm essential for developing a robust mentoring system for all nursing students on placement on the ward.
- Shows evidence of commitment to lifelong learning through ongoing professional and career development.
- Follows professional guidelines and Codes of Practice as laid down by the NMC.

**STRUCTURE CHART**

(please see attached structure chart)

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## **CODE OF CONDUCT**

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

### **Personal Development**

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

### **Code of Conduct**

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

### **Equal Opportunities/Diversity**

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

### **Health & Safety**

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

### **Infection Control**

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up to date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

- In line with the Health and Social Care Act all staff have a responsibility for maintaining high standards of environmental cleanliness, which includes escalating and addressing any concerns.

### **Confidentiality and Data Security**

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 1998, NHS Confidentiality guidelines (eg. Caldicott, GMC) and any code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

### **Safeguarding**

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

### **Other**

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

## PERSON SPECIFICATION

Band: 7		
Criteria for Selection	Essential Requirements	Desirable Requirements
Knowledge Requirements	<p>Demonstrable ability to meet Trust values of :</p> <ul style="list-style-type: none"> <li>· Caring</li> <li>· Safe</li> <li>· Excellent</li> </ul>	
Qualifications – Academic/Skills/Professional	<p>Can demonstrate clear evidence of continued professional development.</p> <p>Experience as a clinical supervisor.</p> <p>Sound skills in clinical risk assessment and management.</p> <p>Understanding of contemporary issues in mental health care.</p> <p>Knowledge of the Mental Health Act 1983.</p> <p>Demonstrates background of leading audit and developing nursing care in response to findings.</p> <p>Has clear vision for acute adult inpatient care.</p> <p>Demonstrates the ability to manage change.</p> <p>Demonstrates ability to lead nursing in the context of MDT working</p>	
Further Training or Job Related Aptitude and Skills	<p>RMN 1st Degree on nursing related studies</p> <p>Has been a mentor for student nurses for minimum of 3yrs and holds a mentor's qualification.</p> <p>Demonstrates the ability to</p>	<p>Training/Qualification in clinical supervision. Training/qualification in Quality Improvement Experience of Accreditation process Peer review experience</p>



	<p>facilitate the learning environment.</p> <p>Able to lead ward education and training programme.</p> <p>Presentation skills Handle complaints sensitively and effectively.</p> <p>Compiles succinct and clear reports following complaints and SUI's.</p> <p>Able to implement findings of investigations following complaints and SUI's Contributes towards development of local policy and procedural guidance.</p>	
Experience	1st Degree on nursing related studies	Management Qualification (operational or leadership) QI training Service improvement
Personal Qualities	<p>Experience Band 6 nursing in an acute setting.</p> <p>Acting/locum ward manager experience</p>	
Contractual Requirements or other requirements	<p>Compassionate, motivated &amp; enthusiastic</p> <p>Able to organise/prioritise time effectively.</p> <p>Is flexible.</p> <p>Demonstrates initiative.</p> <p>Excellent communication/interpersonal skill</p>	
	<p>Ability to travel between sites and to regional meetings.</p> <p>Ability to undertake PEACE and ILS</p> <p>Able to undertake duty manager duties.</p>	