

LD&A INPATIENT SERVICES

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE:	Night Services Co-Ordinator
BAND:	6
REPORTS TO:	Matron
BASE:	Brooklands Hospital

JOB SUMMARY

The post holder will be responsible for coordinating and overseeing clinical delivery across the Brooklands site throughout the night, providing leadership and clinical support for the nursing staff and ensuring the safe staffing levels and skill mix across the site. To ensure high quality of all aspects of care and to maintain therapeutic environments. The post holder will be responsible for coordinating and overseeing incidents on site and supporting staff in the management of these. They will work as part of a multi-disciplinary team in the planning, implementing and evaluating of comprehensive packages of care and at all times acknowledge and respect the individual rights of people with learning disabilities and / or mental health difficulties.



Respect



Excellence



Integrity



Collaboration

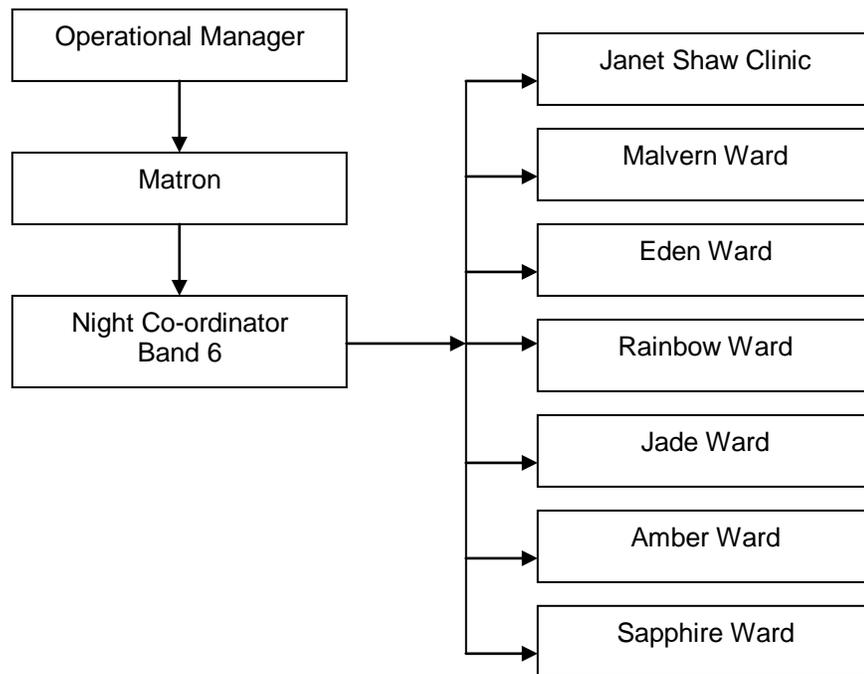


Compassion

Organisational Values:



ORGANISATIONAL CHART



MAIN RESPONSIBILITIES OF THE POST

- Regularly visit each ward to; provide advice and support, ensure staffing levels and skill mix are sufficient.



- Supervise junior members of staff including preceptorship nurses, students, and NHSP/agency staff
- Oversee all incidents as required and respond to CRASH, Fire and ILS calls
- Inform the Ward manager of professional concerns and promote professional evidenced based practice at all times in line with NMC requirements
- Actively contribute to the review of observation levels in conjunction with the MDT
- Co-ordinate staff issues which arise throughout the night and plan safe staffing for the following shift, liaising with Matrons and Staffing office
- Contribute to clinical audits and care plan reviews across all wards

Communication

- Communicate effectively via e-mail, and telephone to all wards on the Brooklands site and to liaise closely with matrons and general manager
- Rotationally Attend handovers to ensure effective communication.
- Appropriately share information with staff of other departments and disciplines
- Liaise with outside agencies i.e. Police, A & E, and safeguarding, sharing of relevant information and offering advice, ensuring confidentiality is maintained in line with Trust policy.
- Report any untoward situations as appropriate to the relevant on-call manager, using managerial and clinical skills to decide when and how to involve senior on-call staff.
- Report all site safety/security issues to the Senior Nurse/Matron or out-of-hours to the relevant on-call manager.
- Escalate to on-call manager of any immediate staffing problems, when appropriate.
- Ensure staffing deficits are highlighted and planned for when handing over to the day shift and where necessary covered for the next early shift.
- Communicate effectively with Ward Managers regarding any staffing issues or concerns, alerting Senior Nurse/Matron if appropriate.



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- To make maximum use at all times of verbal and non-verbal communication techniques at the prescribed manner level and pace in order to create the optimum communication environment.

Analytical and Judgmental Skills/ Freedom to Act

- Work with minimal supervision. Will be required to deal with a wide range of situations requiring decisions or judgments in relation to risk assessment, care pathways and staff management on a day to dayshift by shift basis
- Ensure all judgements / decisions made are in the best interest of the service user or service and are in line with local and Trust wide policies and in line with the Nursing and Midwifery Councils Code of Professional Conduct
- Ensure all complaints, incidents, untoward occurrences or situations affecting the care provided to the service user are reported to the Unit Manager at the earliest opportunity.
- Ensure that all legal requirements of the Mental Health Act 1983 are met in all its applications; be available as a resource for other units within the Trust at night for MHA advice, wide ranging working knowledge of MHA required.
- Comply at all times with the NMC Professional Code of Conduct.

Planning and organisational Skills

- Ensure adequate staffing levels and skill mix on each ward and re-deploy staff across the hospital site as required.
- Priorities areas of need and provide a presence for support and supervision
- Routinely attend and contribute to Handovers in each service area
- Contribute to the ongoing review of patient observation levels, providing summary and justification for this
- Act as fire coordinator for the site

Physical Skills

- Lead a team of staff in managing violence and aggression utilizing SI skills in control and restraint.
- Perform Immediate Life Support



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- Will walk around site frequently and respond quickly in an emergency situation

Responsibility for Patients/ Clients

- Carry out nursing procedures in accordance with Trust policies and procedures.
- Respond to all emergency situations, including staff attack, fire and medical emergency/cardiac arrest.
- Maintain an atmosphere conducive to improvement and maintain a friendly professional relationship with service users, relatives and carers and colleagues alike.
- Assist in complaint's procedure as appropriate; resolve complaints at local level if possible before following formal procedure.
- Keep up to date with developments, advances and research in individualised patient care and participate in research/education programmes relating to professional nursing issues.
- When necessary, assist in the dispensing of medications adhering to Trust policy and procedure.

Policy and Service Responsibilities

- Participate in the development and implementation of new initiatives, incorporating researched based practices.
- Participate in the monitoring and maintenance of standards in accordance with Trust and unit policies and procedures and professional occupational standards

Responsibility for Financial & Physical Resources

- Maintain all equipment in working order and liaise with on call maintenance for any urgent repairs.
- Monitor the ordering of equipment and supplies and comply with any 'stock labelling systems' to ensure cost effective maintenance of the non-pay budget.

Responsibility for Staff

- Provide clinical advice and support to ward staff, leading by example in difficult clinical situations.



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- Supervise staff who are either in preceptorship or belong to NHSP/Agency
- When necessary work alongside ward staff providing cover and support.
- Participate in the induction, teaching and supervising of staff where allocated.
- Contribute to the promotion of a positive learning environment within the clinical area which involves supporting students/learners
- Identify and report allegations of misconduct in line with the Trusts disciplinary policy or issues reportable under local safeguarding procedures without delay.
- Ensure records for sickness/absence are maintained

Responsibility for Information

- Use Carenotes when required to record entries for individual patients to ensure effective hand-over to next staff on duty and the MDT.
- Keep accurate and timely professional records of nursing care, ensuring confidentiality is maintained in line with Trust policy.
- Record staff sickness and absenteeism via the e-roster system.

Research and Development

- Assist in the development of service standards and participate in research and clinical audit.
- Participate in the ongoing development of the service through peer reviews, inspections and programme of audit.

Physical Effort

- The nature of this role will require the post holder to walk around the hospital visiting wards throughout the night. On occasions the post holder will be required to assist with emergency situations.
- Ability to undertake CPI accredited SI (Safety Intervention) training that will equip you with the skills to work alongside service users who present with challenging behaviour which can include, violence and aggression, verbal abuse, destruction to property or service users who have offence related histories



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Mental Effort

- Carry out risk assessments and document risk management plan.
- The post holder will be required to check documents, carry out assessments, and prepare reports at times when their concentration may be interrupted. Frequency of the task or interruptions will depend on service demands.

Emotional Effort

- Providing care to emotionally demanding patients
- Able to Work alongside service users who present with challenging behaviour which can include, violence and aggression, verbal abuse, destruction to property or service users who have offence related histories.
- Ability to support service users when in distressed states which includes reliving past abuse
- Giving unwelcome news to patients/ carers/ staff

Working Conditions

- The nature of this role will expose the post holder to body fluids, verbal aggression and physical aggression on a regular basis.

OTHER DUTIES

- The postholder will be required to use a computer, either a stand alone or as part of a networks system and will be responsible for the quality of information. The amount of time spent on this type of work will depend on the job.
- There will be the need to occasionally attend work during the day to complete statutory and mandatory training, attend team meetings and development days and meet with line manager for appraisal
- The Trust embraces the principles of Improving Working Lives and all staff will be required to adhere to the standards laid down in this initiative.
- The postholder will be required to take part in an annual performance appraisal, where this job description will be reviewed, and objectives set.
- The Trust has a No Smoking Policy the prohibits any smoking whilst at work.



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Compassion

- To follow and adhere to the Trust's Health and Safety Policies and instructions and be responsible for your own and others health and safety in the workplace.
- The postholder is expected to contribute to the creation of a working environment where everyone feels respected, valued and treated with dignity.
- The postholder will be expected to participate in the on-call rota

This job description is not exhaustive and may be amended in consultation with the postholder. It should be reviewed whenever major changes have been agreed to the post and should be reviewed as part of the annual appraisal process to ensure it remains an accurate reflection of the duties and responsibilities undertaken by the postholder.

Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults boards, policies and procedures and inter-agency guidance as identified in the Trust's Safeguarding policies and procedures.

Confidentiality

Personal information and many of the duties of this post are of a confidential nature and disciplinary action will be taken if confidential information is divulged to inappropriate persons.

Data Protection Act

All staff are reminded of their duties and responsibilities as employees under the General Data Protection Regulations (2018) and in particular to ensure that Personal Data is not negligently or unlawfully handled or disclosed to unauthorised persons.

Infection Control

As an employee of Coventry and Warwickshire Partnership Trust you are responsible for protecting yourself and others against the risk of acquiring a Healthcare Associated Infection. All staff, clinical or non-clinical are expected to comply with infection control policies and procedures. You will attend the mandatory infection control training and updates as required by the Trust.



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Environmental Issues

The Trust is committed to reducing its impact on the environment by preventing pollution, continually improving its environmental performance which increases the wellbeing of staff and patients. As a member of staff you are expected to adhere to policies to assist the Trust in meeting its environmental and sustainability targets.

Postholder's Signature:

Date:

Postholder's name:

Manager's Signature:

Date:

Manager's Name:



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		HOW MEASURED? A (Application Form) I (Interview)	WEIGHTING 1 – Low 2 – Medium 3 – High
Coventry and Warwickshire Partnership Trust Values	 Respect  Excellence  Integrity  Collaboration  Compassion		
QUALIFICATIONS	<ul style="list-style-type: none"> Registered Learning disabilities Nurse Evidence of continuing professional development Mentoring and Assessing ENB 998 or equivalent Immediate Life Support Training SI training 	<p>A</p> <p>A & I</p> <p>A</p> <p>A & I</p> <p>A</p>	<p>H</p> <p>H</p> <p>M</p> <p>H</p> <p>H</p>
KNOWLEDGE & SKILLS	<ul style="list-style-type: none"> Good verbal and written communication Understanding of current health policy initiatives Understanding of clinical governance Understanding of the Mental Health Act 1983 Ability to provide leadership and to motivate staff Able to prioritise clinical work Able to understand the importance of and compliance to policies and procedures Plan, supervise and organise the work of others 	<p>A & I</p> <p>A & I</p> <p>A & I</p> <p>A & I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>	<p>H</p> <p>M</p> <p>M</p> <p>H</p> <p>H</p> <p>H</p> <p>H</p> <p>M</p>
EXPERIENCE	<ul style="list-style-type: none"> Substantial post registration experience Recent experience working within an inpatient setting Experience in managing a hospital site out of hours Experience of working as a member of a multi disciplinary team Involvement in clinical supervision as a supervisor Experience of applying principles of: <ul style="list-style-type: none"> Equal opportunities 	<p>A & I</p>	<p>H</p> <p>H</p> <p>M</p> <p>H</p> <p>M</p> <p>M</p>



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	<ul style="list-style-type: none"> ○ Mental health Act 1983 ○ UKCC Code of Professional Conduct ○ Care Programme Approach ○ Recent government legislation ○ Developments in nursing practice ○ Quality in relation to nursing practice ○ Reflective practice 		
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Motivated and have a positive outlook in the face of adversity • Flexible and adaptable • Diplomatic and tactful 	<p style="text-align: center;">I I I</p>	<p style="text-align: center;">H H H</p>



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