

Job Description

Job Title	Ward Manager
Department	<i>Sylvan Ward</i>
Responsible to	<i>Clinical Services Director</i>
Reports to	<i>Senior Clinical Manager</i>
Salary Grade	<i>Band 5</i>
Criminal Records Disclosure Required	Enhanced DBS

Background information

St Nicholas Hospice provides end of life care both in the community and at our Hospice, supporting patients living with a terminal illness, and their loved ones.

Our vision is for ***all dying people and those close to them to have access to the care and support they need by providing high quality specialist end of life care and bereavement support whenever and wherever it is needed.***

As a registered charity our services are provided free of charge, with a proportion of our funding provided by voluntary donations, gifts and wider activities where our Fundraising and Retail teams have strong connections and participation with the local community.

This post holder will maintain day to day managerial, operational and clinical responsibility for the delivery of Safe, Effective, Responsive, Caring and Well Led support for patients and carers on Sylvan Ward. Responsible to the appropriate Head of Service and accountable to the Clinical Services Director, this new post recognises the importance of ward based leadership and supports a clinical plan for investment in the development of staff. It is integral to the aims of the One Team approach for the clinical care of patients across the whole organisation, which ensures a flexible workforce confident to support patients at various points through their experience of specialist palliative and end of life care.

JOB PURPOSE

- Day to day operational and clinical responsibility for the delivery of high quality clinical care and support for patients and their families on Sylvan Ward.
- Responsibility for the management of functions which support the delivery of care such as, staff rostering, effective use of resources and line management of staff
- Active participation in processes which support the delivery of safe and effective care such as, engagement with infection prevention and clinical governance processes, including contributing to the escalation/reduction of risk, investigation of incidents and implementation of learning
- Supporting the nurture and development of staff to ensure that all are able to reach their potential within the supportive learning environment of SNHC
- Role model the principles of specialist palliative care and end of life care, recognises the contribution made by all members of staff and volunteers.

KEY ACCOUNTABILITIES & RESPONSIBILITIES

Management

- To ensure the principles of safe staffing are embedded and achieved, by a robust process of planning and effective rostering.
- Ensure the effective management of staff, including managing absence, planning annual leave, completion of mandatory training, etc.
- Work closely with senior nursing and MDT colleagues, ensuring that duties and responsibilities are delegated appropriately.
- Full engagement and participation with issues of clinical governance, ensuring the identification, mitigation and addressing of risk, in a timely manner.
- Ensure that the framework, which supports clinical governance and safe care, is embedded across areas of responsibility.

Clinical

- Knowledge and understanding of the palliative care approach, including the philosophy of palliative care.
- Knowledge and understanding of the complex care needs of the dying patient, and those who support them
- Knowledge and understanding of palliative care emergencies
- Understanding of holistic and multidisciplinary care.
- Support of the development and delivery of clinical education, working closely with clinical education colleagues.
- Working closely with the multi-professional team to ensure a multidisciplinary approach, to include participation in various meetings which support this process.

Operational

- Proactively ensure that clinical resources are managed effectively, to include an awareness of external as well as internal priorities and the processes which support these.
- Support the development of the 'one team' approach
- Understand the wider health and social care system and the importance of effective collaboration with partners.
- Contribute to the design and implementation of service improvements, including the development of new services and new models of inpatient bed use
- Management of Sylvan Ward budget, with limits of Delegated Authority limits. Able to plan use of budget effectively to ensure service delivery/improvement.

Leadership

- Develop and instil confidence in the team and their ability to confidently approach and manage decision making, within the limits of competency and responsibility.
- Support and nurture the development of aspiring leaders across the team.
- Demonstrate an ability to challenge practice, attitudes and behaviours, to support effective team working and the delivery of high quality care.
- Awareness of and commitment to staff wellbeing, supported by strategies such as clinical supervision, reflective practice, etc.
- Awareness of and adherence to SNHC policies and procedures
- Demonstration of active awareness and understanding of the importance of equity, diversity and inclusion across clinical area of responsibility and the wider organisation.
- Awareness of the power of influence upon the development of effective relationships within and outside the organisation.

- Understanding and role modelling of the SNHC Values, able to demonstrate these in practice consistently.

KEY WORKING RELATIONSHIPS

- Patients and families/carers – providing appropriate support and guidance
- Colleagues – working collaboratively and respecting the expertise of others
- Marketing and Fundraising – supporting the work of events and campaigns which promote and support the SNHC Mission
- Members of the public – providing information, support and guidance around services
- NHS and other care providers – using networks effectively, working in partnership to develop services and improve experience
- Volunteers – recognising the skills of volunteers to support our work

JOB SCOPE

Decision making level	<ul style="list-style-type: none"> • Day to day operational management of the inpatient unit, to include decisions relating to clinical safety and risk management. • Understanding of decision making outside areas of responsibility and escalating to senior staff, adopting a solution based approach
Financial resources	<ul style="list-style-type: none"> • Delegated authority to manage payments to £2000 (currently) • Responsible to senior staff for the management of the inpatient unit annual budget.
Other resources	<ul style="list-style-type: none"> • Understanding of Sylvan Ward Assets List, to support provision of resources to support patient care, to include rolling programmes of equipment replacement. • Understanding and delegation of processes to support provision of consumables to delivery patient care.

People management	<ul style="list-style-type: none"> • Shift based supervision of inpatient team • Line management of Senior Hospice Nurses • Support of Ward Volunteers
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Accountable to Clinical Services Director for compliance with CQC and safeguarding standards • Responsible for escalation of issues outside own areas, eg: health and safety.

PERSON SPECIFICATIONS

Knowledge, qualifications and experience

- Current registration with the Nursing and Midwifery Council – Registered Nurse, Adult.
- Evidence of continued professional development, including recognised qualification specifically related to palliative care or long term conditions
- Teaching and assessing qualification.
- Clinically credible leader with significant experience of palliative care nursing.
- Experience of management and leadership in in-patient settings.
- Experience of planning use of clinical resources, including staff rostering and co-ordination of shifts.
- Experience of managing budgets
- Experience of developing and delivering training, based upon identified needs of service
- Ability to work unsocial hours, on occasion
- Ability to engage in challenging and emotive conversations at all levels
- Understanding of risk and ability to manage/escalate appropriately
- Understanding of CQC assessment framework – Safe, Effective, Responsive, Caring, Well Led
- Understanding of staff wellbeing and able to respond to the clinical burden carried by the team, experience in developing strategies to support, in co-operation with other colleagues.

Skills and abilities

Description of other skills and abilities required for the role –e.g. planning, analysis, interpersonal, communications

- Ability to confidently challenge poor practice, attitudes and behaviours
- Willingness to celebrate success and recognise good practice
- Flexible approach, including ability to support clinical staffing concerns at short notice
- Demonstrates understanding of SNHC Values, able to provide examples of living these values.
- Compassionate leader, able to actively listen, empathise and support team to feel valued and respected.
- Experience of working with volunteers

OTHER:

Any other role specific requirements, e.g. required to work shifts/evenings/weekends, some unsocial hours, travel etc.

- Some occasional unsocial hours required, in response to service need
- Ability to travel to meetings which may be off site or visit other locations to develop service/practice
- Potential need to engage in on call rota

STANDARDS AND EXPECTATIONS**Policies and Procedures**

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality/ Data protection

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

Health and safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Infection control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

Equality and Diversity

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job description

This Job Description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

February 2023