

PILGRIMS HOSPICES – JOB DESCRIPTION

Inpatient Unit Senior Ward Sister

Main Purpose and Scope of the Role:

Responsible for providing professional and managerial leadership to the inpatient unit team

POSITION IN ORGANISATION

Reports to: IPU Senior Nurse Manager
Line Manager for: Ward Sisters, Inpatient unit Registered Nurses and Health Care Assistants
Band: 7
Location: The post is predominantly ward based, however you may be required to travel between sites

Job Statement

The Senior Ward Sister is responsible for providing inspirational and motivational clinical leadership to a team of nurses, to deliver a high standard of specialist palliative care nursing in conjunction with the multi-disciplinary team on the inpatient unit. This includes assessment of patient and family needs in conjunction with the multi-disciplinary team, as well as providing expert clinical advice both internally and externally.

The post holder will create, lead and maintain a nursing culture which is open to change, new ideas, concepts and innovation whilst influencing Pilgrims strategy and direction.

The post holder will be responsible for improving the patient experience and safeguarding high standards of care by creating an environment in which excellence in clinical care can flourish and be measured.

In conjunction with the Hospice Services Manager the post holder will have responsibility for the safe management and security of the inpatient unit, on a daily basis, which may include weekends when required.

To act as a senior member of the care team, influencing development of the organisation.

The post holder will manage resources efficiently and effectively within agreed budgets and will be involved in budget setting.

DUTIES AND KEY RESPONSIBILITIES

1. Clinical Responsibilities / Clinical Management

- Ensure that planning, implementation and evaluation of total care of the patient and family is individualised, evidence based and of the highest standard and quality.
- To be a leader and proactive role model with presence within the inpatient unit, integrating with the multi professional team, maintaining an overview of patient care, acting as a resource and offering guidance and support.
- At regular intervals, monitor the effectiveness of clinical care provided to patients and their families in the inpatient unit by undertaking quality checks, ensuring that working practices are followed at all times and that clinical services are delivered appropriately.
- Participate in clinical ward rounds on a regular basis to ensure knowledge of patients.

- Attend the multi professional team meetings to provide expert opinion on patient and clinical care issues.
- Attend or chair meetings both within the hospice and externally as required.
- Ensure the promotion of the safety, well being and interests of patients, staff and visitors to the clinical area.
- Lead on the identification of risks which may impact upon patients and the delivery of a high quality clinical service. Promote awareness of risk management amongst junior staff and colleagues.
- Ensure staff give support and advice to patients families and other health care professionals contacting the hospice, both in and out of hours, and document appropriately
- Use complaints and concerns positively and proactively to review and improve the quality of the service and lead on the development and progression of action plans arising from complaints.
- Ensure the Senior Nurse Manager or Clinical Lead is informed of any significant changes in the day to day situation of the inpatient unit.

2. Professional Leadership

- Demonstrate effective leadership skills and provide regular team meetings, supervision of staff, and ensuring annual appraisals & PDP's for the nursing team are completed within the time required.
- Demonstrate the necessary skills to establish and maintain high level effective communication to patients, relatives and members of the multi professional team.
- Work across all shift patterns to ensure high visibility, effective leadership and management of the nursing team.
- In conjunction with senior colleagues within the multi professional team respond positively to change initiatives, demonstrating awareness of the implications and acting as an effective change agent.
- Ensure that communication within the team is a two way process, supporting and empowering staff to make suggestions or decisions around aspects of improvement to the patient experience.
- Actively establish and develop relationships with internal and external agencies and organisations as part of a wider system of promoting Pilgrims Hospice with key stakeholders.
- Supervise and evaluate nursing documentation continuously and implement any required actions to ensure high quality professional documentation; ensuring all documentation is accurate, up to date and review dates are in place and achieved.
- In conjunction with Senior clinical colleagues and the wider nursing team, ensure that clinical policies and procedures reflect best practice, professional codes of conduct, The Care Quality Commission Standards
- In conjunction with the leads for Infection Prevention, Tissue Viability and Manual Handling ensure all clinical areas adhere to Pilgrims Policies and best practice guidelines.
- Ensure that regular team meetings are held to ensure dissemination of information and a two way forum for communication, and that minutes are circulated in a timely fashion and actions are completed.
- Together with Senior Nurse Manager and senior nursing team set standards / competencies of nursing care and ensure that these are maintained at optimum level.
- Take responsibility for accessing regular clinical supervision / reflective practice.
- Ensure that the care given is fully compliant with the CQC and CCG standards at all times.
- Actively contribute to the delivery of Pilgrims Hospices Patient Service Strategy
- Be aware of and accept responsibility for own clinical practice.
- Maintain and continue personal development in symptom control, leadership and management, teaching and communication skills.

3. People Management and Development

- Ensure that the inpatient unit has an appropriate establishment and skill mix and that duty rotas meet the needs of the clinical area at all times.
- Support the management of nursing staff and ward based volunteers on a daily basis, including induction, recruitment, appraisals, performance management involving line manager if areas of concern are identified.
- Work collaboratively to develop and implement staff clinical competencies.
- To monitor the performance of the deputy ward sister through effective performance review and empower the deputy sister to manage performance related issues of team members.
- Ensure all nursing staff are fully compliant with all aspects of statutory and mandatory training.
- Ensure identification of relevant, appropriate ongoing training requirements for all inpatient nursing staff and that there is a training plan in place to facilitate individual training needs in line with Pilgrims service objectives.
- Monitor the evaluations and outcomes of student placements; put any actions in place that are identified to ensure the placement remains a preferred choice from the local university.
- Act as a role model and mentor, demonstrating positive attitudes and behaviour at all times as per Pilgrims Behaviours and Values Framework.
- Accept direct line-management responsibility for the inpatient unit flexi bank nurses and HCAs ensuring they receive all ward and organisational communications and comply with training and performance requirements.
- Take responsibility for the training, orientation and probationary evaluation of all newly appointed nursing staff.
- Deliver and participate in teaching sessions in areas of expertise within the hospice and externally if required.
- Take responsibility for your own professional development, including keeping up to date with relevant clinical, professional and management issues at local and national level.
- Ensure that you are fully compliant with the requirements of professional revalidation.

4. Finance / Resource Management

- Ensure that inpatient unit patient equipment is used and maintained in a safe and serviceable condition and that faults are reported promptly.
- Monitor the use of flexi bank and additional hours, being mindful of keeping within the agreed budget and highlighting excess use to the Senior Nurse Manager for Inpatient Services.

5. Audit, Research and Policy Development

- Engage in research, audit and quality initiatives, encouraging participation and awareness within the nursing team.
- In collaboration with the MDT lead audit programmes ensuring wide ownership and active participation across the inpatient unit nursing team
- Implement any learning from audit and research projects
- Assist the lead nurses for Infection Prevention and Tissue Viability with conducting ward audits such as hand hygiene compliance, mattress and environmental audits, sharps adherence and commode cleaning audits.
- To contribute to the development of new policies and the review of existing policies and procedures.
- To be responsible for the implementation and monitoring of compliance against policies and procedures, including issues arising from complaints or incidents.

General Responsibilities

Corporate Governance –

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

Health and Safety –

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

Code of Conduct –

The post holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages
- Show commitment to working as a team by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospices reputation

Flexibility –

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

Date Written: **Revised December 2017**

PILGRIMS HOSPICES – PERSON SPECIFICATION

Inpatient Unit Senior Ward Sister

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

CRITERIA		
EXPERIENCE	<ul style="list-style-type: none"> • Experience of successful team leadership as a senior post holder • Previous experience at Band 6 or equivalent within a palliative care or comparable setting • Experience of introducing change in a clinical service. • Experience of working with a patient-centred philosophy of multi-professional team working. • Experience of formal and informal teaching • Experience of standard setting and audit 	Essential ✓ ✓ ✓ ✓ ✓ ✓
SKILLS/ ABILITIES	<ul style="list-style-type: none"> • Conversant in the use of Microsoft Office application • Excellent verbal and written communication and negotiation skills • Demonstrates positive leadership skills • Strong time management skills • Ability to work under pressure and to tight deadlines 	✓ ✓ ✓ ✓ ✓
KNOWLEDGE	<ul style="list-style-type: none"> • Up to date knowledge of current palliative care issues • Understanding and support of the benefits of clinical supervision and reflective practice 	✓ ✓
QUALIFICATION/ TRAINING	<ul style="list-style-type: none"> • Registered Nurse • Healthcare Leadership Training • Qualification or working towards a Healthcare Management qualification or equivalent. • Relevant degree or working towards • Independent Prescriber specific to Palliative Care; or willing to complete within one year of start date. 	✓ ✓ ✓ ✓ ✓
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Access to car and be prepared to travel to and from sites where the services are delivered. Full, clean driving licence. 	✓

Date Written:

Revised December 2017