

PILGRIMS HOSPICES – JOB DESCRIPTION

Ward Sister – Inpatient Unit (Band 6)

MAIN PURPOSE OF THE ROLE

To provide skilled, compassionate and visible clinical leadership within the inpatient unit, supporting the delivery of high-quality, person-centred specialist palliative and end-of-life care.

The Ward Sister will work closely with the Senior Ward Sister to coordinate the day-to-day running of the clinical area, ensuring safe, effective and responsive care for patients and those important to them.

POSITION IN ORGANISATION

Reports to:

Senior Ward Sister – Inpatient Unit

Line Management responsibility for:

Registered Nurses, Healthcare Assistants and ward-based volunteers

Location:

Predominantly ward-based, with cross-site working as required

ROLE OVERVIEW

The Ward Sister is a key clinical leader within the inpatient unit, combining expert clinical practice with operational and team leadership responsibilities. The post holder will act as a role model, ensuring care is delivered with compassion, dignity and respect, and is underpinned by best practice and evidence-based standards.

Working as part of the multidisciplinary team, the Ward Sister will coordinate care delivery, support clinical decision-making, and contribute to a positive, learning-focused environment. The role plays a vital part in ensuring high standards of patient experience, safety, and clinical effectiveness are consistently achieved.

KEY RESPONSIBILITIES

1. Clinical Leadership and Quality of Care

- Provide visible, hands-on clinical leadership, acting as a role model for high standards of palliative and end-of-life care.

- Deliver and oversee individualised, holistic, evidence-based care for patients and their families.
- Coordinate the day-to-day management of the inpatient unit, ensuring safe, timely and effective care delivery.
- Support effective admission and discharge planning to promote continuity of care.
- Demonstrate advanced clinical assessment, decision-making and prioritisation skills in complex situations.
- Actively participate in ward rounds and multidisciplinary team meetings.
- Promote a culture of safety, identifying, managing and escalating risks appropriately.
- Ensure patient experience is continuously evaluated through feedback, reflection and quality improvement.

2. Professional Leadership

- Support the Senior Ward Sister in leading and developing the nursing team.
- Provide line management support, including supervision, appraisal, absence management and performance review.
- Maintain high visibility across all shift patterns, providing consistent leadership and support.
- Promote open, effective and compassionate communication within the team and with patients and families.
- Ensure all clinical practice complies with professional standards, organisational policies, and regulatory requirements (including CQC).
- Act as a clinical resource for colleagues and external professionals.
- Challenge and support practice development, ensuring care reflects current evidence and best practice.

3. People Management and Development

- Support the development of a skilled and confident workforce through mentorship, teaching and clinical supervision.
- Act as a mentor, assessor and preceptor for staff and students.
- Contribute to recruitment, induction and retention of staff.
- Identify training and development needs and support staff to achieve required competencies.
- Promote a positive learning environment, encouraging reflective practice and continuous improvement.
- Ensure compliance with statutory and mandatory training requirements.

4. Operational and Resource Management

- Assist in maintaining safe staffing levels and appropriate skill mix across the inpatient unit.
- Support effective use of resources, including staffing and equipment, within agreed budgets.
- Monitor and escalate concerns regarding staffing or resource utilisation.
- Ensure clinical equipment is used safely, maintained appropriately, and faults are reported promptly.

5. Audit, Research and Service Development

- Participate in audit, research and quality improvement activities to enhance patient care.
- Support the implementation of audit findings and service improvements.
- Contribute to monitoring care quality using recognised end-of-life care tools and

outcome measures.

- Assist in the development and review of clinical policies and procedures.

6. Education and Practice Development

- Contribute to creating a supportive learning environment within the clinical area.
- Deliver informal and formal teaching to staff, students and the wider multidisciplinary team.
- Work in partnership with the education team to support workforce development and competency frameworks.
- Maintain own professional development, ensuring practice remains current and evidence-based.
- Participate in clinical supervision and reflective practice.

General Responsibilities

- Act in accordance with organisational values, professional codes, and all relevant legislation.
- Maintain high standards of integrity, confidentiality and accountability.
- Take responsibility for personal and professional development, including NMC revalidation.
- Work flexibly to meet the needs of a 24/7 hospice service.

This job description reflects the current requirements of the role and is not exhaustive. Duties may change in line with service needs, and the post holder will be expected to undertake responsibilities appropriate to the role.

PILGRIMS HOSPICES – PERSON SPECIFICATION

Inpatient Unit - Ward Sister

<p>EXPERIENCE (Essential)</p> <p>(Desirable)</p>	<ul style="list-style-type: none"> • Post-registration nursing experience, including experience in palliative or end-of-life care or a related field • Experience of working within a multidisciplinary team • Experience of teaching, mentoring or supporting learners in practice • Experience of contributing to quality improvement or audit • Experience of service improvement or change initiatives
<p>SKILLS/ ABILITIES</p>	<ul style="list-style-type: none"> • Strong clinical assessment and decision-making skills • Compassionate and effective leadership abilities • Excellent communication and interpersonal skills • Ability to prioritise workload and manage competing demands • Competence in IT systems, including electronic patient records
<p>KNOWLEDGE</p>	<ul style="list-style-type: none"> • Knowledge of palliative and end-of-life care principles and practice • Understanding of clinical governance, audit and quality improvement • Awareness of professional standards and regulatory requirements (e.g. CQC, NMC)
<p>QUALIFICATION/ TRAINING (Essential)</p> <p>(Desirable)</p>	<ul style="list-style-type: none"> • Registered Nurse (NMC) • Degree or diploma in nursing • Practice assessor and or supervisor qualification • Additional training in palliative care or advanced communication skills

OTHER REQUIREMENTS	<ul style="list-style-type: none">• Flexible approach to working patterns, including a 24/7 service• Ability to travel across sites if required
---------------------------	--

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.

Date Written: March 2026