South Warwickshire NHS Foundation Trust

Job Description

Job Title: Ward Manager

Grade: Band 7

Reports To: General Manager Emergency Flow

Accountable To: Director of Nursing

Job Purpose:

Establish, develop, maintain, monitor and facilitate the delivery of services at ward/departmental level, ensuring services provided meet organisational objectives, divisional service strategies and quality accounts.

Organisation Chart:

Associate Director of Operations Emergency Division
|
General Manager Emergency Flow
|
Ward Manager
|
Nurse

Key Result Areas:

Professional/Clinical

- To provide strong visible leadership to all staff within the ward and across the organisation, ensuring that nursing practice is up to date, evidence based and cost effective.

- To develop the ward teams, individuals and self to enhance performance, ensuring that staff training needs to meet organisational objectives are pursued through the principles of IPR and PDP and knowledge & skills framework, in accordance with Trust Policies and procedures.

- To be responsible for own professional registration and ensure that all nurses working on the ward have valid NMC registration and practise in accordance with the NMC Code, Standards of Conduct, Performance and Ethics for Nurses and Midwives and in accordance to Trust policy, ensuring a robust system is in place to checking registered practitioners registration status.

- Provide leadership for the implementation of the quality initiatives such as Essence of Care benchmarking, Productive Ward Project.

- Ensure a strong team focus on high quality, clinically effective healthcare that meet our patients' needs, is embedded in ward culture.

- Create and maintain a strong culture of Infection Prevention & Control awareness & practice and ensure robust systems are in place to measure IP&C standards, celebrate & share good practice and develop & review action plans to address deficiencies.

- Develop, maintain and review annually the ward's philosophy so that this continually reflects the aims of the team, division and organisation.

- Develop and lead a team that seeks to actively resolve compliant/concerns at local level ensuring appropriate escalation of complaints, clinical incidents or near misses.

- Participate in patient acuity studies measuring patient dependency and nurse to bed ratio.

- Foster and embed a patient safety culture and participate in national and local patient safety work streams or campaigns to improve the patient's environment and experience such as Patient Safety Thermometer.

- Develop and maintain cohesive multidisciplinary working relationships which focus on individualised patient care that facilitates a care management plan and a safe and timely discharge.

Manage Corporate Services – Main Duties

- When holding the Hospital Bleep, co-ordinate hospital services including out of office hours, ensuring the appropriate deployment of staff. Inform the Hospital Manager on call of relevant issues in accordance with Trust policies and procedures. This may include bed management duties.

Manage Strategy – Main Duties

- Promote the organisation's Trust values and annual objectives, with particular reference to the Divisional business objectives, service strategies and developments.

- Contribute to the creation, implementation and evaluation of the Divisional service plans by reviewing ward performance against organisational objectives, identifying cost pressures and exceptions and proposing service developments to the Divisional Management Team.

- Contribute to the implementation and evaluation of Divisional service strategies and contracts by establishing systems to monitor performance at ward level.

Manage Finance – Main Duties

- Secure effective resource allocation for wards activities and quality initiatives, including the updating of ward and departmental capital and revenue equipment replacement plans at regular intervals to maintain continuity of service.

- Monitor and control the use of ward resources by ensuring that costs are contained within allocated budgets whilst achieving maximum value for money on all expenditures and implement a robust system for exception reporting. Monitor and control the use of ward resources by ensuring that costs are contained within allocated budgets whilst achieving maximum value for money on all expenditures and implement a robust system for exception reporting.

Manage Services – Main Duties

- Initiate and implement change and improvement in services and operational system to meet Divisional service strategies and contracts.

- Monitor, maintain and improve service delivery against quality and functional specifications, encourage staff to share innovations and good quality practice when visited by external regulating bodies.

- Participate in the development and implementation of Integrated Care Pathways within the clinical area.

- Benchmark ward services against published best practices, whilst ensuring that they meet statutory standards and professional guidelines.

- Identify and contribute to the Divisional Management Team innovative service development ideas and proposals in line with evidence-based practice and the principles of clinical governance.

Manage People – Main Duties

- Recruit and select ward staff by defining future personnel requirements, determining specifications to secure quality people, and assessing and selecting candidates against Trust Values and organisational requirements.

- Support the rotation of all staff through the 24 hour period

- Develop and implement ward based accessible clinical supervision for all staff.

- Monitor and evaluate sickness/absence trends and act accordingly in line with Trust policies and procedures.

- Work collaboratively with the Human Resources Department to proactively manage poor attendance, lateness, capability and performance issues in line with Trust policies and procedures.

- Develop teams, individuals and self to enhance performance to achieve organisational objectives and divisional service strategies.

- Plan, allocate and evaluate work carried out by teams, individuals and self. Undertake role mapping to establish the levels of competence for all grades of ward/department staff. Develop and implement a performance appraisal system supported by a dynamic development programme to meet staff training needs.

- Create maintain and enhance effective working relationships by involving and informing staff of service developments, performance against actual plans, and future plans – honestly, timely and sensitively.

- Ensure staff comply with Trust policies and procedures at all times and take appropriate disciplinary action to deal with staff who disregard these obligations in the course of their employment.

- Develop and maintain a robust system for checking professional registration of nursing staff on appointment and annually thereafter comply with Trust policy.

Manage Information – Main Duties

- Seek, evaluate and organise information for action by analysing data relating to utilisation of resources, identifying work flow patterns and making recommendations to effect changes to meet service demands within existing constraints.

- Exchange information to solve problems and make decisions by networking with wards/departments within and outside the Division and the Trust.

- Contribute towards the Divisional service plans by reviewing ward/department performance against Divisional objectives and service strategies, identifying cost pressures and proposing service developments to the Divisional management team.

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- Develop and maintain a robust mechanism for ensuring good communication is disseminated through the team and foster a culture of openness and candour to all patients, relatives and staff. Measure the success of communication dissemination.

Manage Corporate Services – Main Duties

- When holding the Hospital bleep, co-ordinate hospital services including out of office hours, ensuring the appropriate deployment of staff. Inform the Hospital Manager on call of relevant issues in accordance with Trust policies and procedures. This may include bed management duties.

General Items:

To provide short-term cover for colleagues during periods of leave.

To ensure that all Trust standards are maintained and monitored to improve the quality of care to all whom come into contact with services provided by South Warwickshire NHS Foundation Trust.

Every employee has a duty to take reasonable care of the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions at work, and to co-operate with the South Warwickshire NHS Foundation Trust to ensure that statutory and Trust regulations are complied with.

To participate in appraisals and personal reviews and work to achieve agreed set objectives.

To participate in appropriate training and development activities

To participate in team, professional and personal development activities and promote commitment to continuous development and improvement.

Ensure that all staff consciously review mistakes, complaints and incidents/near misses as well as successes to improve performance and the level of customer care.

All employees will have an organisational and individual responsibility towards

safeguarding vulnerable adults, young people and children. Where employees are working with children, young people and families they have a responsibility to cooperate in national safeguarding policy around early intervention activities appropriate to improving health outcomes.

As a major provider of health care, South Warwickshire NHS Foundation Trust operate a Smoke Free Policy by providing a totally smoke free environment to help aid patients' recovery, promote health and wellbeing and minimize the risks of complications attributed to smoking tobacco and second hand smoke.

For Band 6 and above

Ensure that the Trust Smoke Free Policy is adhered to and that staff, patients and visitors are signposted to smoking cessation services.

Identify any appropriate support or interventions for staff to support their wellbeing.

To abide by Infection Prevention and Control policies relevant to their area of work, and undertake the necessary level of training. This will be appraised through the KSF review process or other relevant professional review process.

To accept responsibility for the provision of effective infection prevention and control within the Trust in liaison with the Trust's Infection Control Team.

To act as a role model in applying good infection control practice and ensures compliance with all Infection Control policies.

To promote and demonstrate implementation of the Trust's Carbon Management strategy and policy, ensuring team members are fully aware of the policy and are contributing to this.

This job description is subject to review at any time in consultation with the post holder.