

Information pack for the post of

## Deputy Sister/Deputy Charge Nurse

Division of Medicine



Peterborough  
City Hospital



Hinchingsbrooke  
Hospital



Stamford &  
Rutland Hospital

## Welcome to our Trust

We are delighted that you are interested in a role at North West Anglia NHS Foundation Trust (NWEAngliaFT). It is an exciting time for the Trust as we grow along with the 700,000 population we serve.

Now as a larger Trust, we offer an exciting expansion of opportunities to new applicants across five hospitals. We are a busy Trust, with just over 6,000 staff and a 450-strong team of volunteers helping patients and visitors.

We continuously strive to ensure our patients receive the right care, first time, every time.

As for living in the area, there is a wealth of choice with city living, small towns and villages all within reasonable commute to the hospitals. There are excellent schools and a wide variety of social and leisure activities to choose from.

So if you are looking to develop your career and want to do so in an environment which is challenging and growing we would encourage you to look further into a future with NWEAngliaFT.



**Caroline Walker**  
Chief Executive

"It is such an interesting and exciting time to be working in our hospitals as we grow and develop our services across the wider North West Anglia catchment. We have a busy time ahead of us but this means there are some great opportunities for our staff."



Post Title: Deputy Sister/Charge Nurse

Work base: Generic

Reports to: Ward/Department Manager

Professionally  
Accountable to: Director of Care Quality and Chief Nurse

Band: Band 6 Registered Nurse

## **Job Summary**

To provide clinical expertise to the Ward Team and develop practice. To work in close liaison with the Ward Manager, and other Deputy Sister/ Deputy Charge Nurses, Matrons, Practice Development Team (PDT) and the Multidisciplinary Team (MDT) to provide the highest quality of assessment and evaluated care required to support each patient in their care pathway and improve the patient experience. To act as a clinical nurse leader, taking responsibility for the professional development of yourself and a group of nurses

## **Key Responsibilities**

### **Leadership and Clinical practice**

- Maintain clinical credibility to act as a role model and take a lead role in the patient's journey.
- Deputise for the Ward/Department Manager when required.
- Act as Shift-co-ordinator to facilitate effective patient care pathways and ensure that patient care remains a priority in inter-professional practice and that timely referrals to the MDT and discharge planning take place.
- Act as clinical leader and participate in the clinical management of the ward/department ensuring practice is safe and Trust policies are followed.
- Assist in the investigation and management of complaints and adverse events.
- Assist with the development of staff through JRD/KSF and monitor progress.
- Participate in the recruitment of staff when appropriate.
- Ensure Trust and Ward/department resources are utilised appropriately.
- Demonstrate good leadership skills for peers and other members of the team. Develop further own management and leadership skills.



## Education

- To complete preceptorship pack within six months of commencing post, once competent to assess promote effective preceptorship for new staff
- Attend mandatory training sessions in line with Trust policy.
- Develop own clinical practice and skills through training and education.
- Once competent as an assessor, train and competency assess others.
- Participate in Ward/departmental in-service training programmes to help develop staff.
- Act as a clinical resource, mentor and where appropriate sign-off mentor to learners.
- Ensure that both pre and post registration learners on placement are provided with mentorship, support and supervision. Encourage learners to take advantage of the learning opportunities available enabling them to achieve placement learning outcomes and objectives.

## Safety

- Be aware of the safeguarding agenda. Role model best practice in line with safeguarding policy, ensuring protection and identification of vulnerable patients.
- Complete training and participate in the eRoster system. Be responsible for skill mix and staffing levels required to meet the needs of the Ward/department.
- To liaise with senior staff and take appropriate action to address staffing issues when the need arises.
- To report all adverse events and near misses and take appropriate action Follow up investigations and where required work with ward manager to share lessons learnt for practice.
- Participate in a wide range of local and Trust wide patient safety initiatives such as falls and pressure ulcers.
- Ensure compliance with standards in relation to healthcare acquired infection prevention and control



- To contribute to the Quality Governance agenda within the work area **Effectiveness**
- Working with the ward team and wider MDT, develop productive ways of working to deliver best care to patients. Identify new ways of working to improve the patient experience.
- Foster an environment where practice is research/evidence based, and undertake and participate in audit to ensure this is effective. (safety audit, matron's balance score card etc.)
- Be the facilitator for change as a result of audit results or the introduction of new ways of working.
- To ensure effective working relationships are established and maintained with colleagues across the Trust.
- To work with the capacity team to redeploy resources as necessary, including staff.
- To achieve optimal bed utilisation for own area including predicting dates of discharge, effective discharge planning.
- To have an awareness of the stock levels, usage and safe storage for area, ensuring a reduction of wastage.

## **Patient experience**

- **Act as patient advocate through the application of ethical, legal and professional knowledge and skills as required.**
- **Increased partnership working with the patient, ensuring that quality of patient care is delivered, monitored and sustained**
  - To deal with verbal complaints and concerns in an informed and effective manner in the absence of the Ward Manager, escalating as appropriate.
  - To identify to the Ward Manager any areas of concern that can be supported and developed.
  - To engage patients and carers in feedback for both the current service and any potential developments



This description is an outline of the duties of the post holder, which includes the management of staff. It will be subject to regular review, and may be amended following consultation with the post holder at least annually.



## **Your responsibilities to the Trust, our patients and staff**

It is the Trust's aim to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements. Non-adherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act in accordance with policies specific to your job role, which are covered at induction.

### **Equality and Diversity Policy**

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

### **Health & Safety**

You have a responsibility to consider yourself and anyone else that could be affected by the things you do, or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, in order to maintain the health, safety and welfare of employees or others who may be affected.

### **Data Protection**

You are to maintain the highest standards of data protection and confidentiality at all times, ensuring that person identifiable data is held securely (including password protection and encryption) and that data held and entered onto Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance in accordance with the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

### **Data Quality**

It is your responsibility to ensure that any data collection required is accurate, timely, complete and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to



submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate





in any relevant audits required as part of the Trust's and external quality improvement programmes.

### **Customer Care**

You are required at all times to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. In order that you understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

### **Values**

You are required to act in accordance with the Trust values of Caring, Creative, Community at all times

### **Infection Control**

You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe disposal of sharps. You will be asked about adherence to measures for reducing HCAI at annual appraisal.

### **Smoking Policy**

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

### **Confidentiality**

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

### **Safeguarding the welfare of children and vulnerable adults**

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

### **Mandatory training**

You are required to attend for mandatory training as required.; if you are unable to attend a required session you should ensure that this is rectified with your line managers support at the next available opportunity.

### **Raising issues of concern**

If you have any concerns about practice or processes within the Trust you should raise this with you line manager. If you do not feel able to raise concerns directly you should access the Trust's safe haven procedures for raising issues of concern in confidence.



## Our values

Following feedback from staff, public and patients at our three hospitals we have agreed our shared values for the Trust. From a long list of values, staff selected the most important ones.

How our staff live to these values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

The Trust board will monitor and review how the Trust performs against the values on a regular basis, to ensure we provide the best possible patient care.



## Divisional Structure

Following the formation of North West Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form three clinical divisions:-

- Division of Emergency & Medicine
- Division of Surgery
- Division of Family and Integrated Support Services

The clinical divisions are key to our service delivery and are led by a triumvirate comprising of a Divisional Director, Divisional Head of Nursing & Divisional Director of Operations.


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## Our Trust

Our Trust runs three main acute hospital sites and provides outpatient and radiology services at two community hospital sites – serving a diverse community of 700,000 patients across both city and rural areas



**Peterborough City Hospital** is a state-of-the-art, purpose-built facility which was completed and opened in 2010. It has 635 inpatient beds and patients are cared for on modern wards with either single, ensuite rooms or in 3 and 4-bedded areas, each with its own bathroom. The hospital has a Haematology/Oncology unit, including a recently-expanded radiotherapy suite, an Emergency Centre with a separate children's emergency department, a dedicated Women's and Children's Unit, a Cardiac Unit with a Respiratory Investigations facility and full diagnostic imaging facilities.



**Hinchingbrooke Hospital** is located at Hinchingbrooke Park in Huntingdon. It has 304 general and acute inpatient beds. The hospital also has an Emergency Department, a Maternity Centre and dedicated facilities for private patients. Its Special Care Baby Unit and children's services are currently provided by Cambridgeshire Community Services NHS Trust. Also on site is a Treatment Centre with 21 beds for day cases, along side 25 cabins in the procedure unit.



**Stamford and Rutland Hospital** is located in Stamford, Lincolnshire, and has a 22-bed inpatient ward which is primarily used for our older, medical patients. The hospital also provides a range of outpatient clinics from newly-redeveloped facilities that opened in 2017. In addition, it has a Minor Injuries Unit, a day-case surgery facility and an MRI scanning suite, a chemotherapy and lymphoedema suite and is also the base for the Trust's Pain Management services.







The Trust also runs outpatient and radiology services at **Doddington Hospital**, near March in Cambridgeshire (left) and **The Princess of Wales Hospital** in Ely, Cambridgeshire (right). The two community hospital buildings are run by Cambridgeshire Community Services. NWAngliaFT employs 45 staff members in clinical and admin roles across the two sites.



## **Our facts and figures (2018/19)**

### **Our staff engagement Staff Surveys**

We are proud of our staff engagement scores from the national staff survey which, in 2018 (published February 2019). Overall, the Trust consistently scored above or in line with the national average across all ten themes, with a response rate of 38% (2180 responses out of a usable sample of 5710). Significant improves were made when compared to 2017 scores, for example:

- 74% of staff said there were frequent opportunities for them to show initiative in their role
- 81% of staff said they know who the senior managers were in our Trust
- 65% of staff said they look forward to going to work
- 61% of staff agreed they have adequate materials, supplies or equipment to do their job

We undertake quarterly 'Have your say' staff surveys as a regular temperature check, and to hear the views of all our staff.

All grades are able to give their views as representatives on our Staff Council, which meets regularly. The Council also arranges social events for the Trust throughout the year.

### **Staff Briefings**

Our Chief Executive and executive directors host monthly face-to-face senior staff briefings. Additional face-to-face briefings are undertaken as required .e.g. CQC briefings. Divisions also host local staff briefings.

### **Trust Intranet**

The Trust has developed a new single Intranet, which all staff can access from all sites providing access to latest news, updates, guidance, clinical and non-clinical publications and corporate governance.



## **Staff Governor**

All staff can also put themselves forward for election as a Staff Governor of our Foundation Trust. We have seven Staff Governors who sit alongside our Public Governors on the Council of Governors. We have three Staff Governors representing the workforce at Peterborough City Hospital; three at Hinchingsbrooke Hospital; and one at Stamford and our community hospitals.

Once employed by the Trust you will automatically be classed as a staff member of the North West Anglia NHS Foundation Trust – this means that you will be able to vote for a staff governor to represent you at the Trust's Staff Council, and on the Trust's Council of Governor.

## **Staff Awards**

Staff nominate colleagues in our monthly staff wards programme. Five of the eight categories are linked to our Trust values. In addition, members of public are asked to nominate their annual NHS heroes. This awards programme culminates in our Annual Outstanding Achievement Awards presentation. In addition, staff can use an internal "Good to Outstanding" thank you card to recognise staff in a timely and appropriate manner to acknowledge those who go above and beyond.

## **Our Personal Responsibility Framework**

Our personal Responsibility Framework reflects and supports our organisational values. It outlines the behaviours that demonstrate how we live these values; to each other, our patients, visitors and colleagues across the wider healthcare community. It describes the positive behaviours we expect to see, but also the negative behaviours we do not expect to see.

It is just as important that we focus on 'how' we do things and not just 'what' we do. Depending on the responsibilities of your role you will be required to demonstrate additional leadership behaviours to create and support a positive culture.



## Living Our Values – Our Personal Responsibility Framework (Expert/Department Lead/Strategic Leader)

 We put patients first	 We are caring and compassionate	 We work positively together	 We are actively respectful	 We seek to improve and develop
I lead others at a dept/service or organisational level through expert knowledge and role model behaviours that support our values				
I ensure patients are central to every decision made at all levels, and support colleagues to see the wider meaning in what they do	As a senior staff member, I act as an exemplary role model behaving in manner that consistently values others	I support a culture where others expertise and experience are valued and trusted	I consistently display open, honest and transparent behaviour	I seek and share knowledge to advise the organisation on best practice, and promote the learning of new approaches and techniques
I help create a culture where concerns can be raised without fear of reprisals	I help create a working environment where people feel cared for and supported	I create a common purpose to unite my team and enable them to work seamlessly together to deliver it	I am approachable and address everyone with courtesy	I actively encourage and support a learning environment
I create a safe environment by allocating the right resources in the right places	I care for my own physical and mental wellbeing so that I create a positive atmosphere for my team and service users	I do not shy away from doing what I know is right "What I allow, I promote"	I champion diversity and seek to ensure all staff are fairly represented	I develop others through succession planning and talent management
I inspire others in tough times by helping them to focus on the value of their contribution	I take positive action for the physical and mental wellbeing of my colleagues	I stand up and support my staff and colleagues in difficult situations	I address long standing issues even if this may be controversial	I listen to patients, visitors and staff in order to understand the impact our decisions have on them
Behaviours we don't expect to see				
I prioritise targets over patient care, or I "tick the box, but miss the point"	I fail to address poor behaviours, or when colleagues use degrading or abusive language	I focus solely on the depth of my area at the expense of the broader service	I fail to act as an exemplary role model for our behaviours by speaking and acting disrespectfully	I tolerate mediocrity
I behave in a way that does not reflect the principles and values of the NHS	I fail to ensure that compassion is central to the care we provide	I push my own agenda without regard to other views	I fail to value diversity	I talk about our vision but do not work to achieve it

## Training and Development

The Trust has dedicated Learning and Education Centres, including libraries at both Peterborough City Hospital and Hinchingsbrooke Hospital sites. The Learning Centres provide multiple educational events for both clinical and non-clinical staff, examples include:

### Clinical Training

ATLS  
ALS  
GIC  
NLS  
EPLS  
HMIMMS  
PILS and ILS  
MRCP PACES

### Non-Clinical Training

Quality, Service Improvement & Redesign  
Resilience & Stress Management  
Managing Change  
Change & Me  
Mental Health First Aider Training  
Effective Manager  
Growing Your Potential  
Vision to Reality  
Our Conversations Matter

The Division recognises the needs and benefits of having a strong commitment to the education and continuing professional development (CPD) of its staff. Staff are supported with study leave and an individual study leave budget of £750 per annum per person for clinical staff. In addition, each department within the Division holds education sessions tailored to the specialty and shares learning via Divisional Governance Meetings, Clinical Business Unit Meetings. Staff also have the opportunity to attend Trustwide knowledge sharing events at the Cautionary Tales Forum. These are hosted by the Trust's Medical Director and will focus on one or two key cases and are open to all staff.

## Our Good to Outstanding programme

Our 'Good to Outstanding' Programme (G2O) has developed from listening events, in 2015 at Peterborough and Stamford hospitals, and 'I Care' & 'Living Our Values'





events at Hinchingsbrooke Hospital. From these events the ideas were distilled into five workstreams.



Staff are encouraged to read the latest details on the actions and next steps in our special staff G2O magazine and discuss with colleagues how they can play their part in contributing to the workstream actions.

### **Informal Visits**

Applicants are welcome to arrange an informal visit to the Division prior to completion of the shortlisting process, though such a visit does not form part of the formal recruitment process.

Any candidate wishing to arrange a visit should contact: [insert details]

Candidates who are shortlisted for interview may be entitled to reimbursement of travelling expenses incurred to attend for interview.

For applicants from outside the UK, travelling expenses will be paid from port of entry only. Expenses will not be paid to shortlisted candidates who withdraw their application or refuse an offer of employment on grounds which the Trust considers inadequate.

### **Find out more about us**

Find out more on our website [www.nwangliaft.nhs.uk](http://www.nwangliaft.nhs.uk)

Twitter jobs: [@NWAFT\\_jobs](https://twitter.com/NWAFT_jobs)

Facebook jobs: [North West Anglia NHS Foundation Trust recruitment](https://www.facebook.com/NorthWestAngliaNHSFoundationTrustrecruitment)

LinkedIn: [North West Anglia NHS Foundation Trust](https://www.linkedin.com/company/NorthWestAngliaNHSFoundationTrust)

