



DELIVERING
OUTSTANDING
CARE AND
EXPERIENCE



RECRUITING,
DEVELOPING AND
RETAINING OUR
WORKFORCE



AN **ANCHOR**
IN OUR
COMMUNITIES



WORKING TOGETHER
WITH LOCAL HEALTH
AND SOCIAL
CARE PROVIDERS



DELIVERING
LONG-TERM
SUSTAINABILITY



Information pack for the post of Deputy Sister/Charge Nurse Division of Urgent and Emergency Care

November 2023



**GOOD TO
OUTSTANDING**



Welcome from Chief Executive Hannah Coffey

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchbrook and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining TeamNWA AngliaFT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.

A handwritten signature in black ink, appearing to read 'Hannah Coffey'.

Hannah Coffey
Chief Executive Officer

Job Description

JOB TITLE	Deputy Sister/Deputy Charge Nurse
GRADE	Band 6
DEPARTMENT	Emergency Department
BASE	Peterborough City Hospital
RESPONSIBLE TO	Sister/Charge Nurse
ACCOUNTABLE TO	Chief Nurse

Job Summary

To act as clinical leader alongside the Shift Coordinators and ENPs for the duration of a shift to provide the highest quality care required to support each patient in their care pathway, whilst improving the patient experience, maintaining clinical credibility and disseminating knowledge.

To communicate effectively with the ED team, clinical teams, Matrons, Practice Development Team (PDT) and the multidisciplinary team.

A minimum of 2 years' emergency nursing experience is required with evidence of professional development to ensure competence in line with the ED Educational Strategy.

Main Duties and Responsibilities

Leadership and Clinical practice

- Maintain clinical credibility to act as a professional role model and take a lead role in the patient's journey
- Take responsibility for the organisation and day to day management of a team of staff giving care to patients
- Assist in the management and evaluation of change where appropriate

- Supervise junior colleagues in the clinical environment
- Assist in the general management of resources and ensure compliance with key quality indicators
- Participate in clinical audit
- Deliver high quality evidence based care.
- Ensure that patient care remains a priority in inter-professional practice and that referrals are timely and discharge planning takes place where appropriate.
- Be professionally accountable for your actions and omissions.
- Share best practice with colleagues and the wider team
- Ensure practice is continually reviewed and developed, in liaison with the ED team and PDT
- Liaise with the Shift Coordinator for in the management of a specific area of the ED for duration of the shift.
- Ensure that you are individually aware of changes in guidelines and policies that impact on clinical practice.
- Maintain own professional registration complying with the profession's standards and identify own development needs.
- Uphold the values and reputation of your profession and the Trust at all times.
- Be open and candid with all service users about all aspects of care and treatment, including when any mistakes or harm have taken place.
- Have the courage to speak up and report where care, clinical practice, behaviours or values go against that as set by the NMC and the Trust.

Education

- Complete Band 6 development pack within six months and continue to develop professional nursing skills.
- Use reflection on clinical practice to continue personal and professional development.
- Maintain own mandatory training requirements and complete all required competencies in a timely fashion
- Once competent as an assessor, train and competency assess others.

- Promote a creative, stimulating and safe learning environment for all students and for the ongoing professional development of registered staff.
- If not already completed, undertake the mentorship course and provide mentorship to pre and post registration students in the clinical area.
- Highlight any identified training needs to your Line Manager and Clinical Educator through the Trust's appraisal process
- In conjunction with the Clinical Educators and senior nurses, participate in in-service training programmes by providing formal, informal and clinical teaching sessions for colleagues and students.
- Share research based information with colleagues and participate in nursing initiatives and developments as part of the clinical teams structure
- Maintain professional portfolio in line with NMC revalidation requirements

Safety

- Be aware of the safeguarding agenda, ensuring protection and identification of vulnerable patients.
- Have an awareness of the skill mix and staffing levels required to meet the needs of the designated area. Liaise with senior staff as appropriate and take appropriate action to address staffing issues when the need arises.
- Report all adverse events and near misses and take appropriate action
- 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 Clinical Governance agenda within the work area

Effectiveness

- Working with the team to develop productive ways of working to deliver best care to patients. Identify new ways of working to improve the patient experience.
- Maintain accurate and comprehensive records of patient care as per NMC requirements
- Foster an environment where practice is research/evidence based, and undertake audit to ensure this is effective. (Safety Audit, Matron's Balanced Score Card etc.)

- In conjunction with the departmental Senior Nurses share the responsibility for facilitating change as a result of audit.
- Ensure effective working relationships are established and maintained with colleagues across the Trust.
- Work with the capacity team to redeploy resources as necessary and ensure key quality performance indicators are met for each patient.
- Manage a clinical area in ED to limit overcrowding and maintain patient flow in ED.

Patient experience

- Act as patient advocate through the application of ethical, legal and professional knowledge and skills as required.
- Use a wide range of verbal and non-verbal communication methods, and consider cultural sensitivities, to better understand and respond to people's personal and health needs
- Take reasonable steps to meet people's language and communication needs, providing assistance to those who need help to communicate their own or other people's needs.
- Increased partnership working with the patient, ensuring that quality of patient care is delivered, monitored and sustained
- Deliver all care in a compassionate and caring manner through relationships based on empathy, respect and dignity.
- Deal with verbal complaints and concerns in an informed and effective manner

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

Working at our Trust

A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.



B. Divisional Structure

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

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery

- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

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

C. Your responsibilities to the Trust, our patients and staff

The Trust aims 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 by 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, to maintain the health, safety and welfare of employees or others who may be affected.

Data Protection

You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered into Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by 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 always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

Values

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

Infection Control

You have a responsibility to comply with Trust policies for personal and patient safety and 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 the 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 mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

Raising issues of Concern

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