

Job Description

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| Job Title: | Clinical Senior Sister/Charge Nurse |
| Job Band: | Band 7 |
| Department: | Emergency Department |
| Responsible to: | Lead Nurse/Matron |

Why join The Dudley Group?

Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high-quality patient experience in a caring and supportive environment that aligns with our vision of excellent health care, improved health for all.



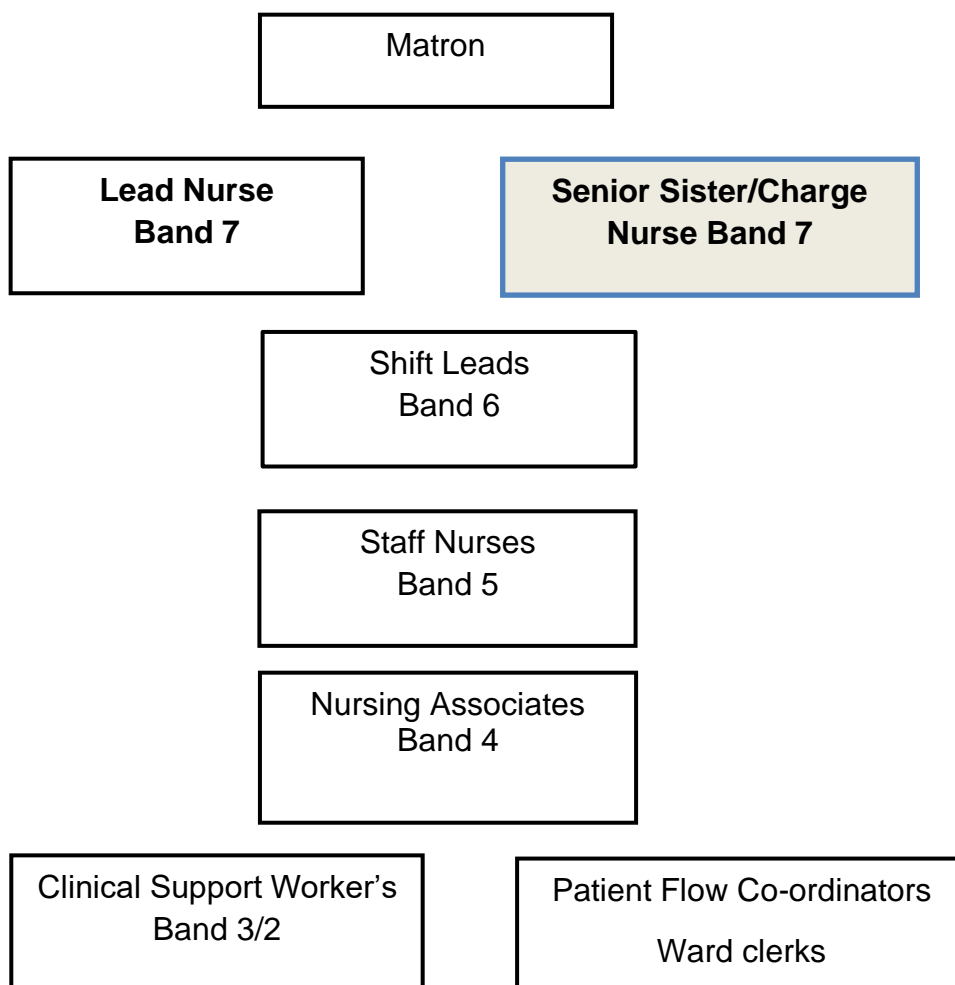
Job Summary

The post holder will have 24-hour responsibility for delivering high quality patient care within their designated area of the Emergency Department, and will provide effective clinical and managerial leadership including the organization of the department and prioritization of activities within agreed establishments and budgetary controls. He/she will be expected to embrace new operational challenges and proactively encourage the workforce to respond positively.

The postholder will work collaboratively with the Matron, Lead Nurse and Clinical Director to embrace changes and new ways of working, to develop and monitor services and performance to enhance and improve the quality and standard of care delivered to patients within the Emergency Department.

A main focus of the role will be to take responsibility to ensure optimal patient throughput, facilitating safe and timely admission, discharge and transfer is maintained at all times, as specified by National and Local Performance Targets. To maintain times the post holder will actively participate in the implementation of the Emergency Department and Trust Escalation policies.

Structure Chart



Principal Duties & Responsibilities

Clinical and Professional Leadership

1. To be an expert clinical practitioner providing effective leadership within the designated area of the Emergency Department.
2. To manage and monitor daily staffing levels and skill mix to comply with agreed staffing levels and resources to ensure that appropriate 24hr nursing care is provided.

3. To participate in the off duty rota, ensuring a Senior Clinical Nurse manages the shift at all times.
4. To be responsible for patient's progress along the agreed care pathways within specified timeframes, which are supported by the implementation of evidence based practice.
5. To act as a clinical expert to others providing clinical information and advice to junior staff, multidisciplinary team members, patients and relatives.
6. To provide nursing care and expert clinical nursing support as appropriate to patients in the Emergency Department and across other specialties as required.
7. To undertake training in the assessment and treatment of patients who present to the Emergency Department with a minor injury/illness.
8. To assist the Matron, Lead Nurse and Clinical Director in developing the strategic direction for the service specialty.
9. To develop and maintain effective working relationships with colleagues from other disciplines/departments, offering support and advice as appropriate.
10. To identify, implement and manage change effectively within the Emergency Department to promote improved patient care and practices.
11. To provide opportunities for all staff to develop leadership abilities.
12. To lead in one or more areas of responsibility for the Emergency Department and undertake projects to be determined in conjunction with the Matron. E.g. Essence of Care, Infection Control, Mental Health, Paediatrics, National Service Framework etc.
13. To lead in the development of protocols, policies and PGDs specifically required by the Emergency Department.
14. Undertake role expansion appropriate to the designated area of work, and facilitate and supervise this development in others, e.g. cannulation, venepuncture, IV therapy, ECG recording.
15. To become clinically competent in relevant components of CNOs 10 key roles e.g. ordering diagnostic tests, Nurse Requesting X-ray and Nurse led discharge, and lead in the development of these skills in the designated team.
16. To lead in the development of links with external agencies/networks relevant to the Emergency Department, e.g. Emergency Care Network, WMAS, Police, Child/Adult Protection, Falls Service.
17. To record, report and investigate clinical incidents and complaints, taking appropriate action and providing feedback to Matron and Lead Nurse.

18. To effectively use WMAS software to monitor ambulance attendances to department.

19. Undertake IT training specific to the department's requirements.

Governance

1. To assist the Matron, Lead Nurse and Clinical Director in the continuous improvement of the quality of patient care through the implementation of clinical governance activities including ensuring:
 - i. Clinically effective and research based practices are implemented.
 - ii. Audits are undertaken and actions are taken to make improvements
 - iii. Clinical and non-clinical risks are identified and managed
 - iv. Patients have the opportunity to give feedback on their experiences, are involved in planning and monitoring services and are provided with information.
 - v. Information is used effectively to improve processes and practices
2. To assist the Matron and Lead Nurse in monitoring standards within the unit by undertaking nurse management rounds daily and accompanying the Matron on rounds These include monitoring
 - i. Generic standards of care
 - ii. Standards of the general environment and cleanliness
 - iii. Infection control practices and standards
 - iv. Patient comfort rounds

and instigating changes to make improvements as necessary. Ensure these rounds are undertaken in their absence

3. To discuss patients and relatives experiences with them in order to prevent complaints from developing and to assist the Matron and Lead Nurse in investigating and responding to complaints when they arise.
4. To ensure Trust policies and practices are implemented within the designated area of the Emergency Department.

Resource Management

1. To contribute to the effective management of the Emergency Department budget to ensure agreed services are delivered and income and expenditure balance is achieved.
2. To be responsible for the effective management and deployment of a designated team of staff and resources to ensure patient needs, service objectives and targets are met.
3. To manage a defined team of staff effectively to include individual staff performance, appraisal, personal development plans, sickness and absence and disciplinary processes, keeping Matron and Lead Nurse up-to-date with identified staff management issues.

4. To work collaboratively with other nursing unit/department and specialties to ensure the effective deployment of staff within the division according to the Trust Protocol
5. To assist the Matron and Lead Nurse in developing workforce plans for the specialty.
6. To lead in the recruitment and selection process for the Emergency Department.

Education, Training and Development

1. Undertake personal development reviews for a defined team. Provide Matron, Lead Nurse and the Practice Development Nurse with a report identifying the education, training and development needs of staff and assist with the development of the department training plan.
2. To create and maintain an effective learning environment for all staff including students.
3. To ensure all staff have access to appropriate support and supervision mechanisms which will enhance learning.
4. To facilitate learning for all staff.
5. To lead and assist in the development and delivery of the Emergency Department in-house training program.
6. To participate in the Trust's management development programme and other development activity appropriate to the role.

Personal

1. To keep up to date with clinical, professional, managerial developments and relevant NHS initiatives.
2. To be familiar with and comply with all statutory regulations and Trust Policies.
3. To provide a positive image of the Trust.
4. To maintain and improve knowledge and expertise in current developments and future trends in relation to nursing management and practice, including the Trust's Strategy for Nursing and Scope of Professional Practice.
5. To be familiar with and comply with Trust policies to include:
 - Cardiac arrest
 - Health and Safety at Work
 - Fire
 - Major Emergency
 - Disciplinary Procedure
 - Patients Property

6. To attend the following demonstrations / lectures on an annual basis:

- Lifting and handling
- Fire
- Basic life support
- Adult protection

7. To maintain current registration with the NMC and to comply with standards set by them.

8. There may also be a requirement to undertake other similar duties as part of this post in order to provide a quality service. These will be consistent with the level of responsibilities outlined above.

9. This job description may be reviewed from time to time in light of developments and may be amended in consultation with the post holder.

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Organisational Values

The post holder will:

Care: You will listen, be respectful and treat others with compassion and kindness.

Respect: You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.

Responsibility: You will take responsibility for yourself and your team.

Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

Confidentiality

Patient and/or staff information is confidential. It is a condition of NHS employment that you will not use or disclose any confidential information obtained in accordance with the Data Protection Act 1998.

Code of Conduct

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

Privacy and Dignity

Staff should respect patients/relative's diversity, cultural needs and privacy. In addition, staff should be compassionate rather than just delivering technical care and treatment. All staff are expected to be knowledgeable about and comply with the Trust's Policy on Privacy and Dignity.

Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

Improvement Practice

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.



The Dudley Group
NHS Foundation Trust

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

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| Prepared by: | Matron |
| Date: | January 2022 |