

Job Description

JOB TITLE: Deputy Ward/Department Leader
DIVISION: Medicine
GRADE: 6
REPORTS TO: Ward/Department Leader
ACCOUNTABLE TO: Matron



ABOUT NUH

Every day, our teams at Nottingham University Hospitals NHS Trust (NUH) make a difference. We save lives, we improve lives and we usher in new life. We are proud to play a central role in supporting the health and wellbeing of people in Nottingham, Nottinghamshire and our surrounding communities.

With more than 18,000 colleagues, we are the largest employer in Nottinghamshire and one of the biggest and busiest NHS Trusts in the country, serving more than 2.5m residents of Nottingham and Nottinghamshire and a further four million people across the East Midlands and beyond.

We provide a range of national and internationally renowned specialist services and we are at the forefront of new surgical procedures and research programmes.

We are home to the East Midlands Major Trauma Centre, the Nottingham Children's Hospital and in partnership with the University of Nottingham we host a Biomedical Research Centre carrying out vital research into hearing, digestive diseases, respiratory, musculoskeletal disease, mental health and imaging.

As a teaching hospital, we are instrumental in the education and training of doctors, nurses and other healthcare professionals. We are proud of our strong relationships with universities across the East

Midlands, including the University of Nottingham, Nottingham Trent University and Loughborough University.

The last year has been challenging for our teams. Alongside our continued recovery from Covid, our maternity services are subject to an independent review and we must do more to improve our culture. We are more focused than ever on making sustained improvements across our services.

As one of the NHS Trusts identified in the New Hospital Programme, a programme of investment in NHS hospitals, we have extensive plans to improve our hospitals and the services we deliver for patients. As well as the redevelopment of the Queen's Medical Centre and City Hospital, plans for a new 70 bed NHS rehabilitation facility set to be built on the Stanford Hall Rehabilitation Estate near Loughborough, are currently going through the approvals process.

We have recently become home to the latest series of Channel 4's award-winning series 24 Hours in A&E, which takes a look inside one of the country's busiest emergency department at QMC and showcases the dedication, passion and skill of our teams.

This is an exciting time to join NUH and help support our future ambitions.



JOB SUMMARY

The post holder will act as deputy to the Ward/ Department Leader. They will be required to:

- Act as the deputy to the Ward/ Department Leader, regularly taking charge of the ward and ensuring that the standards and quality of care given to patients, together with the environment in which care is delivered are maintained at a high standard.
- Be an effective leader and role model, be expected to provide regular direct clinical care and use experience to support the implementation of both clinical and non-clinical governance.
- Work flexibly as a member of the ward or department team and in support of the Ward/ Department Leader
- The post holder is required to be registered with the Nursing and Midwifery Council.

KEY JOB RESPONSIBILITIES

1.0 Clinical

- 1.1 Ensure high quality, evidence-based care is offered to patients. To collaborate with the Ward/ Department Leader to identify the common issues which affect the quality of care, devising clear action plans to address any shortcomings ensuring agreed action is undertaken.
- 1.2 In collaboration with the Ward/ Department Leader, ensure that the patient has a satisfactory experience by assessing and evaluating patient processes and redesigning the pathway of care.
- 1.3 Improve and maintain standards of essential (basic) nursing care by working with the Ward/ Department Leader and using tools such as clinical benchmarking.
- 1.4 Support the Ward/ Department Leader in ensuring clinical audit takes place in line with the Trust's requirements to improve practice.
- 1.5 During regular clinical sessions, act as a role model and teacher, working alongside other staff. This should include visiting patients in the ward or department in the absence of the Ward/ Department Leader
- 1.6 Work with the Ward/ Department Leader to identify hazards relating to clinical and non-clinical risks and undertake identified risk assessments. Ensure that junior staff understand this is important by maintaining a culture which will support the delivery of both clinical and non-clinical governance within the ward or department, including the development of action plans accordingly to provide a safe environment for the delivery of high quality patient care.
- 1.7 Be a role model to ensure that the dignity, rights and confidentiality of the patient and individual team members are protected and maintained in accordance with Trust and national policy on Information Governance.
- 1.8 Ensure that all nursing documentation is regularly and appropriately reviewed and updated with changes implemented.
- 1.9 Support recruitment and retention and develop strategies to improve this agenda.
- 1.10 Work within the Trust's Scope of Professional Practice as defined by the Division, in accordance with the NMC 'The Code' (2018).

2.0 Education, Learning & Development/

Support the Ward/ Department Leader to:

- 2.1 Undertake a Training Needs Analysis (TNA) within the defined clinical area or department, linked to the performance management process, and collate the results on an annual basis to inform the training plan for the area.
- 2.2 Be involved in a programme for performance management that ensures all staff are assessed annually, which includes ensuring that all staff have a Personal Development Plan. This should correspond with annual appraisals/Individual Peer Reviews (IPR).
- 2.3 Develop a learning culture that promotes reflective practice, clinical supervision and experiential learning opportunities.

- 2.4 Identify opportunities for staff to access appropriate education and training programmes, and other learning opportunities such as shadowing, mentoring and action learning, ensuring equity and fairness of access.
- 2.5 Ensure all staff are competent in the use of equipment and have access to appropriate training.
- 2.6 Deliver suitable induction and preceptorship programmes for staff.
- 2.7 Encourage a culture of learning, where students receive quality clinical placements supported by mentorship, teaching and support from registered nurses.
- 2.8 Ensure that all staff within the ward or department undertake the required mandatory training, including manual handling, cardiopulmonary resuscitation, fire safety and information governance.
- 2.9 Ensure clinical supervision within the clinical area or department is actively supported and staff encouraged to avail themselves of it.
- 2.10 Be a major contributor in maintaining an environment conducive to learning and development.
- 2.11 Take an active role in self-development and identifying one's own needs, taking appropriate steps to meet those needs.

3.0 Leadership and Management

Support the Ward/ Department Leader to:

- 3.1 Acquire and maintain an appropriate repertoire of management skills, engaging in CPD appropriate to the field of practice, and continue to develop competency in line with agreed personal development plans. This includes leadership skills and enabling the empowerment of other members of ward or department teams through a culture of Shared Governance.
- 3.2 Ensure that best practice undertaken is shared with colleagues in the directorate, division and the Trust.
- 3.3 Develop a culture that ensures contribution to research and the use of evidence to support innovation and practice at ward/department level.
- 3.4 Help staff to use clinical information and research within the ward or department to help improve the quality of patient care.
- 3.5 Encourage staff to be involved in service changes and developments using processes defined within the directorate/division, including Shared Governance Council activity.
- 3.6 Participate in highly complex communication with all stakeholders as part of the communication strategy which enables effective, two-way communication between the clinical area, the directorate and the division.
- 3.7 Be able to demonstrate clear lines of communication within a defined clinical area or department, which results in clear responsibilities being identified within the multi-professional team.
- 3.8 Create a culture where staff have appropriate authority over issues that contribute to the provision of essential care, and enable them to secure and achieve the highest quality standards.
- 3.9 Be a visible point of contact for patients, visitors, relatives and staff, acting as a resource for problems and needs, and be able to clearly present the patient's view to others as a patient advocate.
- 3.10 Participate in the development of patient care policies, procedures and guidelines.
- 3.11 Assist in the establishment, motivation and development of the clinical team or department with a clear focus and direction.
- 3.12 Ensure that the clinical team or department is kept informed of the policies, direction and strategy of the directorate and division.
- 3.13 Provide credible, evidence based knowledge and specialist clinical advice and support to the team.
- 3.14 Cooperate with and support the delivery of research in order to improve patient care.
- 3.15 Lead and direct the implementation of relevant research-based practice.
- 3.16 Take responsibility for seeking consent from patients and relatives and/or provide support to medical colleagues in doing so.

4.0 Service Development and Use of Resources

- 4.1 Support the Ward/ Department Leader in ensuring the development and ongoing management of work rosters that provide appropriate safe staff cover.
 - 4.2 Participate in the recruitment and selection process for staff in collaboration with the Ward/ Department Leader as appropriate.
 - 4.3 Support of the Ward/ Department Leader in the management of the ward or department budget, to ensure effective use of resources and a balanced budget at the end of each year. Including encouraging staff to be involved in the management of resources and have an understanding of financial issues.
 - 4.4 Contribute to the work of time limited committees and project groups.
 - 4.5 Ensure that, where applicable, information is maintained and kept in an appropriate place and that accurate records are maintained and stored in accordance with Trust and national policy.
 - 4.6 Be a major instrument of change within the clinical area or department in response to clinical incidents and/or demands.
 - 4.7 Lead on innovation and improvement projects to improve patient and staff experience and outcomes.
- 5.0 Communication and Professional Behaviour**
- 5.1 Ensure effective communication between the ward or department and the Institute of Care Excellence, Universities and other relevant educational providers.
 - 5.2 Provide complex and sensitive information to staff, patients and carers and have the ability to overcome communication barriers to enhance the skills of other staff.
 - 5.3 Ensure confidentiality and information governance is maintained in all aspects and levels of communication especially pertaining to patients, carers and staff.
 - 5.4 Facilitate communication, which results in clear responsibilities being identified within the multi-professional team.
 - 5.5 Disseminate effective and appropriate clinical care information across health care teams.
 - 5.6 Ensure the ward/department/speciality team are kept informed of corporate practice development and education policy, strategy and progress.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Nottingham University Hospitals NHS Trust are expected to comply with the general duties detailed below:

Infection Control

To maintain a clean, safe environment, ensuring adherence to the Trust's standards of cleanliness, hygiene and infection control.

The post holder is accountable for minimising the risks of infections and for the implementation of the Code of Practice for the Prevention and Control of Healthcare Associated Infections as outlined in the Health Act 2006. This includes receiving assurance of risk and embedding evidence based practice into daily routines of all staff.

Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role.

Information Governance

All staff have an individual responsibility for creating accurate records of their work and for making entries into and managing all NHS records effectively in line with the Health Record Keeping Policy

and other Health Records and Corporate Records Management policies and procedures in order to meet the Trust's legal, regulatory and accountability requirements.

Health and Safety

To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions.

To co-operate fully in discharging the Trust policies and procedures with regard to health and safety matters.

To immediately report to their manager any shortcomings in health and safety procedures and practice.

To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible, and submit a completed accident/incident form.

To use protective clothing and equipment where provided.

Whilst the aim of the Trust is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring that they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality.

GDPR replaces the EU Data Protection Directive of 1995 and supersedes the law of member states that were developed in compliance with the Data Protection Directive 95/45/EC. Its purpose is to protect the "right and freedom" of natural persons (i.e. living individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to confidential patient information but is far wider in its scope, e.g. it also covers personal records.

Whilst GDPR applies to both patient and employee information, the Confidentiality Code of Practice (COP) applies only to patient information. The COP incorporates the requirements of GDPR and other relevant legislations together with the recommendations of the Caldicott report and medical ethics considerations, in some cases extending statutory requirements and provides detailed specific guidance.

Governance

To actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health and Wellbeing

Employees are expected to take all reasonable steps to look after both their physical health and mental health. To support employees to achieve this NUH offers a wide range of health and wellbeing activities and interventions. The full programme can be viewed at on the staff intranet.

Line managers are expected to encourage and support staff to look after their health and wellbeing, including the release of staff to attend health and wellbeing activities and interventions.

General Policies Procedures and Practices

To comply with all Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

Working Conditions

The post holder must be able to:

- Concentrate in an intense and sometimes noisy environment throughout the period of duty, usually an 8-12 hour shift.
- Work within sometimes challenging clinical working conditions (for example exposure to body fluids, hot or cold working environment).

- Manage occasional exposure to distressing/emotional circumstances when dealing with patients and/or staffing issues.
- Contend with potentially violent and threatening situations.
- Fulfil Trust health and safety policies and procedures when performing risk associated procedures, including dealing with hazardous substances.
- Maintain Infection Control precautions in possible exposure to patients with infections.
- Maintain frequent standing, sitting, walking, kneeling and crouching positions to attend to patient needs.
- Be aware and respond to changing situations that may make work patterns unpredictable in the clinical area or department (e.g. deteriorating patient conditions, staffing issues)
- Provide patient care (e.g. drug administration).
- Shift work to cover the needs of the service as required.
- Safely optimise moving & handling of patients and equipment on a daily basis.
- Wear appropriate PPE when required.

JOB REVISION

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

Service Review

A strategic review of all Trust services is taking place, as a result of which some services, or parts of some services, may transfer from one campus to the other. This will be decided in accordance with the most appropriate way to provide the best healthcare for patients in the future and all staff will be fully consulted on about the impact of any such decisions.

Date: 18.07.2022