

JOB DESCRIPTION

Job Title:	Deputy Sister
Band	6
Care Group	Specialities
Directorate:	Outpatients
Department:	Main Outpatients Department
Location:	Royal Bournemouth Hospital & Christchurch Hospital
Accountable to:	Department Sister and Matron
Accountable for:	Management responsibility for bands 2-5
Main Purpose	To assist Outpatients Sister in providing effective clinical and managerial leadership in the department.

General Duties

To assist the Outpatient department Sister and Matron in providing an efficient, cost effective and quality service, ensure best practice in accordance with trust policies and procedures.

To provide and maintain standards of care as required by the NMC Code of Professional Conduct.

To take responsibility of the outpatient department in the absence of the Outpatient Sister.

To take lead on delegation responsibilities as defined by the Outpatient Sister.

To assist in the management and organisation of the Outpatient departments.

To assist in the future development of the outpatient department.

Assist in the supervision, assessment and development of staff and students through performance review, clinical supervision and teaching in a variety of settings.

To act as an effective role model promoting excellence through practice.

Communication and Working Relationship Skills

- As a senior member of the department team, the deputy sister / charge nurse will need to develop close working relationships with Consultants, departments, directorates and trust manager to establish harmonious working arrangements across the multi-disciplinary team.
- To assist the sister / charge nurse to lead and manage the development of high quality nursing service in the outpatient department.

- To provide knowledge on the running of the clinics, provide advice and guidance to staff when necessary, facilitating the provision of evidence based patient centred care pathways.
- To have knowledge of wound care and compression therapy would be ideal, or have a willingness to gain the knowledge in this area as part of the role.
- Deputise and take charge of the given area regularly in the absence of the sister / charge nurse.
- To establish a balance between clinical and managerial demands so as to maintain clinical credibility.
- To actively seek to resolve arising concerns and complaints.

Analytical and Judgemental Skills

- To be accountable for own professional practice and responsible for acquiring, developing and maintaining competencies and skills.
- To access clinical supervision as per trust policy.
- To provide individualised patient education and information.
- To provide support for all staff to develop knowledge and skills in all areas, through opportunities to shadow the relevant clinics.
- To provide support to junior staff in emergency situations.

Planning and Organisational Skills

- To develop leadership and management skills to ensure a safe environment for the delivery of patient care on a day to day basis through effective critical decision making.
- To be involved in the development of the department in collaboration with the MDT to meet the patient needs.
- To build effective working relationships with the department team, and the wider MDT, to meet patient and service needs.
- To attend and participate in departmental meetings.
- To support the sister / charge nurse to develop actions to improve the patient experience results.
- To be a patients advocate.
- To report and learn from LERN forms, complaints and patient feedback. Ensure that LERN forms are investigated in a timely manner and in accordance with trust policy.
- To be able to answer and make changes where needed from the LERN forms. To ensure all staff are provided with individual and team feedback on reported incidents and the actions taken and to disseminate widely any learning points to the whole team.

Responsibility for Patient/Client Care, Treatment and Therapy

- To be a role model for nursing staff by ensuring good and safe practice at all times.
- To maintain competent clinical skills and up to date knowledge of outpatient nursing to ensure evidence based practice.
- Promote and facilitate a patient centred approach to care, to set monitor and maintain standards of nursing care.

- To provide specialist information, advice, support and education to both patients and carers with regards to patients treatment.
- In an emergency situation the nurse will be required to respond speedily and swiftly for the patient well-being.
- To be able to manage and escalate appropriately with interruption and failure of IT systems.

Responsibility for Policy / Service Development

- Develop audit skills to demonstrate that implementation and delivery of evidence based practice within the clinical area.
- To collect and analyse information related to patient and carer satisfaction and evaluation of the department.
- Participate in clinical audits to continually evaluate the effectiveness of the service.
- To be involved with the development and evaluation of patient information relevant to the service.

Responsibility for Finance, Equipment and Other Resources

- Support regular reviews of existing methods of working and adopt working practices which uses resources efficiently, ensuring value for money principles and benefit to patients, staff and other service users.
- To support the sister / charge nurse implementing service improvement projects.

Responsibility for Human Resources, e.g. Supervision, Training, HR Advice and Management

- To support the delivery of the Trust's human resources requirements for all staff, including recruitment, clinical supervision, training and development needs, appraisal and performance review to support the service needs.
- To support and develop a learning environment and culture within the department which enables continuous staff development.
- To ensure all staff members meet mandatory training requirements.
- Participate in the production of guidelines, protocols and care pathways which provide patient focused care.
- Ensure visibility and accessibility to patients, staff and visitors during each period of duty.
- To monitor, support and educate health care assistants and admin staff.

Responsibility for Information Resources and Administrative Duties

- To actively seek to resolve concerns and complaints to support the patients' experience and quality agenda and also support other members of the team to do so.
- To attend departmental meetings as required.
- Responsible for ensuring that the correct process of documentation is carried out in the department

Responsibility for Research and Development

- To participate in, and encourage others, to undertake nursing research and audit in order to support evidence based care and practice.
- Support development of the service through participation in research projects.

Freedom to Act

- To ensure a working knowledge of Freedom to Act and how to access services.

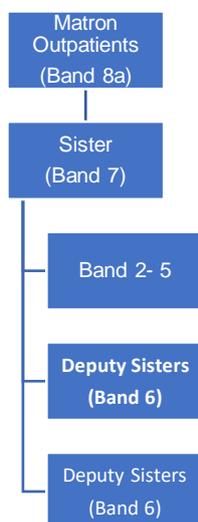
Mental, Physical, and Emotional Effort

- Ability to concentrate with occasional interruptions and adaptations.
- Able to manage challenging situations or behaviour from patients or staff in order to maintain a safe, professional environment.
- To recognise stress in self and others and support colleagues.

Any Other Specific Tasks Required

- To wear correct uniform at all times and to be neat and tidy in appearance as stated in Trust Policy.
- To undertake any other duties at the discretion of the department Sister.
- To be able to work in various Outpatients setting across the hospital, for example Jigsaw, Derwent and at Christchurch Hospital

Organisational Structure of Department



Transforming our Hospital Services in Dorset

This is a very exciting time to join our hospitals in Dorset. We are in line to receive a significant national investment of £147 million to help transform our services and redevelop Poole Hospital and the Royal

Bournemouth Hospital (RBH). We have been able to access these national funds because we have such a good plan in Dorset.

Our vision is to join up our services so they can be delivered in a more integrated way. We have a great opportunity together to improve outcomes for patients, make better use of all our resources, and ensure our services can be provided on a sustainable basis.

For developing our workforce, the aim is to establish modern, well-equipped centres of excellence with sustainable roles for staff, standardisation of education and training so that we can attract and retain skilled clinical and non-clinical staff to Dorset. This is a great opportunity for you to be part of the transformation as our two hospital trusts also merge.

Merger with Poole Hospital NHS Foundation Trust

Work is underway to enable the merger of our Trust with Poole Hospital NHS Foundation Trust to create the University Hospitals Dorset NHS Foundation Trust. The purpose of merging is to allow us to come together as a single organisation so we can implement more effectively and quickly, the establishment of emergency (RBH) and planned (Poole) care sites. In developing our plans jointly, we will be better placed to tackle our collective financial and workforce challenges, and to establish more resilient services.

We are working towards a formal merger date of 1 October 2020 and in preparation for this, our two Boards of Directors have approved the establishment of a Shadow Interim Board of Directors for the new Trust.

Further details of our transformation of services and merger plans can be found at: www.rbch.nhs.uk/future.

CONDITIONS OF SERVICE

As laid down by The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust.

Smoking

The Trust has a responsibility to provide a safe and healthy environment for everyone who is working, visiting or living on hospital premises. Smoking is NOT allowed on site except for within the designated smoking areas and shelters for staff and patients.

The Trust will not tolerate smoking in undesignated areas and there is a zero tolerance approach to all staff who continue to do so. We will continue to provide support to staff, patients and visitors who want to give up smoking.

In the interests of promoting responsible healthcare all staff should refrain from smoking when off-site in uniform or wearing an identifying NHS badge in any public place.

Data Protection

All staff are required to comply with the Data Protection Act and the Trust's Data Protection Policy. Staff are responsible for ensuring that any personal data which they hold is kept securely; that personal information is not disclosed either orally or in writing to any unauthorised third party; that personal data is only accessed where there is a legitimate business need and only where such processing is consistent with the purposes for which the data was collected.

Equality and Diversity

The Trust is positively committed to the promotion and management of diversity and equality of opportunity. Equality and diversity is related to the actions and responsibilities of everyone – users of services including patients, clients and carers; work colleagues; employees; people in other organisations; the public in general.

All employees have a responsibility to ensure that they act in ways that support equality and value diversity and must comply with the responsibilities placed upon them by employment legislation and the equality duties.

Health and Safety at Work

Everybody within the Trust has a legal responsibility for the health, safety and welfare of themselves and others at work. These duties are set out within the Health and Safety at Work etc. Act (HASAWA) 1974, the Management of Health and Safety at Work Regulations (MHSWR) 1999, and in other relevant regulations and guidance notes.

All Staff

In accordance with HASAWA and the Trust Health & Safety policy, all staff have legal responsibilities;

- to take reasonable care for themselves and others that may be affected by their acts/ omissions
- to co-operate with their manager/ supervisor to enable them to carry out their legal duties e.g.
 - shall report all hazards and defects to their line manager/ supervisor
 - shall report all accidents, incidents, near-miss events to their manager/ supervisor and via an adverse incident report (AIR) form (Trust policy)
- to use all work equipment, materials and substances in accordance with any training and instruction provided (e.g. medical devices, chemicals, mechanical aids, machinery, plants, vehicles, and personal protective equipment)
- to ensure they attend all annual mandatory training and attend health and safety training as required for the post.
- to comply with trust and department health, safety & risk policies and procedures
- not to interfere with or misuse anything provided to secure health and safety .e.g. wedge fire doors open, remove first aid equipment, break locks off systems

All Managers/ Heads of Department and Clinical Leaders

In accordance with the Trust's Risk Assessment policy and Risk management strategy, all managers/heads of department and Clinical Leaders are responsible for ensuring that they and their staff, comply with all Trust and department health and safety policies and procedures.

Safeguarding

The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust is fully committed to safeguarding the welfare of all children and young people, and vulnerable adults by taking all reasonable steps to protect them from harm. All staff will receive appropriate training and induction so that they understand their roles and responsibilities and are confident about carrying them out.

Infection prevention and control

The prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients, and to the safety of visitors and members of staff. It is the responsibility of all staff to be aware of, assess and minimise these risks and comply fully with Infection Prevention and Control Policies.

The Health Act 2008 establishes a Code of Practice for the Prevention and Control of Health Care Associated Infections. It sets out criteria by which NHS managers ensure that patients are cared for in a clean environment, with a safe water supply, where the risk of Healthcare Associated Infections (HCAI) is kept as low as possible.

Managers, Heads of departments and Clinical Leaders are responsible for ensuring that:

- The necessary equipment and mechanisms are in place to support infection prevention
- health care workers are free of and are protected from exposure to communicable infections during the course of their work, and that all staff are suitably educated in the prevention and control of HCAI

Carbon sustainability

The Trust is committed to continual improvement in minimising the impact of its activities on the environment and expects all members of staff to play their part in achieving this goal and in particular to work towards a 28% reduction in carbon emissions by the end of 2020/21 (based on a 2013 baseline).

DBS/Disclosure and Barring Service (CRB)

As part of our recruitment procedure this post will be subject to a Criminal Record Disclosure. A Disclosure is a document containing information held by the police and government departments. Disclosures provide details of a person’s criminal record including convictions, cautions, reprimands and warnings held on the Police National Computer. Where the position involves working with children, Disclosures will also contain details from lists held by the Department of Health and Social Care and the Department for Education and Skills (DfE) of those considered unsuitable for this type of work.

This post is subject to the policies, procedures and rules approved by the Trust and as varied from time to time. All staff are required to familiarise themselves with, and comply with the Trust’s policies, procedures, rules or statements of practice. These can be accessed through the Intranet, your Department Manager, or through Human Resources.

Job Description Agreement

All job descriptions which are developed for job matching purposes must be signed by both the line manager and the staff member and the effective date of when the role changed entered. Please see re-grading and job evaluation policy.

Any job descriptions amended or updated through the results of a personal review should also be signed and dated by both the line manager and staff member and a copy retained on the personal file.

Signed..... Date.....
Manager

Signed..... Date.....
Employee

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description will be reviewed in conjunction with the post holder on an annual basis at appraisal.