

## REHABILITATION SERVICE LINE

### IN-PATIENT SERVICE

#### JOB DESCRIPTION

**JOB TITLE:** Ward Manager – Birch Villa (HDU)

**BAND:** Band 7

**DIRECTORATE:** Mental Health Rehabilitation Services

**LOCATION:** Ascot Villa  
Horton Rehabilitation services, Epsom, Surrey KT19 7HA

**RESPONSIBLE TO:** Matron

**ACCOUNTABLE TO:** Service Manager

**Hours:** 37.5 hours per week, normally Monday – Friday, but flexibility is expected in order to ensure delivery of a high-quality service.

#### **JOB PURPOSE:**

The post-holder will have 24-hour operational responsibility for the ward in close collaboration with patients, carers, acute inpatient ward managers, multidisciplinary teams, CMHTs, CCGs and other community agencies, providing leadership and supervision to the multi-disciplinary team. The post-holder will provide strong professional leadership and/or line management for all ward-based nursing staff, professionals allied to medicine and support staff as appropriate, to optimise standards of patient care within their area of responsibility. They will be responsible for working closely with colleagues and senior clinicians to develop the service in line with the Trust's strategy for the severe and enduring mentally ill.

The post-holder is responsible for the provision of a cost-effective service, ensuring a safe environment for patients, staff and carers. They will also undertake some clinical duties as the senior clinical team leader. They will act up as required for the Matron. They will need to inspire and facilitate the development of ward staff by providing an open, supportive and encouraging environment in which all staff are valued and where best practice prospers. They will also be responsible for the implementation of the Trust/Directorate Nursing Strategy in their area and to support the corporate nursing agenda.

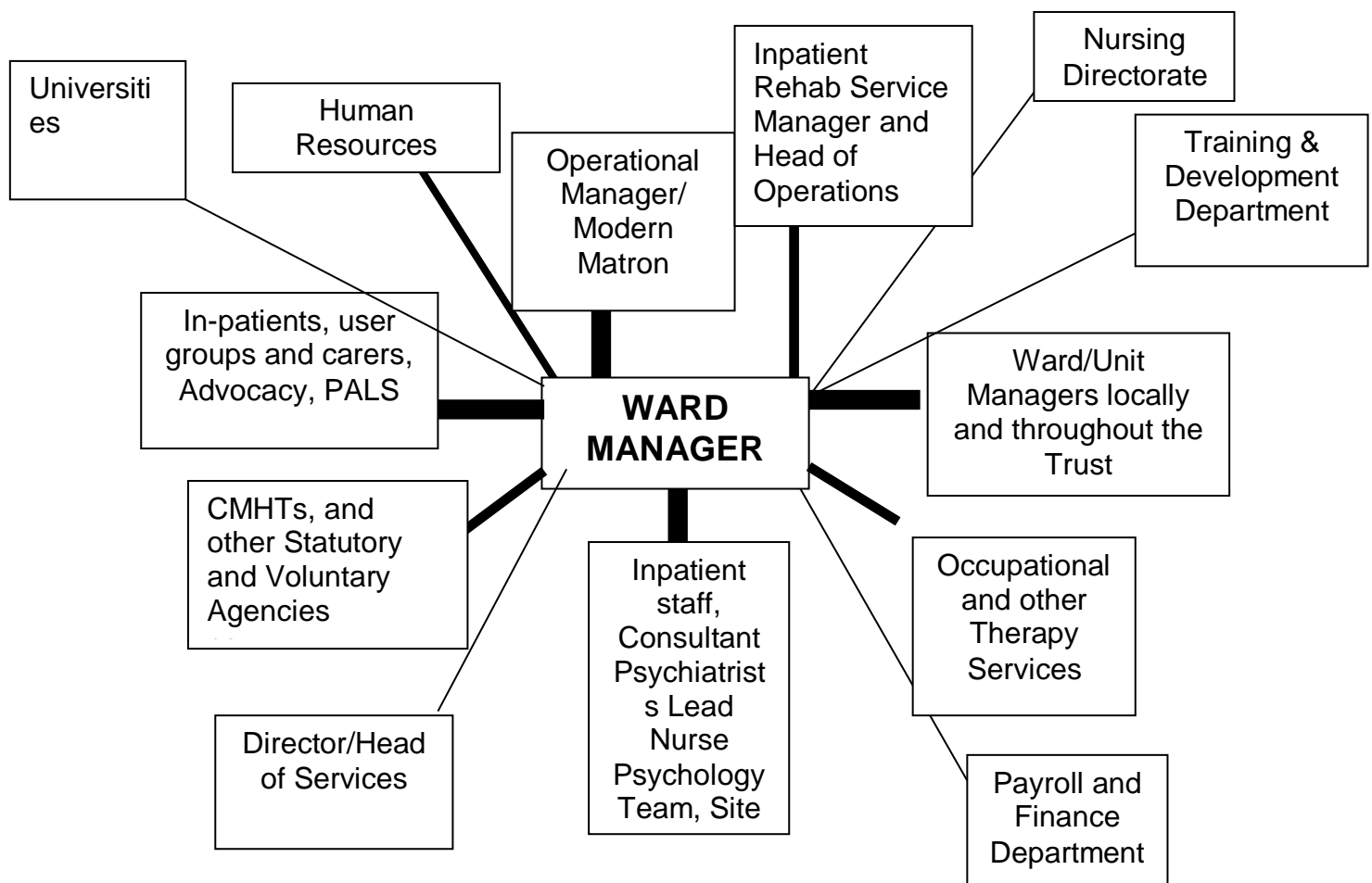
The post-holder will provide clinical leadership, guidance and support to registered and unregistered multi-disciplinary staff within the local Mental Health service by having regularly allocated hours in the role of Senior Nurse for the Rehabilitation Service.

## **JOB SUMMARY**

The post-holder will have specific responsibility for managing the day-to-day functioning of Ascot Villa. Ascot Villa is a 15 bedded High Dependency rehabilitation unit and services a mixed gender population.

You will be responsible for ensuring the delivery of a high-quality service and take a lead role in ensuring continuous improvements of standards. Working within the ethos of the service, the post-holder will ensure that patient and carer involvement is placed at the heart of service planning and delivery. The post-holder will have 24-hour responsibility for the management of the Unit resources in line with operational requirements and financial parameters of their area of responsibility with the Operational Manager/Modern Matron.

## **KEY RELATIONSHIPS**



- Daily working with Managers locally and within the Trust, Matron, in-patients and carers and staff of the Rehabilitation Service
- Close working relationship with in-patient therapy team staff, Inpatient Rehabilitation Service Manager, and Trust Human Resources Department.

- Other key relationships with – Nursing Directorate, Finance & Payroll, Care Quality Group co-ordinator, Universities, Training & development, MAPPA & police.

## **PRINCIPAL DUTIES AND RESPONSIBILITIES**

### 1. QUALITY OF CARE

- Promote the health and well-being of patients and maintain a safe, caring and therapeutic environment.
- To ensure nursing practice is in accordance with the NMC Code of Professional Conduct (NMC 2002) and Mental Health Legislation.
- Demonstrate overall responsibility and accountability for standards of care in conjunction with the Matron.
- Act ethically to meet the needs of the patient.
- Always act in a manner as to promote and safeguard the interests and well being of patients, visitors and colleagues.
- To provide, in partnership with patients, evidence-based care-plans that include ongoing evaluation and review, incorporate cultural preferences, health beliefs, behaviours and traditional practices as well as respecting differences in relation to gender, sexuality, ethnicity, religion, and disability.
- Take overall responsibility for ensuring a systematic approach to care using approved assessment tools.
- Develop, implement & evaluate programmes of care using a problem-solving approach that ensures the needs of each individual patient are met throughout their admission, including detailed arrangements for discharge.
- To have an awareness of relational, physical and procedural security within an open rehab unit care setting in order to ensure a safe and therapeutic environment
- Overall responsibility to ensure that all patients on the unit have their after-care planned and documented effectively in partnership with them and other agencies/services through CPA.
- Ensure the maintenance of accurate records in line with Trust policy and NMC guidelines.
- Participate in the maintenance of general and specific patient observations, accurately recording all relevant information, and in risk assessments as required.
- Participate as an active member of the nursing and multi-disciplinary teams, accountable for your practice, and work collaboratively and in partnership with patients and other health care professionals or agencies in the delivery of care.
- Develop, promote and implement the philosophy, vision and values of the service.
- Make professionally autonomous decisions without supervision

- Ensure the provision of meaningful activities and therapeutic groups on the unit on a daily basis
- Take the lead in carrying out audits to keep up to date with current national and local guidelines, NSFs, clinical governance agenda etc.
- To ensure that ward staff are competent in the use of benchmarking techniques and are empowered to utilise an evidence-based approach to care.
- To ensure the safe custody of patient's property where appropriate in accordance with Trust and local policy.
- Implement and evaluate ward-based systems to monitor cleanliness & infection control.
- To take leadership in the storage and administration of drugs in accordance with legal requirements, local policies and procedures.
- Plan and organise the duty rota for staff to ensure an effective skill mix of staff necessary to safely meet the needs of the service.
- Generate new solutions to improve service delivery and evaluate their effectiveness.
- Attend meetings and take a key role in the planning of local service delivery.
- Participate within Trust and local Care Quality Groups activity, making this accessible to ward staff.
- To review and evaluate activity and effectiveness of care through audit, both locally and as part of the Trust
- To take leadership in standard setting and protocol development for the care of patients with mental disorder.
- Ensure timely collation of responses to complaints about any aspect of patient care and share lessons learnt from processes.
- Work with the Matron around areas of complaints/incidents.
- Ensure that the ward bench marking is in line with Essence of Care documentation.
- To act up, as necessary, for the Matron during annual leave, sickness/absence or as part of own development plan.
- To be conversant with the Trusts policies and procedures, including those of the Unit/Department within Mental Health Services.
- To act as a suitable role model for your grade of employment.
- Participate in rotational duties and working in alternative care settings as required.
- Ensure that rehabilitation is at the core of activities and interventions.
- To ensure TMVA (Therapeutic Management of aggression and Violence) is implemented according to the Trust policy and that you are Trained in and able and willing to actively participate in TMVA.

## 2. MANAGEMENT OF RESOURCES

March 2022

- Work within agreed levels of resources both human and financial.
- To assist and support the Matron in the establishment of an efficient working environment, making the most effective and efficient use of staff, supplies and services.
- Responsibility for the effective management of human, financial and information resources within the Ward.
- Develop and maintain appropriate performance and quality measures for the ward's activities and monitor performance against them. Take appropriate action to ensure that agreed standards are achieved and improved on.
- To act as Senior Nurse, providing information, support and guidance to staff. taking the lead in emergencies (Fire, Cardiac Arrest, un-toward Incidents) and acting as point of contact for external agencies.
- Ensure that agreed Trust policies and procedures are followed.
- Report any maintenance requirements through the Trust processes.
- Provide the unit with professional leadership and expertise, keeping up to date with relevant professional developments, technical and legal information and best practice, and applying this knowledge to the management of the unit's work and the development of its staff.
- Provide the unit with a clear direction and vision. Ensure that services have clearly stated aims and objectives and ways of demonstrating the outcomes it achieves, and that these are regularly reviewed to keep them in line with best practice, the needs of users and partners, and the lessons that have been learnt in doing the work.
- Overall clinical and managerial responsibility for Nurses and unregistered staff and other staff employed on the unit.
- Provide professional advice, facilitating role development and professional education, helping staff develop their full potential.
- Initiate, implement and evaluate a staff development strategy and programme, and ensure that the training and development needs of all individual staff within the unit are regularly assessed and provided for.
- To induct, supervise, support and appraise the staff directly reporting to you, and ensure that the same processes are carried out to a high quality throughout the ward. Evaluate the performance of staff individually and as a unit, and take any appropriate action.
- Operate Trust's recruitment, absence management and other policies and procedures as required.
- Develop budgets and financial/business plans for ward projects and manage the ward's budget to ensure that the agreed income and expenditure targets are met.
- To encourage and develop teamwork within the disciplines, to evaluate and audit care.
- Participate, together with other members of the MDT in service reviews.
- To facilitate and participate in multidisciplinary education and clinical supervision and reflective practice.

- Act as mentor to other nurses undergoing degree programme.
- Act as tutor to student and conversion course nurses as appropriate.
- To support students of any discipline undertaking a work placement.

### 3. COMMUNICATION AND LIAISON

- Ensure open channels of communication with both internal and external agencies.
- Promote and maintain effective communication between the different disciplines and agencies and all parts of the Trust.
- Posses excellent communication skills and be able to form a positive, therapeutic relationship with people who are experiencing acute crisis or distress in the context of partnership and trust.
- Provide input into mental health training and awareness sessions for external agencies such as the local Metropolitan Police and Community Support Officers, Service Users, Volunteers.
- To be aware of how your verbal and non-verbal communication can be interpreted by others and ensure civility is maintained at all times.
- Promote Team cohesiveness, multidisciplinary working and work collaboratively with colleagues in all parts of the Trust to achieve healthy and effective communication.
- To develop a communication system which ensures the flow of current information to and from hospital meetings, forums and the wider health economy for all staff.
- Initiates investigations and monitors changes to nursing practice following complaints and/or clinical incidents.
- To acquaint the Department Managers with professional concerns and promote professional practice at all times.
- To ensure that information of a confidential nature is not divulged to any unauthorised person and is stored in line with the provisions of the Data Protection Act.
- To maintain, as required, ongoing records of clinical activities.
- Respond positively to appropriately given feedback and advice.
- Ensure that all documentation is legible and written in accordance with professional guidelines and best practice.
- Carry out regular team briefings for the staff reporting to you and ward meetings, and ensure that internal communication systems within the ward and other disciplines are effective.

### 4. RETENTION AND RECRUITMENT

- Maintain an adequately staffed, appropriately skilled and motivated workforce.

- To participate in the interviewing, selection, orientation and development of new staff within the unit and to ensure that mandatory training and other training needs are met in accordance with the Trust's Equal Opportunities policy.
- Support the Improving Working Lives Agenda as an integral part of unit culture and management.
- To provide a supportive learning environment for staff, learner nurses and those on experiential placements.
- Adherence to the Retention Pathway developed within the Nursing Strategy.

## 5. PERSONAL DEVELOPMENT

- Promotion of a positive image of the service through self-development.
- To keep up to date and participate in training programmes identified in a Personal Development plan.
- To continue professional development through a variety of strategies including attending study days, clinical placements, lectures and appropriate courses.
- Maintain an awareness of professional developments in nursing and allied disciplines as appropriate.
- Participate in formal appraisal systems in accordance with Trust policy.
- Participate in special projects, research clinical audit and surveys related to the clinical area as directed.
- To maintain professional development in line with Post Registration Education and Practice (PREP)
- Maintain Professional portfolio

## 6. HEALTH AND SAFETY

- Ensure that the environment is safe as laid down in the Health and Safety at Work Act and that agreed safety procedures are carried out and a safe environment is maintained for staff, patients and visitors.
- Adhere to the Health and Safety at Work Act, under which it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work and receive relevant training, communicating to the Manager any problems that may compromise safety.
- Be responsible for leading risk management initiatives within their area, encompassing adverse incident reporting, patient/staff accident and incidents.
- Ensure that weekly emergency equipment checks are undertaken and any deficiencies found rectified in a timely fashion.
- To sign off weekly emergency checks.

## **Rider Clause**

This is an outline of the postholder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Department.

## **SUPPLEMENTARY INFORMATION:**

### **Job Flexibility**

The postholder will be required to work flexibly, providing assistance as and when necessary, which may involve them in a developing role.

### **Working Relationships**

The working relationship between all members of staff should be mutually supportive, with staff deputising and covering for each other when appropriate.

### **Health and Safety**

Central and North West London Mental Health NHS Trust has a Health and Safety Policy applicable to all employees. Employees must be aware of the responsibility placed on them under the Employment Rights Act 1996, to ensure that agreed safety procedures are carried out, and to maintain a safe environment for employees, patients and visitors.

### **Infection Control**

The prevention and control of infection is the responsibility of everyone who is employed by Central and North West London Mental Health NHS Trust. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

### **Improving Working Lives**

Central and North West London Mental Health NHS Trust is committed to the principles of Improving Working Lives and all managers are encouraged to follow Improving Working Lives practices. Consideration will be given to all requests for flexible working in line with Trust policy.

### **Staff Involvement**

Central and North West London Mental Health NHS Trust is committed to involve staff at all levels in the development of the organisation.

Managers should ensure that staff are encouraged and involved in organisational and service developments including business planning and they are able to influence discussions, which affect them and their working conditions.

All managers should engender a culture of openness and inclusion so that staff feels free to contribute and voice concerns. They should develop and implement communication systems that ensure staff are well informed and have an opportunity to feedback their views.

### **Smoking**

Central and North West London Mental Health NHS Trust acknowledges its responsibility to provide a safe, smoke free environment to its employees, patients and visitors. In expressing its commitment to the prevention of smoking related diseases, the Trust has a 'Non Smoking Policy' and all Trust buildings and vehicles are designated as smoke free areas.



## **Alcohol**

Employees are expected to be aware of and understand that Central and North West London Mental Health NHS Trust has a policy on alcohol and the consumption of alcohol. Alcohol is not permitted whilst on duty.

## **Confidentiality**

Employees should be aware that the Trust produces confidential information relating to patients, staff and commercial information. All employees have a responsibility for ensuring the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of personal, medical, commercial information, systems passwords or other confidential information to any unauthorised person or persons will be considered as gross misconduct and may lead to disciplinary action which may include dismissal.

## **Equal Opportunities**

All employees of Central and North West London Mental Health NHS Trust are expected to be aware of, and adhere to, the provision of the Trust's Equal Opportunities Policy, and to carry out their associated duties and responsibilities under this policy. As users of the disability symbol, the Trust guarantees to interview all disabled applicants who meet the minimum essential criteria for a vacant post.

## **Grievances, Disputes, Disciplinary and Other Industrial Relations Procedures**

Central and North West London Mental Health NHS Trust has grievance, disputes, disciplinary and other industrial relations procedures. Employees are required to make themselves aware of these procedures, copies of which are available on the Trustnet, from your manager and the Human Resource Directorate.

## **Personal Development**

The post-holder is expected to co-operate in activities which line management believes will contribute to personal and/or to team growth. This includes attending supervisory sessions and training modules, both at their work base and other selected venues of instruction.

## **Conflict of Interest**

Employees are expected to declare any private 'interest or practice', which might conflict with their NHS employment, and be perceived to result in actual or potential financial or personal gain.

## **Working Time Regulations**

The Working Time Regulations 1998 require that you should not work more than an average of 48 hours each week i.e. no more than 816 hours in a 17-week period. To work more than 48 hours you must have management authorisation and you will be required to sign an opt-out agreement.

The Trust policy has a limit of 60 hours per week and all staff must ensure a 24-hour rest period is taken in every 7 days.

## **Conditions of Employment**

The Trust will screen all staff who will be working with children and police checks will be carried out on all staff appointed to posts which have access to children.

This will also apply if role develops to include access to children.

**Terms and Conditions**

The terms and conditions of service associated with this position are those agreed by the Trust