



## JOB DESCRIPTION

### JOB DETAILS:

<b>Job Title</b>	DEPUTY MANAGER
<b>Pay Band</b>	6
<b>Hours of Work and Nature of Contract</b>	37.5
<b>Division/Directorate</b>	
<b>Department</b>	
<b>Base</b>	

### ORGANISATIONAL ARRANGEMENTS:

<b>Managerially Accountable to:</b>	Ward manager/Team Leader/Nurse Manager
<b>Reports to: Name Line Manager</b>	Ward manager/Team Leader/Nurse Manager
<b>Professionally Responsible to:</b>	Clinical Lead Nurse, Senior Nurse Manager, Nurse Manager

#### **Job Summary/Job Purpose:**

Provide management and organisation of a clinical area.

Assess, plan, implement and evaluate evidenced-based nursing care within a quality, recovery focused service for patients.

Contribute to the education, development and line management of other staff members (registrants and non-registrants).

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Work collaboratively and co-operatively with others to meet the needs of patients and their families. Undertake management responsibilities in the absence of the Ward Manager.

## **DUTIES/RESPONSIBILITIES:**

### **Managerial**

- Designated to take charge on a regular basis in the absence of the person with continuing responsibility for the management and organisation of the clinical area/ case load.
- Analyse complex clinical situations which require analysis and where necessary interpret data leading to a decision being made on the viable options.
- Will act as Bleep Holder/Duty Nurse on a rota basis, this will include rotating on to night duty along with other deputy ward managers if this is a service requirement.
- Through effective delegation manage patients without direct supervision and ensure patients care needs are met across the defined clinical area.
- Undertake delegated line management responsibilities of other team members including personal development planning and individual performance reviews in line with BCUHB policy.
- Assist the senior managers to achieve the best use of clinical resources, ensuring an efficient and effective throughput of patients to the ward/caseload from admission to discharge.
- Promote the development of services, determining new ideas for improvement within the ward/clinical area, and assist the service manager to implement change.
- Ensure the effective and efficient use of physical and financial resources.
- Assist in the recruitment and retention of staff.
- Overseas the standards of cleanliness of the clinical environment and the control, reduction and prevention of hospital and community acquired infection.
- In conjunction with the senior nursing team, undertakes /oversees /evaluates and planning of any improvements actions plans associated with BCUHB audits, improvement in relation to the fundamentals of care including those associated with the harm dashboard.
- Support the ward manager in production of a roster that meets service need in line with Roster policy and agreed performance indicators
- Responsible for regular data submission to the *SafeCare* Healthroster (typically 3 times a day) in order to manage nurse staffing levels on a shift by shift basis taking into account patient acuity.
- Ensure knowledge of staffing policies and statutory guidance relating to area of work and professional accountability relating to staffing
- Support department manager by contributing to the evaluation and risk assessment of staffing levels on a shift by shift basis, undertaking any actions within level of competence to resolve staffing
- Ensure concerns relating to staffing are raised with Manager/Matron and entered on Datix
- Acts as a signatory for temporary staffing such as bank workers and agency workers

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- Overseas the ordering of stock and acts as a signatory for a small proportion of the overall service budget.
- Ensure the effective and efficient use of physical and financial resources, to support manager in delivering a balanced budget, or able to account for variation
- Review harms dashboard and ensure actions agreed to address where trajectory outside of agreed parameters, or escalation whereby outside of local control.
- Participate in Ward accreditation for own area ensuring actions put in place and monitored as a result.

### **Clinical**

- Responsible for the assessment of the patients nursing care needs, and the development, implementation and evaluation of programmes of care to meet those nursing needs.
- Work as part of a multi-disciplinary team, encouraging and where required participating in therapies ensuring that they are delivered effectively.
- Attend and contribute to relevant meetings and reviews, hearings and care and treatment planning meetings, providing written and verbal reports, as required.
- Ensure that patients and carers/relatives are involved in the planning and delivery of care.
- Ensure that effective communication is established and maintained with patients and carers/relatives.
- Ensure patient needs are met by working collaboratively with other professionals and agencies, especially in relation to ongoing care needs and discharge arrangements.
- Monitor and administer prescribed medication, liaising closely with prescribers with due regard to assessed effectiveness and the management of adverse effects.
- Collect, collate, evaluate and report information, maintaining accurate patient records.
- Contribute to the development of local protocols, procedures and policies.
- Recognise and respond appropriately to urgent and emergency situations
- Communicates sensitive information concerning patient's medical condition, some patients have barriers to understand.
- This may also include assessment and interpretation of clinical signs and symptoms of patient conditions and taking the appropriate action.
- Assess, plan, implement and evaluate evidenced-based nursing care within a quality, recovery focused service for those service users with serious and complex mental health needs.
- Providing care and treatment for patient who may have complex health needs and associated co-morbidity.
- Responsible for the assessment of the patients nursing care needs, and the development, implementation and evaluation of programmes of care to meet those nursing needs.
- Work as part of a multi-disciplinary team, encouraging and where required participating in therapies ensuring that they are delivered effectively.

### **Education and Development.**

- Participate in the development of educational programmes for use within the clinical area.

- Act as a supervisor, mentor, assessor aiding reflection and supervising practice and assessing competence where appropriate.
- Provide education and development opportunities for the ward/clinical team.
- Participate in the induction and training of new staff members and pre-registration students, acting as a mentor/supervisor/assessor to students as required.
- Develop own expert skills and knowledge and contribute to development of others.
- Ensure own compliance with regard to mandatory training and NMC revalidation requirements.

### **Shift Work**

- The post holder will be required to undertake shift work, which will include weekends.
  - The post holder will be required to work night duty on an internal rotation basis.
  - Will be required to cover other clinical areas where the senior nursing staff identify the need.
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## **PERSON SPECIFICATION**

The knowledge to be measured in the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years' experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	<p>1<sup>st</sup> Level Nurse NMC Registration.</p> <p>Evidence of a Degree level qualification or working towards this within an agreed time frame.</p> <p>Evidence of CPD Holds or is actively working towards a relevant Post-graduate Diploma, Diploma to be completed within an agreed timeframe.</p>	<p>Management qualification and /or management experience</p> <p>Mentor/supervisor/assessor/</p>	<p>Certificates</p> <p>Application form and pre-employment checks</p> <p>Interview</p>
<b>Experience</b>	<p>Significant experience of working either within the clinical speciality or a relevant nursing role .</p> <p>Ability to demonstrate application of improvement methodology.</p>	<p>Experience of working in a multidisciplinary team setting.</p> <p>Experience/knowledge of senior nurse role</p>	<p>Application form and interview</p>
<b>Aptitude and Abilities</b>	<p>Ability to communicate and receive complex information</p> <p>The ability to diagnose a problem and take corrective action</p> <p>Ability to analyse assessment results and transfer them into relevant packages of care</p>	<p>Ability to speak Welsh</p> <p>IT Skills</p> <p>Ability to manage resources</p>	<p>Application and Interview</p>

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	Ability to work autonomously as well as part of a team		
<b>Values</b>	<p>Evidence of effective team working</p> <p>Ability to work positively as part of a multi-disciplinary team</p> <p>Ability to work autonomously</p> <p>Display flexibility to adapt to organisational changes as well as changes within the service.</p>	Leadership and motivational skills	Application Form Interview References
<b>Other</b>	<p>Flexible approach to work.</p> <p>Ability to Travel</p> <p>Commitment to undertake a leadership / management qualification</p>		Application form and interview

### **GENERAL REQUIREMENTS**

Include those relevant to the post requirements;

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.

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- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of

the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have \* direct / indirect contact with\* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau \*Standard / Enhance Disclosure Check as part of the Trust's pre-employment check procedure. \*Delete as appropriate. The post holder does not require a DBS Disclosure Check. \*Delete as appropriate.
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

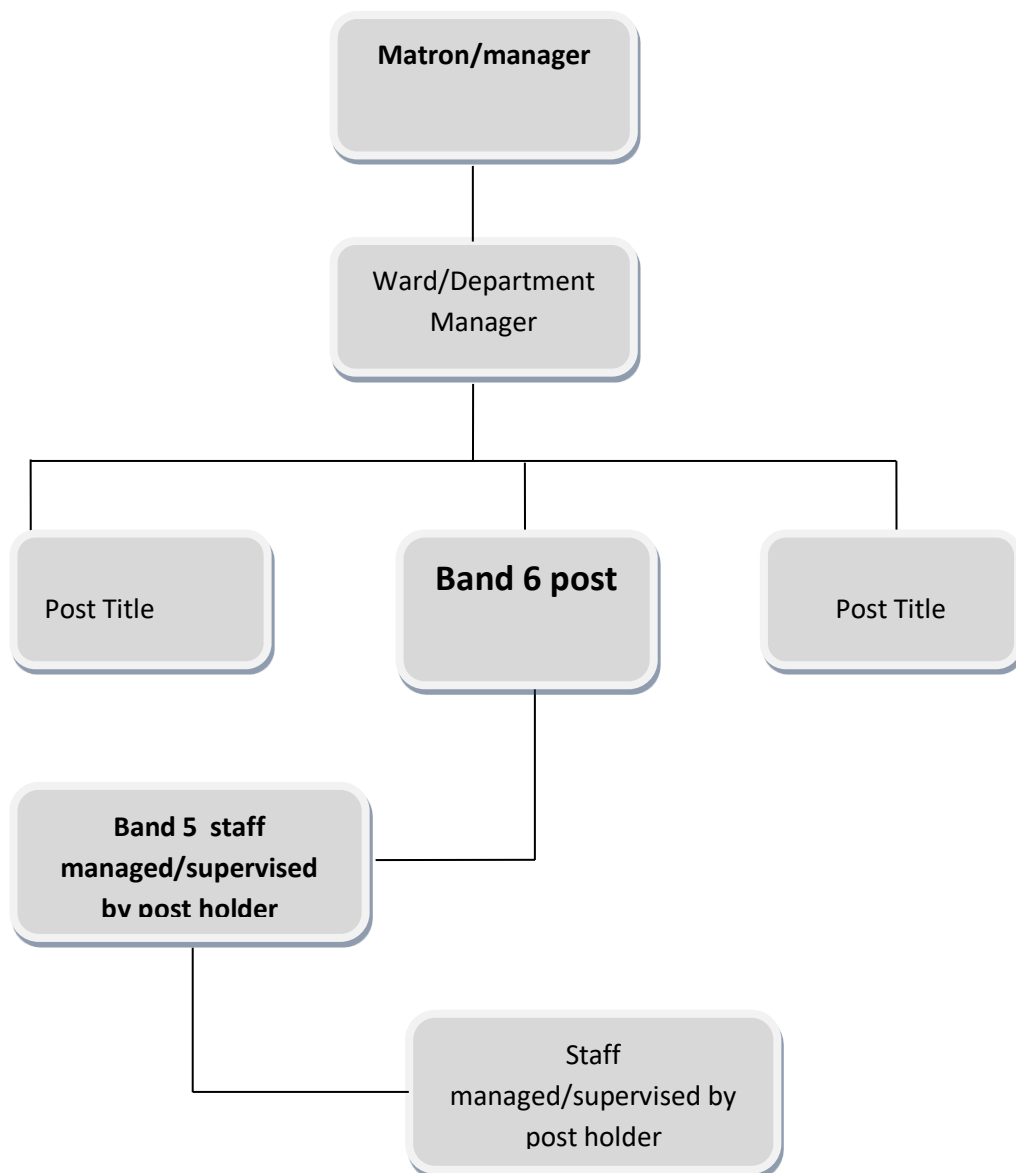
**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.



**Job Title: Band 6****Organisational Chart**

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



**Job Title: Band 6 Generic Job Description****Supplementary Job Description Information**

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

**Physical Effort**

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments
Required to stand or walk for sustained periods during the shift.	daily	variable	
Required to attend meetings	monthly	variable	

CAJE Reference/Date:

## Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g.; 'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Write patient notes and reports with possible interruptions to respond to patient needs and telephone calls. Also complete assessments and audits. Be alert to the changing needs of patients and respond appropriately.	Daily	Variable. At least 1 hour per day	
Concentrate on the in depth nursing tasks with potential for interruptions from patients and telephone calls. Respond to unpredictable situations.	Daily	1/2 hour a day	
Review and write up care plans with patients.  Prepare reports for client care and treatment plan reviews	Monthly	2-3 hours	
Lead MDT meetings, unit team meetings and professional meetings	Daily	1 hour	

CAJE Reference/Date:

## Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example,' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions.**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Communicate unwelcome news to patients and carers regarding their care and treatment.	Weekly, monthly	variable	
As Senior Nurse for the Unit covering out hours post holder will be responsible for unplanned care activities	weekly	variable	This is dependent on the senior nurse bleep holder rota if applicable
Providing care and treatment for patient who may have complex health needs and associated co-morbidities.	Weekly	Variable	Difficult to predict frequency

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## Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - **\*Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Post holder will be required to work long days working up to 12 hours a day.  Daily- Post holder will be exposed whilst working in a clinical setting to exposure to occasional/frequent highly unpleasant conditions such as smell, noise, body fluids Post holder will be required to use visual display units on a daily basis .Daily Post holder will need to drive to attend meetings at other sites Weekly Post holder required to work flexible roster including night duty at the need of the service 2-3 time per week	2-3 days per week          Daily		
Post holder will be required to use visual display units on a daily basis.	Daily	1-2 hours	

CAJE Reference/Date:

Post holder will need to drive to attend meetings at other sites	Weekly	variable	
Post holder required to work flexible roster including night duty at the need of the service	2-3 time per week		

CAJE Reference/Date: