



DELIVERING
OUTSTANDING
CARE AND
EXPERIENCE



RECRUITING,
DEVELOPING AND
RETAINING OUR
WORKFORCE



AN ANCHOR
IN OUR
COMMUNITIES



WORKING TOGETHER
WITH LOCAL HEALTH
AND SOCIAL
CARE PROVIDERS



DELIVERING
LONG-TERM
SUSTAINABILITY



Information pack for the post of

Deputy Sister/Charge Nurse

Ward B5

Division of Surgery



GOOD TO
OUTSTANDING



Welcome from Chief Executive Hannah Coffey

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchingsbrooke and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining TeamNWAngliaFT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.

A handwritten signature in black ink that reads "Hannah Coffey". The signature is fluid and cursive.

Hannah Coffey
Chief Executive Officer

Job Description

| | |
|-----------------------|----------------------------|
| JOB TITLE | Deputy Sister/Charge Nurse |
| GRADE | Band 6 |
| HOURS OF WORK | 37.5 hours |
| DEPARTMENT | Ward B5 |
| BASE | Peterborough City Hospital |
| RESPONSIBLE TO | Ward Manager |
| ACCOUNTABLE TO | Matron for MSK |

Job Summary

The post holder is responsible for the co-ordination of clinical care for patients, ensuring a safe care environment and safe working levels with appropriate skill mix for the shift and subsequent shifts. The post holder is responsible for critical clinical decision making, drawing on their advanced knowledge and experience to advise, deliver care or refer onwards as appropriate.

The post holder will work collaboratively with all disciplines and effectively manage resources to assure a high standard of care for patients/clients, their relatives and carers.

Main Duties and Responsibilities

1. Clinical

1.1 Act as the clinical lead on a shift ensuring the needs of patients/clients are assessed and individualised holistic nursing care is planned and implemented in a sensitive manner.

1.2 Ensure the provision of effective and sensitive evidence-based nursing care on the Ward to the highest standard and empower others to achieve this goal.

1.3 Ensure high standards nursing practice through,

- maintenance of own continuous professional development
- monitoring and continuously improving professional standards through observation, challenge and action.

1.4 Play an active role in health promotion activities raising awareness within patient care plans and raising awareness of health promotion amongst junior staff.

1.5 Exercise compassionate counselling skills and act in an advisory and guiding role in all aspects of nursing care for both patients/clients and members of the team.

1.6 Ensure due regard to given customs, values and spiritual beliefs of patients/clients and ensure that all contacts with internal or external customers are handled in a sensitive and competent manner.

1.7 Ensure record keeping on the Ward is accurate, clear and contemporaneous and complies with the NMC Guidelines for Records and Record Keeping.

1.8 Comply with and ensure others comply with Trust policies; NMC code of professional conduct and Scope of Professional Practice; and any other relevant professional codes.

1.9 Responsible for implementation and monitoring of infection control standards including leading audits on clinical and cleanliness standards; participating in the infection prevention and control secondment process and proactively supporting the ward manager in their duties including taking agreed delegated authority for some tasks/duties.

2. Management

2.1 Responsible for the Coordinating of all staff on the shift, leading the team and allocating work. Dealing proactively with conflict and any performance management issues that arise, seeking advice from peers, Ward Managers or Human Resources as necessary.

2.2 Work closely with the Ward Manager communicating decisions taken regarding staff management.

2.3 Responsible for timely production and maintenance of safe rotas, including when production is delegated to band 5 registered nurses, including,

- ensuring staffing levels and skill mix;
- taking decisions regarding urgent requests for annual leave;
- taking action to obtain additional cover in line with local guidelines;
- reviewing staff levels and skill mix for current shift and subsequent shifts taking appropriate action and communicating this to the ward manager and lead nurse/general manager; and
- checking timesheets.

2.4 Participate in absence management by recording and monitoring sickness undertaking return to work interviews and taking initial management action, when absence trigger points are met.

2.5 Participate in recruitment and selection of staff including short listing, interviewing and orientation with a clear understanding of Trust's Equal Opportunities Policy and recruitment practices.

2.6 Deputise for the Ward Manager and instigate action relating to performance or conduct, recognising where additional advice and support is required.

2.7 Demonstrate an awareness of the needs of individual team members and give support and guidance where necessary.

2.8 Facilitate effective communications within the multidisciplinary team, the management structure and ensure cascade of information to specified group of staff.

2.9 Lead or proactively participate in departmental meetings.

2.10 Proactively support evaluation of the service and clinical and non-clinical change, encouraging a positive attitude amongst colleagues.

3. Organisational

3.1 Comply with the Trust's Health and Safety guidelines in providing a safe environment for staff, patients and their families.

3.2 Comply with the North West Anglia Foundation Trust policies and procedures, reporting problems to senior staff and taking appropriate action if circumstances arise which could be detrimental to safe standards of practice.

3.3 Undertake risk assessments, taking action within sphere of responsibility and assisting in maintaining the risk register through highlighting potential risks.

3.4 In line with Trust policy and local guidelines, deal with incidents as they occur; investigate as necessary; take appropriate action including escalation; making recommendations on clinical or non-clinical change; feedback to staff and senior team including lessons learned.

3.5 In line with Trust policy and local guidelines, deal with informal and formal complaints as they occur, taking immediate action if appropriate and within sphere of knowledge and competence and leading investigations into formal complaints.

3.6 Initiate or actively participate in research, audits and surveys including the performance framework returns, compilation of action plans and actioning any required change(s) under leadership of the Ward Manager.

3.7 Actively participate in local clinical governance activities and be aware of issues within nursing practice in the wider context of NHS.

3.8 Responsible for data collection for internal and external audits and quality programmes including performance indicators, saving lives and essence of care.

4. Educational

4.1 Act as an effective clinical and professional role model supporting junior staff and students through mentoring; teaching; counselling and appropriately documenting discussions.

4.2 Undertake in line with Trust policy, performance and development reviews for specified group of registered nurses and support staff, ensuring appropriate documentation, co-ordination of training including mandatory training and ongoing reviews of personal and professional objectives.

4.3 Be responsible for student/new staff orientation and induction, Set clear objectives for students and junior/new staff to achieve a good standard of care and provide adequate supervision until competent.

4.4 Be proactive/ responsible for identifying own educational/development needs with line manager and local education provider, whilst maintaining personal portfolio.

4.5 Maintain personal records of professional development as required by PREP.

4.6 Liaise with teaching staff and take part in in-service training where appropriate.

4.7 Lead on implementing and monitoring NMC mentorship standards (Sept 2006)

To comply with the roles and responsibilities as defined in the Trust's Health & Safety Policy and the KSF outline for this post.

5. Other

5.1 To comply with the roles and responsibilities as defined in the Trust's Health & Safety Policy.

5.2 To be responsible for safeguarding and promoting the welfare of children and adults by undertaking the appropriate level of training in accordance with the safeguarding policy training strategy and being aware of and working within the Trust's safeguarding policies.

5.3 Ensure all data collection and processing undertaken is consistently accurate and timely and complies with the Trust Data Quality Policy and local procedures.

5.4 Undertake any other similar duties in line with the key purpose of the job.

5.5. Infection Prevention is of paramount importance to the safety and wellbeing of our patients at Peterborough City Hospital. The Infection Prevention and Control Team use national and local guidance and policy to formulate Infection Prevention Policy and Procedure documents. It is the responsibility of all Peterborough City Hospital employees, to comply with the Infection Prevention and Control Policy and Procedure documents. Compliance with the relevant documents will be assessed during appraisal.

Review

This job description is intended to be a fair and representative summary of the main duties and responsibilities of the role. As such it is not exhaustive. It will be subject to regular review between the post holder and manager and may be amended to reflect the needs of the service, in line with the reasonable requirements of the job profile/grade for the post, in consultation with the post holder

Working at our Trust

A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.



B. Divisional Structure

Following the formation of North West Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form five clinical divisions:

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery

- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

The clinical divisions are key to our service delivery and they are led by a triumvirate comprising a Divisional Director, Divisional Nursing Director, and Divisional Operations Director.

C. Your responsibilities to the Trust, our patients and staff

The Trust aims to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role, you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements. Non-adherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act by policies specific to your job role, which are covered at induction.

Equality and Diversity Policy

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

Health & Safety

You have a responsibility to consider yourself and anyone else that could be affected by the things you do or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally, if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures, and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, to maintain the health, safety and welfare of employees or others who may be affected.

Data Protection

You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered into Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

Data Quality

It is your responsibility to ensure that any data collection required is accurate, timely, complete, and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate in any relevant audits required as part of the Trust's and external quality improvement programmes.

Customer Care

You are always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

Values

How our staff live and work according to our values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

Infection Control

You have a responsibility to comply with Trust policies for personal and patient safety and prevention of healthcare-associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe disposal of sharps. You will be asked about adherence to measures for reducing HCAI at the annual appraisal.

Smoking Policy

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

Confidentiality

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Safeguarding the welfare of children and vulnerable adults

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people, and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

Mandatory Training

You are required to attend mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

Raising issues of Concern

If you have any concerns about practices or processes within the Trust, you should raise this with your line manager. If you do not feel able to raise concerns directly you should access the Trust's haven procedures for raising issues of concern in confidence.