

PROGRESS *your* CAREER



Deputy Ward Manager Band 6

Job Description and Person Specification

Job Description

JOB TITLE: Deputy Ward Manager

BAND: Band 6

RESPONSIBLE TO: Ward Manager

KEY RELATIONSHIPS:

Internal	External
Own Team Line Manager	GP Collaborative Care Social Services Acute Hospital

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:

The expectation of this post holder will be to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

The post holder will achieve this by:

The post holder will be a Registered Nurse (RN12-NMC) responsible for patients allocated to them and will assess, manage, plan and deliver care, including being professionally and legally accountable.

The post holder will support their peers and team leader and be an effective team member whilst working on their own initiative. They will have a commitment to collaborative working and actively support and liaise with other health and social care professionals and agencies.

- Participating in the development and implementation of high standards of clinical care ensuring the service provided is needs led, compliant with national guidance and is viewed positively by service users.

- Supporting the team in understanding and valuing others' roles and contributions. To enable others to contribute effectively, acknowledging the nature of and context of their work, sharing and taking account own and others' knowledge and skills, and differences in working and professional practice.
- Supporting the Trust Mission and Trust Vision by incorporating the Trust's values and Staff Charter into their day to day role. The Trusts Values are:
 - Valuing and Respecting Individuals
 - Listen to the views of others
 - Individual Care
 - Choice and socially inclusive opportunities
 - Effective communication
 - Service users at the heart of everything we do
 - Embracing Diversity
 - Empowerment and Choice

Key Responsibilities:

- To be responsible for organising and prioritising own and others workload in the day to day allocation of work.
- To deputise when required in the team managers absence and delegate appropriately to health care assistants.
- To have organisational knowledge relating to Trust protocols and procedures and adhere to them, particularly administration of medicine and moving and handling.
- To be responsible for providing accurate records of information required by the Trust for audit purposes.
- To ensure effective risk management at team level by accident/incident reporting, assessing and controlling risk and ensuring residual risks are added to the Trust register.
- To supervise pre-registration students.
- To employ professional curiosity in your day-to-day role and act upon any findings appropriately.

Clinical Skills

- To act as an autonomous, registered practitioner who is legally and professionally accountable for own unsupervised actions guided by the professional code of conduct and Trust guidelines and protocols.
- The post holder will have Current Effective Status on the Nursing and Midwifery Council (NMC) – Registered Nurse (RN12).
- To be responsible, and accountable, for service delivery to clients/patients.
- To be able to assess and develop plans of care to meet the complex needs of patients with a variety of conditions. This includes chronic, acute and palliative care within own competencies, recognising own limitations and seeking advice when necessary. This will include continuously evaluating and acting on outcomes.
- To be able to initiate referrals to other health professional specialist services and agencies.
- To provide patients and relatives with information and education thus ensuring they have meaningful choices that promote dignity, independence and quality of life.

- To ensure practice is supported by research, evidence-based practice, literature and peer review.

Leadership

- To participate in the development of an effective team and the development of productive working relationships throughout the Trust.
- To actively promote integrated health professional working internally and externally.
- To facilitate the development of a positive and supportive team culture.
- To take an active interest in working parties and groups within the Trust to develop and improve on service delivery, protocols and guidelines.
- To participate in the audit process, linking in with the clinical governance agenda.
- To advise, encourage and share knowledge utilising the latest research and practice development, through literature and peer reviews.

Administration

- To be computer literate.
- To ensure accurate recording of actions, and updating patient's records, maintaining confidentiality at all times.
- To take part, and assist, in the planning and administration relating to day to day running of the caseload.

Communication

- To have a wide range of knowledge in approaches to communicating and managing patient care.
- To be able to effectively communicate with colleagues, peers, senior managers and clinical leads within the Trust.
- To be able to communicate complex patient related information facilitating positive outcomes and ensuring collaborative working.
- Participate in the review and development of clinical policies and identifies improvements to service provision.
- Build effective relationships with service users and carers.
- Ensure that relatives and carers of service users, where appropriate, have a good understanding of the condition of the service user and feel able to communicate effectively with the clinical area to answer any queries or concerns.
- Provide an effective alternative to hospital admission.
- Provide effective liaison between Services.
- To respect other disciplines' viewpoints and communication with service users, carers, relatives, GPs, other professionals and agencies as appropriate.
- To work in partnership with referring agency to develop joint care plans.
- To be responsible for communicating complex clinical information to a variety of recipients (e.g. families and other professionals), both verbally and in writing.
- To work jointly and collaboratively with NELFT colleagues in order to enhance and develop services to service users and their families. This will include participation in team case discussions.

- To ensure communication channels are consistent and understandable and that information provided is relevant and informed.
- To maintain effective consumer confidentiality, ensuring adherence to NELFT and own Service policies, the Data Protection legislation and the Freedom of Information Act.

Training

- To act as mentor to students, providing effective education, facilitating their development and promoting high standards of nursing care.
- Ensure students are actively supported to enable them to achieve their learning needs.
- To ensure own continued professional development and support a culture of lifelong learning in self and others.
- To undertake, and assist, in the planning of own mandatory training and workshops.
- To undertake a regular appraisal, developing a personal development plan that includes clinical competencies reflecting the health needs of the local population and relates to Trust strategy.
- To support new staff and their integration within the team.
- To support training as part of the role including changes to professional development and implementation of new policies and guidelines.

Specific tasks directly related to the post

- Work alongside service users and carers/relatives to continually work towards improving and maintaining high standards.
- To initiate and develop new ideas and methods in consultation with the ward /team manager.
- Participate in research, audit reviews and other initiatives in accordance to Clinical Governance.
- Actively contribute to the development and review of policies and procedures based upon best practice.

To provide clinical skills to the multi-disciplinary team in the processing and assessment of referrals in line with agreed policy and further take part in any subsequent care programme carried out by this Team.

- To work within a multi-disciplinary framework, promoting the principles of the Team.
- To actively seek user feedback and ensure that such feedback is used to enhance and develop service delivery.
- To actively participate in the setting of quality standards, including auditing, monitoring and reviewing treatment interventions and outcomes.
- To assist in the development and implementation of service policies and procedures.
- To support the team in understanding and valuing others' roles and contributions. To enable others to contribute effectively, acknowledging the nature of and context of their work, sharing and taking account own and others' knowledge and skills, and differences in working and professional practice.

Please note that this is the only part of the job description that you can add in specific tasks related to the post that are not covered in the above content of the job description. For brevity, please consider whether it is necessary to include additional tasks.

Additional Information

Additional information about protocols and guidelines while working at NELFT are outlined in [this document](#).

Key Performance Indicators (KPI) and Objectives

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.

Date last reviewed: April 2024

Date to be reviewed: April 2025

Person Specification

Please note if you do not meet all the criteria listed in the person specification, we encourage you to still apply and development needs can be discussed at the interview.

Demonstration of Trust Values	Essential	Desirable	Measurement
<ul style="list-style-type: none"> • Putting people first • Prioritising quality • Being progressive, innovative, and continually improve • Being professional and honest • Promoting what is possible, independence, opportunity, and choice 	✓		Application Form Interview Assessment

Qualifications	Essential	Desirable	Measurement
RMN	✓		Application Form Interview Assessment
Degree	✓		State measurement i.e. Application Form Interview Assessment
Evidence of CPD	✓		Application Form Interview Assessment

Experience	Essential	Desirable	Measurement
Extensive experience of working with people with complex, acute mental health needs and challenging	✓		State measurement i.e. Application Form Interview Assessment

behaviours.			
Providing staff supervision and appraisal to qualified and non-professionally aligned staff.	✓		Application form Interview
Risk assessment and management within a mental health inpatient setting.	✓		Application form Interview Assessment
Ability to perform under pressure, quickly and effectively, making timely clinical decisions and following through available agreed care pathways.	✓		Application form Interview
Managing time and delivering competing priorities	✓		Application Form Interview Assessment

Knowledge	Essential	Desirable	Measurement
An awareness of NHS priorities	✓		Application Form Interview Assessment
An awareness of NHS Plan, NSF and clinical governance priorities	✓		Application Form Interview Assessment
Thorough knowledge of the 1983 Mental Health Act, Mental Capacity Act, and related legislation, codes of practice and guidance.	✓		Application Form Interview Assessment
Best practice, latest research and effective delivery processes.	✓		Application Form Interview Assessment
Understanding of and commitment to the principle of equal opportunities in service delivery.	✓		Application Form Interview Assessment
Excellent working knowledge of Care Programme Approach.	✓		Application Form Interview Assessment
Medication management.	✓		Application Form Interview Assessment
Physical Health assessment	✓		Application Form Interview Assessment
Infection control standards	✓		Application Form Interview Assessment

Skills	Essential	Desirable	Measurement
Good I.T. Skills	✓		Application Form Interview Assessment
Ability to cope with highly emotionally stressful situations on a day-to-day basis.			

Other	Essential	Desirable	Measurement
To be able to travel efficiently throughout the area	✓		Application Form Interview
Ability to explore emotionally demanding aspects of the role with appropriate staff in clinical supervision as well as in team meetings and informal work related support systems.	✓		Application Form Interview Assessment
Ability to maintain confidentiality where appropriate.	✓		Application Form Interview Assessment
Ability to resolve difficulties which affect working relationships and to offer support to staff, service users and carers on an ongoing daily basis.	✓		Application Form Interview Assessment