

We care
We respect
We listen



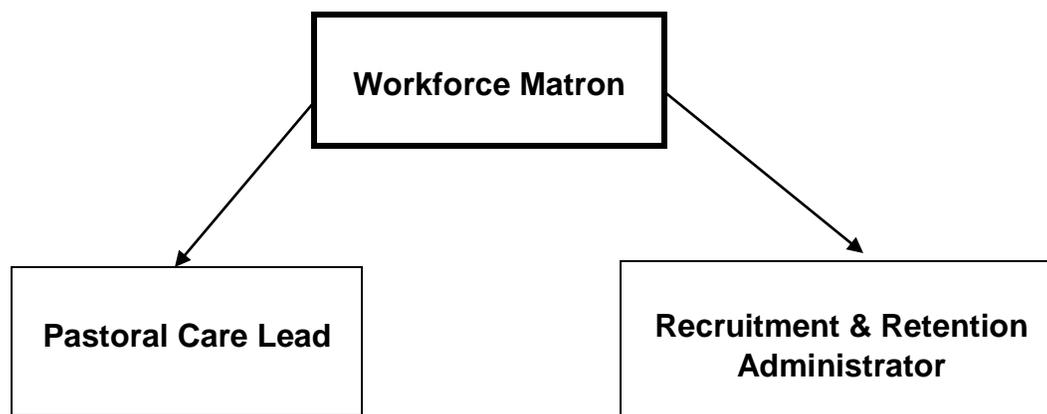
Stockport
NHS Foundation Trust

A photograph of three NHS staff members walking together, overlaid with a blue tint. They are wearing blue and white uniforms. The woman on the left is smiling, the woman in the middle is also smiling, and the woman on the right is looking towards the other two.

Stockport NHS Foundation Trust
**Job description and person
specification**
Pastoral Care Lead

Job Title: Pastoral Care Lead		AfC Reference No:	
Division: Corporate Nursing		Band: Band 5 (Subject to AFC panel)	
Staff Group Please indicate ✓ <u>This section must be completed.</u>		<ul style="list-style-type: none"> • Administrative Services • Allied Health Professionals • Health Science Services 	<ul style="list-style-type: none"> • Nursing and Midwifery ✓ • Support Services
Hours or Programmed Activities: Full/Part Time		Base: Stockport NHS Foundation Trust	
Accountable to: Deputy Chief Nurse, Corporate Nursing			
Responsible for: Working closely with the Workforce Matron and the Recruitment and Retention Administrator in all aspects of pastoral care, recruitment and retention of nursing staff with Stockport NHS Foundation Trust			
Professionally Accountable to: Workforce Matron			
Job Summary: Working closely with the Workforce Matron and the Recruitment and Retention Administrator in all aspects of pastoral care, recruitment and retention of nursing staff with Stockport NHS Foundation Trust.			

Organisation Chart



JOB DESCRIPTION

Main Duties and Responsibilities

- Co-ordination of promotional campaigns for recruitment events and promoting the Trust as an employer choice.
- Managing the retention pathway, Grow & Retain our Workforce (GROW), which provides opportunities for registered nurses (RNs) to gain experience working in a different clinical environment.
- Work effectively with Professional Nurse Advocates (PNAs) to triangulate retention, development and inclusivity. Ensure the process is tracked & documented.
- Commence open communication channels, eg telephone, emails, and be a point of contact throughout the recruitment process for new starters as this process can be stressful and will give the employee confidence in their new employer.
- Create dialogue with individual's new line manager & matron. Arrange Meet the Team visits for the new starter with their ward manager & new colleagues.
- Liaise with the Professional Education Facilitators (PEFs) & Preceptorship Team, & set-up Keeping in Touch sessions for newly qualified nurses who may want the opportunity to complete competency assessments eg cannulation training before starting at the Trust.
- Using a multi-disciplinary approach allocate each new starter a Buddy on their ward/unit. This individual working alongside them throughout their induction.
- Attend university careers events promoting the Trust as an employer of choice.

- Visit colleges and schools, actively promoting working for the NHS and the role of a career in nursing.
- Provide pastoral support for the newly qualified with their transition from learner to active practitioner.
- Maintain robust communications with the new starters & ensure all support is clearly documented and is in line with the Trust values & behaviors. Provide assurance that that all communications are confidential.
- The post holder will support the career development of the internationally educated nurses supporting the EDI strategy.
- Work alongside the education team, support the internationally educated nurses currently practicing as HCAs to complete their OSCE to support their transition to RNs.
- The Pastoral Support Lead will identify a Mentor from within the Trust to meet the individual on a regular basis to provide support and reassurance.
- In the absence of the Workforce Matron the post holder will step up and fulfill the duties where required.
- There is an expectation the post holder will attend recruitment events which may on occasion take place at weekends.
- Organise own workload and adjust priorities in response to issues arising in the workplace.
- Recognise and respond appropriately to issues which require urgent or immediate attention, reporting to other members of the multi-disciplinary/management team as necessary.
- Ensure the provision of compassionate, safe and high-quality care of all patients and supervise the working of junior staff and trainees.
- Assist the Workforce Matron in supporting and contributing to agreed developments within the Division.
- Ensure the efficient use of resources.
- Ensure you are a visible leader onsite and in the community settings.

Communications

- Lead by example.
- Ensure that confidentiality of patients and staff is maintained.
- Ensure effective communication with all members of staff and stakeholders.
- In the absence of the Workforce Matron act as a representative at senior nurse meetings.
- Ensure staff proactively manage patient, relative and carer concerns.
- Seek support and advice on matters outside your experience and authority.
- To risk assess and ensure incidents and near misses are reported

Responsibility for Patient Care

- Assist the Ward Manager and matron in building a compassionate culture for the new starters. This will result in a supportive induction leading to effective patient care and safety. Help build confidence in the individual to make assessments of care needs and develop the implementation and evaluation of care without direct supervision.
- Ensure nursing related documentation is appropriate, accountable, and defensible as per Trust Policies
- Ensure that the nursing input within the ward contributes to care quality indicators.
- Support the Trust to foster a culture which encourages staff to challenge and report sub-standard practice.

- Promote the use of risk assessments and health and safety management, utilising the Trust's incident reporting system to improve the quality of patient care.
- Assist the Ward Manager to encourage and promote an evidence-based culture in staff using procedures and protocols of care within an inter-disciplinary approach.
- Contribute to and support clinical effectiveness and innovative practice within the provision of care.
- Work with the Ward Trust teams to ensure all Safeguarding policies for Children and Adults at risk are adhered to by staff.
- Assist the Workforce Matron in supporting and contributing to agreed developments across the Trust.

Planning and organising

- Develop clinical/non-clinical skills which will enhance patient care delivery by maximising opportunities via the Trust's Staff Development Programme.
- Organise and plan own day to day workload or activities to meet the demands of the job role.
- Lead on the management of the GROW programme

Responsibilities for Physical and / or Financial Resources

- Support the Workforce Matron to actively contribute to trust initiatives which contribute to the efficient management of the Divisional and operation needs.
- Ensure responsible use of and security of assets within the department including own use and correct use by others e.g., IT equipment.
- Ensure safe and efficient use of equipment, resources, and consumables at all times.

Responsibility for Policy and Service Development and Implementation

- Assist the Workforce Matron and division to ensure Trust policies/ standards and procedures are adhered to.
- Assist the Workforce Matron in ensuring clinical/ward indicators and patient feedback is acknowledged and actions taken and monitored to address any short falls identified. Ensure positive feedback is reported back to staff.
- Assist in the monitoring of standards of environmental cleanliness and challenge when not achieved or maintained.
- To be aware of, comment on and /or actively participate in changes on policies, procedures, or service developments.
- To embrace and support line management and the department in making service improvements effective within the workplace.

Responsibilities for Human Resources and Leadership

- To assist in the completion of staff appraisals.
- Support the Workforce Matron in the recruitment and retention of the workforce and selection of staff, to ensure they have the competency, attitude and skills to match the requirements of the post.
- Support the Workforce Matron with the implementation of human resource policies.
- Support new work colleagues to adapt to the workplace.

Responsibilities for Teaching and Training

- Participate in training and development activities that are relevant to the job role.
- Ensure that the ward/department environment is conducive to the education and learning of all staff and students.
- Undertake the role of mentor/ preceptor/ supervisor to other members of the ward team.
- Assist members of the team identify their own training and development needs and support them in achieving individual goals.
- Take responsibility for own continuing professional development and performance, including identifying own development needs and maintain own portfolio in accordance with revalidation requirements and mandatory and role specific requirements.

Responsibilities for data and information resources

- Assist in the development and maintenance of staff rotas.
- Assist the Workforce Matron in monitoring the performance of the department and produce reports as required.
- Ensure the effective use of I.T. initiatives within the ward/department.

Research, Development and Audit

- Work with the Workforce Matron to maintain and evaluate outcomes of service/care provided from their area and take appropriate action.
- Implement research-based ideas.

Physical Skills and Effort

- To safely use clinical equipment to carry out the job role.
- Use of physical effort to carry out the demands of the job role (e.g., pushing and pulling trolleys/ support to manoeuvre patients).
- To undertake the necessary training to ensure safe use of medical devices and Equipment
- The post holder must have access to a vehicle to use for work purposes.

General Duties for all employees

Hand Hygiene

To assist the Trust in reducing healthcare acquired infections (HCAI's) all staff should be familiar with all the Trust's Infection Prevention policies which are appropriate to their role. You are required to attend mandatory training in Infection Prevention and be compliant with all measures known to be effective in reducing HCAI's".

Safeguarding

All Stockport Foundation Trust employees are required to always act in such a way that safeguards and promotes the health and well-being of children, young people, and adults at risk. Familiarisation with and adherence to the policies and procedures relating to the safeguarding of children, young people and adults at risk must be adhered to. It is the responsibility of all staff to report any concerns and they must therefore be aware of child and adult safeguarding policies and procedures and who to contact within the Trust for further specialist help and guidance. It is an essential requirement of all employees as is participation in mandatory safeguarding training in accordance with the employees' roles and responsibilities.

Prevention

To actively work with patients/clients/service users to identify appropriate opportunities in Making Every Contact Count for preventative interventions which may reduce the risk of future harm to health and wellbeing and to provide brief advice and refer or signpost to sources of further information and support which may include advice on lifestyle behaviour and social care needs as well as safety and management of long-term conditions.

Data Protection, Confidentiality and Information Governance

The post holder must abide by all relevant Trust and departmental policies including information governance, confidentiality and data protection and undertake the annual data security awareness mandatory training. The post holder is reminded that any breach of the Trust's information governance and security policies and procedures, including data protection legislation, will result in disciplinary action.

Data Protection Legislation – the post holder is required to process all personal data relating to patients and staff, whether in paper, electronic or other media, in accordance with the Data Protection Act 2018 and the General Data Protection Regulations (GDPR), always ensuring the security and confidentiality of data. The post holder must not for their own benefit or gain, or to divulge to any persons, firm, or other organisation whatsoever, any confidential information belonging to the Trust or relating to the Trust's affairs or dealings which may come to their knowledge during employment.

Health & Safety

Under the Health and Safety at Work Act 1974, the Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. Equally the post holder is required to work within the Trust Health & Safety Policy and fulfil a proactive role towards the management and control of risk. This entails the identification, assessment, and the immediate reporting, using the Trust Incident Reporting System, any incident, accident, hazard or near miss involving patients, service users, carers, staff, contractors or members of the public.

The Post holder has a personal responsibility to adhere to a statutory and departmental duty of care for their own personal safety and that of others who may be affected by their acts or omissions at work.

Harassment & Bullying

As a member of staff, you have a personal responsibility to ensure you do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination, harassment or bullying by others.

Dignity & Respect

All employees have a duty to promote a harmonious working environment in which all persons are treated with dignity and respect, whilst fulfilling our legal obligations under equality legislation and associated codes of practice.

The Trust takes the right of the patient/service user to be treated with dignity and respect seriously. We will treat every patient/service user and carer as a valued individual, with respect for his/ her dignity and privacy. Our aim is to give each patient/service user the care we would want for our families and ourselves.

Quality Improvement

Our mission is to make a difference every day helping people to live their best lives. We have a trust wide approach to quality improvement, and we expect everyone to contribute to improving our services by always learning and continually improving our services. For all staff, it is about learning from what has worked well as well as what has not, being open to change and improvement and working in smarter and more focused ways to improve our services. The Trust encourages and provides opportunities for staff at all levels to engage in the Trust's approach to quality through quality improvement projects, clinical audit, innovation, and quality assurance.

No Smoking Policy

The Trust operates a No Smoking Policy which states that smoking is prohibited within all Trust premises and on the site. This includes entrances, exits, cars, lease cars, car parks, pavements and walkways, areas hidden from general view and residences. As an employee of the Trust, you are expected to comply with this policy, failure to do so may result in disciplinary action being taken under the Trust's Disciplinary Policy & Procedure.

We care
We respect
We listen



Stockport
NHS Foundation Trust

To undertake any other duties which is deemed appropriate to the band when requested by Senior Staff.

The above indicates the main duties of the post which may be reviewed in the light of experience and development within the service. Any review will be undertaken in conjunction with the postholder.

Date:

Manager's Signature: _____

Postholder's Signature: _____

PERSON SPECIFICATION

The person specification sets out the essential qualifications, experience, skills, knowledge, personal attributes, and other requirements which the post holder requires to perform the job to a satisfactory level. Without these qualities applicant cannot be appointed to the post.

Post: Pastoral Care Lead

Band: Band 5 (Subject to AFC panel)

Requirements	Assessment Method – Application Form (AF) / Test (T) / Interview (I) / References (R)				
	Essential (E) / Desirable (D)	AF	T	I	R
<u>Education & Qualifications</u>					
R.N. ADULT	E	✓			
Current NMC registration	E	✓			
Professional or clinical qualification relevant to the speciality or evidence of working towards	E	✓			
Evidence of study at degree level	D	✓			
Supporting learners in practice course	D	✓			
<u>Knowledge</u>					
An understanding of the need of confidentiality awareness at all times.	E	✓		✓	
Updated research and evidence-based practice.	E	✓		✓	
Knowledge of Health & Safety issues	E	✓		✓	
Data Protection	E	✓		✓	
Awareness of legislation relevant to the post	E	✓		✓	
Evidence of further learning	D	✓		✓	

<u>Experience</u>					
Experience of working in adult care	E	✓		✓	✓
Evidence of continual professional development	E	✓		✓	✓
Evidence of ability to effectively co-ordinate a team	E	✓		✓	✓
Ability to work autonomously & as part of a team.	E	✓		✓	✓
Safeguarding level 3 training	E	✓		✓	✓
Able to demonstrate awareness of or evidence of clinical governance.	D	✓		✓	✓
Coaching skills	D	✓		✓	✓
Undertaken or willing to undertake the Trust 'Work together to get results' programme.	D	✓		✓	✓
Investigation training	D	✓		✓	✓
<u>Skills & Abilities</u>					
Demonstrate ability to assess, plan, implement and evaluate care.	E	✓		✓	
Organisational abilities	E	✓		✓	
Appropriate IT skills	E	✓		✓	
Awareness of implementing change and willingness to learn new skills.	E	✓		✓	
<u>Work Related Circumstances</u>					
Able to fulfil the health requirements of the post as identified in the Job Description, taking into account any reasonable adjustments recommended by Occupational Health.	E				
Must be eligible to work in the UK.	E				