



SWANSEA BAY UNIVERSITY HEALTH BOARD

JOB DESCRIPTION

Job Title	Charge Nurse (Deputy Ward Manager)
Pay Band	Band 6
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	
Department	
Base	To be completed on recruitment
ORGANISATIONAL ARRANGEMENTS:	
Managerially Accountable to:	Charge Nurse (Ward Manager)
Reports to:	Charge Nurse (Ward Manager)
Professionally Responsible to:	Group Nurse Director
Our Values In this Health Board we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of "caring for each other", "working together" and "always improving".	

Job Summary/Job Purpose:

- Combine excellent clinical practice with day to day shift coordination and undertaking leadership and management responsibilities in support of the Ward Manager.
- Continually support and work in conjunction with the Ward Manager including deputising/taking charge of the clinical area/team in the absence of the Ward Manager.
- Provide supervisory management and leadership skills in a clinical environment which is complex and pressurised.
- Provide professional nursing leadership and guidance (in line with NMC standards), clinical advice and undertake management and monitoring activities to ensure the effective delivery of high standards of nursing care at all times
- Work alongside the nursing team members, providing support to junior colleagues in the provision of direct care.
- Proactively contribute to the implementation of the NMC *Standards for education (2018)* including the standards for student supervision and assessment.
- Provide leadership and role modelling in the development and mentorship of new and other staff.
- Demonstrate the Health Board's values in everything that you do in the work environment.

DUTIES/RESPONSIBILITIES:

- Assess care needs and develop, implement and evaluate the programmes of care without supervision.
- Delegate the delivery of care where appropriate, in line with NHS Wales delegation framework. Supervise the delivery of care and the staff involved with its provision.
- Ensure that the patient's physical, psychological, social and spiritual needs are met including the fundamental aspects of care needs.

- Monitor and evaluate the standards of care provided by the clinical team.
- Be visible and accessible in the clinical area to the nursing and wider multi-disciplinary team, patients and service users.
- Continually support and work in conjunction with the Ward Manager and formally deputise in the absence of the Ward Manager.
- Work alongside the multi-disciplinary team and provide specialist nursing advice as appropriate to own areas of expertise.
- Deal with complex clinical and managerial situations that arise, analysing, seeking appropriate help and making decisions in relation to patient risk and care.
- Seek appropriate advice/alert agencies when there are any concerns regarding potential/actual risk to any patient or their dependents e.g. child safeguarding, domestic violence, protection of the vulnerable adult, mental capacity and deprivation of liberty.
- Ensure effective discharge planning forms a core component of care planning and delivery from the time of initial assessment, taking into consideration the contributory factors influencing a safe discharge. Works with the multi-disciplinary team on complex discharges.
- Be competent in the use and management of all/specialised equipment relevant to the ward.
- Support junior colleagues in the provision of direct care.
- Facilitate learning in and from practice.
- Support a culture for learning and development through promotion of a reflective approach to practice and utilising a formal clinical supervision framework in support of team members as appropriate.
- Maintain and further develop excellence in the wide range of fundamental and complex clinical activities associated with the care of patients admitted to this clinical area.

Service Management

- Support the Ward Manager in the development of relevant policies, procedures and protocols for their area of responsibility ensuring that they meet national, local and professional criteria, submitting them to the Ward Manager for agreement prior to submission for ratification.

- Act with autonomy and authority to make decision within an agreed professional and managerial structure, seeking advice as appropriate from the Matron in addition to/in the absence of the Ward Manager.
- Support the Ward Manager in arranging and leading team meetings/other systems for maintaining effective communications across the nursing team.
- Participate in the investigation of clinical incidents, complaints and serious untoward incidents using root cause analysis methodologies. Ensure action plans and findings are fully implemented and recommendations are incorporated into practice.

Service & Quality Improvement

- Support the Ward Manager in the maintenance and monitoring of the standard and quality of care delivered in the clinical area.
- Reflect on and monitor the quality of work in own area and effectively communicate with other team members on issues of quality and risk in the care of patients.
- Collect and collate accurate and timely data and information for a range of audit, research and service performance purposes in order to identify areas for improvement and/or to monitor progress against agreed actions.
- Actively contribute to the capture of data for the nursing dashboard.
- Take actions continually to both maintain and monitor compliance with the agreed planned rosters in order meet the requirements of the Nurse Staffing Level (Wales) Act (2016).
- Focus on delivering the fundamental aspects of care, benchmarking and supporting the Ward Manager in examining practice, comparing it with best practice and supporting the development of action plans to continually improve the standard and quality of care
- Maintain and/or seek to improve standards of the care environment, including environmental cleanliness including participation in multi-disciplinary monitoring of the estate and cleaning specification within the clinical area.
- Develop and maintain good interpersonal relationships with the clinical specialists from across nursing and the wider multi-disciplinary team, working in partnership to meet nationally set standards ensuring that the risk

of harm to patients is minimised.

- Support the ward team by providing accurate and timely information to daily patient flow meetings, taking the appropriate actions in order to ensure effective patient flow through the ward.
- Ensure efficient and effective patient care is delivered at the highest standard within available resources escalating immediate/significant/persistent quality concerns to the Ward Manager and/or Matron as appropriate.
- Act consistently within legislation, policies and procedures and other quality approaches relevant to working in clinical practice, always supporting and enabling others to also practice to the same standards.
- Work as an effective and responsible team member to monitor and enhance the patient experience, acting immediately to manage any concerns or potential complaints, drawing on appropriate resources/services to contribute to effectively resolving them informally wherever possible.
- Deal with patient and relative concerns complaints and incident reports in line with policy, undertaking initial/full investigations as agreed with Ward Manager and ensuring immediate action plans are initiated as required in order to safely deal with situations arising.
- In conjunction with the Ward Manager, develop and implement plans for the clinical area in line with the Health Board's quality improvement goals.
- Participate in quality improvement collaboratives as directed by the divisional management team.

Communication

- Ensure effective communication with all members of the nursing and multidisciplinary teams, external agencies, patients and their carers and relatives.
- Communicate empathetically with patients, relatives and their carers when discussing/explaining clinical conditions and/or giving potentially distressing and sensitive information.
- Practice and role model excellence in patient advocacy and liaison.
- Provide leadership, advice, guidance and clear communication on agreed priorities in the management and delivery of patient care.

- Work with the Ward Manager to ensure there are effective communication systems in place to enable staff to be informed of developments across the Health Board/NHS Wales.
- Promote good communication and a multi-disciplinary approach to patient care.
- Ensure that all communication takes place in a manner that is consistent with legislation, policies and procedures, is based on accurate knowledge and is consistent with the level of understanding required.
- Communicate effectively at all times and create/maintain a collaborative working environment, recognising and assisting in the resolution of any conflicts that may arise
- Ensure effective handover of patients between shifts / health care professionals, effectively using a range of communications aids such as verbal handover/written documentation/referral letters and requests.
- Support the Ward Manager in the handling of informal and formal concerns/complaints and monitor the implementation of actions plans agreed as a result of the concerns/complaints.
- Provide both verbal and written reports when required.
- Use effective communication systems and mechanisms to work collaboratively with the Education Liaison Service
- Ensure the timely reporting to the Education Liaison Service of any issues or concerns that could potentially impact on the learning environment and support the effective management and outcomes of such situations.
- Promote excellence in professional/patient care record keeping at all times, supporting the and driving the digitalisation of nursing/patient care records in line with national and Health Board developments.

Finance and Resources

- Demonstrate a sound knowledge of department resource costs and adopt a cost conscious approach to the use of such resources, identifying areas for improvement.
- Works with the Ward Manager to monitor the management and expenditure of the budget.
- Participate in the preparation and monitoring of the planned roster, ensuring

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cost effective deployment of personnel whilst working within planned rosters and meeting the clinical care needs of patients

- Work with the Ward Manager to ensure that the use of overtime and/or bank and agency workers are minimised whilst ensuring that patient safety is maintained and planned rosters are complied with wherever possible.
- Ensure that the Health Board policies and procedures for escalating concerns around nurse staffing levels are adhered to.
- Taking full account of the requirement to effectively use the available staffing resource whilst considering the requirements to ensure staff well-being is promoted, deputise for the Ward Manager when required in verifying the nurse staffing roster, authorising the allocation of 'time in lieu' and other absence from work in line with Health Board workforce policies.

Personal & People Development & People Management

- Understand and fully implement own role as outlined in this job description, recognizing own limitations, scope of practice and responsibility and accountability as a Band 6 Ward Sister/Charge Nurse.
- Co-ordinate and supervise the team of nursing and support staff through effective leadership on a day to day basis.
- Supervise the delivery of high standards of cost effective care.
- Ensure effective induction/mentoring/coaching of new and existing staff / temporary workers as appropriate to their role and needs
- Participate in staff competency development and assist in providing education and training opportunities both in the clinical area and outside, in relation to specialty specific topics.
- Take an active part in the PADR and professional revalidation processes for team members, in accordance with organisation policy/NMC requirements. In partnership with reviewee, identify opportunities to develop competence/skills in order to achieve objectives.
- Demonstrate excellence in preparation and participation in one's own continual PADR and professional revalidation cycle/processes, seeking support as appropriate to secure opportunities to develop own skills, knowledge and competencies.
- Seek out new knowledge of nursing and health through reading, reflecting,

enquiring and participation in continual professional development activities.

- Participate in the staff recruitment cycle for new nursing team members, recognising the importance of building a cohesive team in the induction and settling in of new staff members within the team.

Information Processing

- Ensure that legible nursing records are maintained throughout the nursing service, fully utilising current, approved nursing documentation and actively promoting and role modelling the use of e-documentation as appropriate to clinical area
- Appropriately record all nursing and patient information accurately and completely.
- Store nursing data and patient information safely and correctly.
- Maintain an up to date knowledge base in relation to current legislation and guidance re information governance and confidentiality, role modelling and promoting best individual and systemic practice in relation to this aspect of leadership role at all times.
- Develop and continually improve the knowledge and skills required to use the relevant IT systems required in the clinical area. Liaise effectively with appropriate support teams to facilitate this work stream e.g. e-roster team
- Provide accurate and timely organisational workforce and performance data/information as required in line with Health Boards managerial systems and processes
- Participate in collation of clinical data /care quality audit and provide feedback to the team on the audit findings data e.g. patient acuity.

Health, Safety and Security

- Assess and manage risks associated with health and safety issues and reports untoward incidents.
- Take all possible precautions to safeguard the wellbeing, welfare, health and safety of staff, service users, visitors and the public by implementing all policies related to health, safety and risk.
- To be aware of the protection of adults at risk amongst the service users/families. Report any concerns in accordance with Health Board policy.

- To be aware of safeguarding of children amongst service users/families. Report any concerns in accordance with Health Board policy.
- Attend own statutory/mandatory training and work with Ward Manager to ensure that all team members are also supported to attend/undertake required training.

Equality and Diversity

- Recognise the importance of people's rights and maintain own knowledge base to ensure that all actions are in accordance with legislation, policies and procedures.
- Promote and support the rights, responsibilities and diversity of patients and their families/carers and relate with kindness and empathy to all concerned.
- Respect the privacy, dignity, needs, beliefs, choices and preferences of patients and carers, supporting the development of the care environment to be able to appropriately respond quickly and discretely to those with particular needs/protected characteristics
- Identify and take action by raising concerns when own or others behaviour undermines equality and diversity.
- Ensure current knowledge base is maintained in relation to potential need to access spiritual/multi-cultural faith support for patients/carers/staff
- Act as a patient advocate at all times.

Physical Skills

Depending on clinical area assigned to, clinical Interventions will include:

- IV injections.
- Suturing
- Venepuncture
- Insertion/removal Catheters

PERSON SPECIFICATION			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Registered Nurse (Part 1) - Active NMC Registration</p> <p>Bachelor degree in relevant health related subject (or equivalent experience)</p> <p>Pertinent postgraduate diploma (or equivalent development / experience)</p> <p>Knowledge of Safeguarding Adults/Children including the Mental Health Act and Mental Capacity Act and Deprivation of Liberty Safeguards</p> <p>Knowledge of quality and service improvement methodologies e.g. Bronze IQT</p> <p>Able to demonstrate sound knowledge of NMC Code (2015)</p>	<p>Teaching qualification (or equivalent experience)</p> <p>Recognised management qualification</p> <p>Understanding of wider nursing and health care related agenda</p>	Application form and pre employment checks
Experience	<p>Relevant clinical experience</p> <p>Experience of working in a multi-professional environment</p> <p>Experience of shift leadership</p> <p>Experience of working with preregistration nursing / midwifery students</p> <p>Experience of formal /informal teaching and of mentoring preregistration nursing or midwifery students.</p>	<p>Relevant experience within specialty and able to demonstrate sound knowledge of relevant specialty</p> <p>Experience of coordinating a team</p> <p>Experience of facilitating learning in and from practice</p> <p>Previous experience of leadership and management</p>	Application form and interview

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience	Able to relate theory into practice through reflective skills	<p>Awareness of current issues in nursing and Specialty</p> <p>Awareness of financial and resource management</p>	Application form and interview
Aptitude and Abilities	<p>Ability to assess, plan, implement and evaluate care</p> <p>Ability to motivate a team and positively influence others</p> <p>Able to establish credibility and lead a nursing team to deliver / maintain high standards of care</p> <p>Able to support junior colleagues in the provision of direct care</p> <p>Ability to respond to/lead change</p> <p>Ability to delegate and prioritise work</p> <p>Able to manage time effectively</p> <p>Excellent interpersonal skills</p> <p>IT skills</p> <p>Supervisory management skills</p> <p>Able to create and work in a calm and efficient manner in situations of extreme workload</p>	<p>Ability to speak Welsh</p> <p>Ability to critically analyse research and apply to practice setting</p>	Interview

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Aptitude and Abilities	<p>Evidence of commitment to and understanding of Mentorship, reflection, clinical supervision</p> <p>Evidence of their own areas of clinical interest and contribution towards developing clinical practice.</p> <p>Demonstrate a willingness to develop leadership and management skills</p> <p>Able to demonstrate a flexible approach to meet the needs of the service</p>		
Values	Can demonstrate SBU values		Application Form Interview References
Other	Commitment to working a shift pattern which is complementary to rest of leadership team within clinical area, with aim of providing maximum visibility of nursing leadership team across 7 days of week. Details to be agreed with nursing management team on appointment.		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.
- **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 organization'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.
- **General Data Protection Regulation (GDPR):** 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 General Data Protection Regulation 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 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/Trust 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/Trust 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 Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure.**
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **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

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associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.

- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust 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.

Organisational Chart



