



Job Description

Job Title:	Critical Care Team Manager
Band:	7
Hours:	37.5
Base:	Bedford Hospital, and any other associated Trust establishments across the Bedfordshire Hospitals NHS Foundation Trust including outreach clinics and establishments used in the course of Trust business (if necessary for the role).
Reporting to:	Matron
Terms and Conditions of Service:	Currently those of Agenda For Change and other local agreements

OUR VALUES:





JOB SUMMARY:

The post holder will be responsible and accountable for the safe running of the Critical care unit on their shift. The post holder will assist the Critical Care Matron with the continuing responsibility for Critical Care services, to ensure the assessment of care needs, the development, implementation and evaluation of programmes of care is of a high standard. The post holder is also required to supervise staff of Band 6 and below and teach other nursing and non-nursing staff.

KEY RESPONSIBILITIES:

PROFESSIONAL:

1. Liaises and informs the CCC Matron of any anticipated difficulties and significant changes at all times.
2. Acts as a resource and promotes advice and assistance, to nursing and paramedic staff in all areas within the Anaesthetic Directorate when required.
3. Acts as a resource and promotes advice and assistance to ward staff.
4. Assists with any problems presented by patients, referring these to the appropriate department for action.
5. Receive and give reports on nursing care. Facilitate the correct agreed records, observations, and procedures are carried out to the agreed standard, with due regard to confidentiality.
6. Promotes a calm, quiet, caring and dignified environment, which is conducive to generating confidence in patients, staff and visitors at all times.
7. Ensures own ability to practice, and act as facilitator by appropriate professional development.
8. Participates in staff development, and individual performance review of all subordinate grades of nursing staff in order to maintain high standards of performance.
9. Advises and counsels staff on developing inter-personal relationships, providing support or training as required.
10. Responsible, together with the CCC Matron for the interviewing and appointments of staff funded within the establishment.
11. Ensures staff is familiar with and understand the Grievance and Disciplinary Procedure, participating as required.
12. Reports all matters concerning the critical care services to the Senior Nursing personnel with the Division.
13. Ensures all visitors to the department report to the nurse in charge.
14. Will demonstrate a positive and flexible attitude towards the management of change, with the Health Service.

ORGANISATIONAL:



1. Ensures that expenditure incurred is within agreed budget.
2. Attends and liaises on daily ward rounds considering admission, discharge, patient care, bed state and provision of bed cover for other hospitals to be appropriate.
3. Attends departmental meetings and disseminates information to CCC staff.
4. Assists with investigation of complaints, incidents, accidents and any other untoward occurrences, and reports findings to the CCC Matron, where appropriate
5. Requisitions, maintains and ensures efficient and economical management of stock levels.
6. Maintains equipment and furniture in good working order, and reports loss, damage or need for replacement to the CCC Matron.
7. Responsible for the ordering, safe custody, usage and recording of drugs within agreed policies.
8. Ordering supplies, stationery and catering requirements as required.
9. Ensures the safe custody of patient property according to agreed policy
10. Have regard for the patient's customs, religious beliefs and doctrines.
11. Be aware of and participate in nursing developments and research trials and activities of a nursing or medical nature.
12. Provide access to accommodation for the relatives of the critically ill patient, liaising with other hospital staff as appropriate to achieve a satisfactory service.
13. Be an active member of the nursing staff designing and developing nursing audit.
14. Regular involvement and support with clinical trials and audit.
15. Ensures that all the nurses in the department are conversant with, and adhere to the UKCC Code of Professional Conduct
16. Ensures the Capital Asset Register is maintained.

STANDARDS OF CARE:

1. Practices and administrates clinical care to the highest standards
2. Carries continuing responsibilities for the assessment of care needs, the development, implementation and evaluation of programmes of care, and the setting of standards of care.
3. Ensures the highest standard of nursing care is set and maintained at all times.
4. Formulation and development of appropriate plans of care at all times.
5. Direct provision of patient care and uses specialist techniques in that provision, eg. Removal of chest secretions following patient assessment.
6. Administration of drug therapy as prescribed, and according the agreed procedure, including administration of drugs via central lines, and specialised drugs which required patient monitoring.
7. Recording of specialised observations, using invasive methods, specialised monitoring equipment and calibration of said equipment.
8. Manages effectively the reception and transfer of patients to other wards, departments and hospitals.



9. Assist the physiotherapists in the provision of care and treatment to the critically ill patients.
10. Informs medical staff, and patient's relatives of specific changes in the patient's condition. Arranges for relatives to meet with medical staff. Answers patients and relatives questions directly.
11. Maintain all nursing records, charts and care plans accurately and as regularly as required and ensures they are always up to date.
12. Responsible for instigation of resuscitation and contacting medical staff.
13. Performs duties of a medical nature as required, following the training and protocol as required for 'extended' role activate: e.g. Taking blood specimens.
14. Providing help and guidance regarding organ donation.
15. Assist Matron in conjunction with other staff in standardisation of procedures, to achieve clinical effectiveness.
16. Uses specialist knowledge relating to individual patients complex needs and the overall needs of the patient group and their family/significant other and prioritises and identifies the way forward using available resources.
17. Provides specialised knowledge to assist in the development of competencies/guidelines/protocols within Critical Care, Trust wide and Network wide, in line with Comprehensive Critical Care.
18. Participating in the provision of nutrition, meal, special diets, enteral and parenteral nutrition. Liaison with the dietician.

COMMUNICATION:

1. Promotes/practices good inter-personal relationships between nurses, and other disciplines.
2. Initiate and maintain good communication within Critical Care, Trust wide and members of the public. Deal with complex and potentially difficult situations and negotiate between disciplines to maintain the smooth running of the service.
3. Maintains effective communication links between Matrons and ward staff.
4. Maintain constant communication with patients, liaising with other disciplines involved in the delivery of patient care.
5. Liaison with other departments including, but not exclusively Pathology, X-Ray, ECG and the collection and custody of information/data related to patient's treatment.
6. Liaises with other disciplines in order to maintain a satisfactory house-keeping service where necessary.
7. Counselling and supporting relatives and "significant others", in the event of death of the patient nursed in CCC. Organising support as appropriate.
8. Liaison with the pharmacist, relevant to all drugs and prescriptions.
9. Creates and maintains good working relationships within the directorate.
10. Creates and maintains good working relationships within CCC.
11. Ensures clear channels of communication between nursing staff and other disciplines.



HEALTH AND SAFETY:

1. Maintains a safe ward environment conducive to the delivery of holistic patient care.
2. Maintain a safe environment for patients, staff and visitors in accordance with the Health and Safety at Work Act.
3. Liaison with the Works Department and appropriate managers in the event of a systems failure (oxygen, electricity etc).
4. Undertakes Health and Safety audits, reporting any hazards to the CCC Matron
5. Ensures that the CCC environment is safe, comfortable and secure for patients, staff and visitors at all times.
6. Has regard for the effects on self and others for the potential risks involved in being in contact with blood/bodily fluids to ensure safety at all times.
7. Ensures all trial equipment is documented.
8. Ensures that COSHH records are maintained.
9. Ensures that nurses from other departments, or other staff in the department for training or experience are made aware of agreed policies and safety procedures.
10. Ensures staff attend regular fire lectures and drills and mandatory updates
11. Ensures all staff are made aware of existing policies including Accident Policy.
12. Responsible for ensuring the safe moving and handling of patients and equipment to facilitate care and treatment, sometimes within confined spaces where caution must be exercised.
13. Ensures staff are familiar with and understand the implications of the Health and Safety at Work Act.

EDUCATION:

1. Ensures that agreed aims and objectives of nurse education are met.
2. Participate with other members of the team in the learning and teaching systems of the department.
3. Assist with, and be active in the educational experience of all members of nursing staff, within the Directorate.
4. Attend study days, seminars and courses to maintain professional and clinical development. Facilitate, manage staff to achieve own development.
5. Enables professional education and development of staff and self, by knowledge of and interest in nursing literature and research.
6. Prepare and be active in orientation programmes, to ensure that all staff have knowledge of the layout, organisation and all policies relating to CCC, and the policies agreed by the Trust e.g. Controlled Drug Policy, Uniform Policy, Grievance and Discipline, Fire and Health and Safety etc.
7. Organise, participate and be involved in orientation programmes incorporating clinical and theoretical aspects of critical care, to all areas as requested by the CCC Matron on behalf of the Directorate.



8. Support educational staff in the formulation of teaching programmes.
9. Participate in continuous theoretical and clinical assessment of student undertaking the Critical Care Course and other pre & post registration courses.
10. Organisation and formulates teaching programmes, for new staff without CCC clinical experience.
11. Facilitates teaching and training by other members of CCC staff to learner groups.
12. Establishes and maintains good relationships with educational staff to fully develop opportunities for training and development, ensuring that educational aims and objectives are met.
13. Participates in induction and in-service training programmes for trained nurses and HCA's.
14. Instructs, supports and guides staff, ensuring that they are competent in their knowledge of management and clinical practice.
15. Takes responsibility for training and assessment of other disciplines e.g. ODA's.
16. Formulation and implementation of an orientation programme for new staff introducing them to the department and the hospital.

MANAGEMENT:

1. Acts for CCC Matron as required.
2. Responsible for the organisation and smooth running of CCC during the 24 hour rotation.
3. Adjusts rota/staffing/skill mix according to patient acuity and available resources.
4. Manages, plans and organises the duty rotas and annual leave fairly, to ensure adequate staffing levels at all times.
5. Co-ordinating and contacting staff in the event of a major accident, as described in agreed policy.
6. Demonstrates expert knowledge and skills through the initiation and management of specialist techniques and treatment, e.g. Haemofiltration, pulmonary artery monitoring and associated drug therapies.
7. Supports and supervises nursing staff and junior medical staff.
8. Responsible for an area within the department as delegated by the Modern Matron for Critical Care, e.g. Risk management, health and safety.
9. Manage a dedicated part of the budget as delegated by the Modern Matron for Critical Care.
10. Works with other members of the Critical Care Network to develop and implement Critical Care services across the Trust and Network, e.g. PAR, A+E Fast Tracking, Swoop and Scoop, Care Bundles.
11. Supervision of a team of nurses implementing patient care, evaluation and assessment of patient care, and the setting of standards of care.
12. Attends and responds to the visits to the department of the microbiologist and team.
13. Exercises leadership by example and achieves high morale by maintaining an appropriate working environment.



14. Analyses situations relating to individual patients complex needs and the overall needs of the patient group and their family/significant others. Prioritises and identifies the way forward using available resources.
15. Maintain focus throughout periods of intense activity relating to alterations in patient treatment and respond to rapidly changing situations whilst supervising and managing others.
16. Respects the need to support staff, self and others when dealing with patients and families in traumatic, distressing and potentially life threatening events. Recognise the potential consequences of accumulated effects of dealing with stressful events in self and others.
17. Take measures to prevent cross-infection and report incidents of infection the CCC Matron, Infection Control.
18. Maintains and records CCC staffing, daily including sickness, annual leave for weekly analysis.
19. Responsibility for ordering specialist equipment.
20. The day to day management of the CCC, including the deployment and supervision of staff, including where teaching of students and/or exclusive nursing intervention is required.

GENERAL:

To comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at work and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager.

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

This job description reflects the present requirements and objectives of the post. As the duties of the post change and develop, the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

You are required to disclose any additional work you undertake or are planning to undertake for another employer.

PROBATIONARY PERIOD:

This post is subject to the successful completion of a probationary period of 6 months within which the notice period for both you and Bedford Hospital is four weeks.

STANDARDS:

Staff are responsible for complying with the relevant standards set by their Line Manager. A breach of such standards may lead to disciplinary action. It would be investigated fairly and appropriate steps taken to prevent a recurrence and address any wider causes.



SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

All employees and volunteers working within the Trust have a responsibility for safeguarding and promoting the welfare of children and vulnerable adults.

INFORMATION GOVERNANCE:

(This includes Patient Confidentiality, IT Security, Data Protection and Freedom of Information)

You are required to respect the confidentiality of all patients, carers and staff, by not sharing any information (including data) obtained during the course of your duties. You have an obligation to report any non-compliance through the Trusts Incident Reporting process.

All staff must comply with the legal obligations and statutory requirements of the General Data Protection Act 2018, the Trusts IT Security and Information Governance Policies, Codes of Conduct and Best Practice Guidelines which are available on the staff Intranet site.

PRIVACY STATEMENT:

The Trust is committed to protecting the privacy and security of your personal information. Information about you will be kept by the Trust for purposes relating to your employment. In accordance with the Trust's Privacy Notice for employees, the Trust will hold computer records and personnel files relating to you which contain personal and special category data. The Trust will comply with its obligations under the General Data Protection Regulations and all other data protection legislation. The data the Trust holds will include employment application details, references, bank details, performance appraisals, holiday and sickness records, salary reviews and remuneration details and other records; which may, where necessary include special category data relating to your health, identity, data held for equality monitoring purposes, criminal offence data and data regarding DBS checks. The Trust requires such data for personnel administration and management purposes for the performance of your contract of employment and to comply with its legal obligations. The majority of information that you provide us with is mandatory to enable us to perform the contract of employment; where information is requested from you on voluntary basis, you will be advised of this and will be properly advised of your rights in respect of consent and the withdrawal of that consent.

The Trust will take all reasonable steps to ensure that the personal information held about you is complete, accurate, up-to-date and not held for longer than necessary for the purposes for which it was collected. However, you are responsible for informing us promptly of any changes to your personal information either in writing or by updating your information on MyESR.

The Trust's Privacy Notice sets out the legal basis for processing your personal data and your rights to access this data are prescribed by law.

The Trust requires you to familiarise yourself with the Trust's Information Governance (data protection) Policy which set out its obligations under the General Data Protection Regulation and all other data protection legislation. You must comply with the Trust's Data Protection Policy at all



times and you agree that you will only access the systems, databases or networks to which you have been given authorisation. The Trust will consider a breach of its Data Protection Policy by you to be a disciplinary matter which may lead to disciplinary action, up to and including dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's Policies and Procedures. If you have any queries about your responsibilities in respect of data protection, you should contact the Trust's Data Protection Officer.

A copy of the full Privacy Notice for Employees can be downloaded from the Trust's Intranet.

PROMOTING EQUALITY:

The Trust is committed to promoting an environment that values diversity. All staff are responsible for ensuring that all patients and their carers are treated equally and fairly and not discriminated against on the grounds of race, sex, disability, religion, age, sexual orientation or any other unjustifiable reason in the application of this policy and recognising the need to work in partnership with and seek guidance from other agencies and services to ensure that special needs are met.

INFECTION CONTROL:

You are required to comply with the Trust's strategy regarding infection control and be aware of, and comply with, all Trust infection and prevention and control policies, to include hand hygiene, personal hygiene, environmental and food hygiene. Effective prevention and control of healthcare associated infections has to be embedded into every day practice and applied consistently by everyone. Failure to do so may result in disciplinary actions.

SMOKE FREE:

The Trust implements a Smoke Free policy that applies to all staff. Staff are not allowed to smoke while wearing a recognisable Trust uniform or visible trust identification badge, and not allowed to smoke anywhere on hospital grounds. Staff are not allowed to take additional breaks in order to smoke. They may smoke during designated breaks but only out of uniform and off site. Staff contravening this policy may be subject to disciplinary procedures.

DISCLOSURE REQUIREMENTS:

A risk assessment has indicated that a DBS disclosure is both proportionate and relevant to this position. Any person who is conditionally offered this post will be required to undertake a DBS check in this respect.

The Trust guarantees that this information will only be seen by those who need to see it as part of the recruitment process.

The Trust ensures that an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position sought could lead to a withdrawal of an offer of employment.

We undertake to discuss any matter revealed in a Disclosure with the subject of that Disclosure before withdrawing a conditional offer of employment. Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position or circumstances and



background of your offence. Please be aware that the Trust has a Policy containing a more detailed Code of Practice that meets the standards specified by the Disclosure and Barring Service relating to the fair use of criminal record information and the appointment of persons having a criminal record.

Note: Failure by an applicant to provide accurate and truthful information is considered to be a serious matter. Where it is found that a person has recklessly provided inaccurate information or withheld information relevant to their position, this may disqualify them from appointment. It may also result in dismissal or disciplinary action and referral to the appropriate professional registration body.

If you would like to discuss what effect any criminal record or fitness to practise proceeding might have on your application, you may telephone the Recruitment Manager at the Trust, in confidence, for advice.

ASSISTANCE WITH TRUST PROCESSES:

Any member of staff who is a manager at band 7 and above may be asked to take part in disciplinary and appeals processes in line with the Trust's policy. Appropriate training and support will be provided by the Employee Relations Team.