

RECRUITMENT INFORMATION PACK

Shape
your
story



Senior clinical Site Manager 8A NUH

A short description of the role
We are looking for an enthusiastic and highly motivated senior Clinical Site Manager to join our busy clinical site team at Newham university hospital. You will support this team and site operations to ensure challenges are given responsive attention team to effectively ensure the site flow is maintained, engaging with both internal and external stakeholders.



Job particulars

Job Title	Senior Clinical Site Manager (SCSM)
Pay Band	8A
Location	Newham University Hospital
Reports to	Lead, Clinical Site Manager
Responsible to	Lead, clinical Site Manager

Job purpose

The post holder supports the discharge planning process at Newham University Hospital by providing training, advice and support on the management of patients with complex and simple discharge planning needs; facilitating multi agency and multidisciplinary team working by attending ward (MDT) meetings; liaising with, advising and supporting hospital staff in this field; providing relevant information reports to the Trust and ensuring the discharge planning process is responsive to the needs of individuals and their carers and in line with the Community Care Delayed Discharges Act 2003.

Key working relationships

Professional relationships with key partners, employees, and boards.

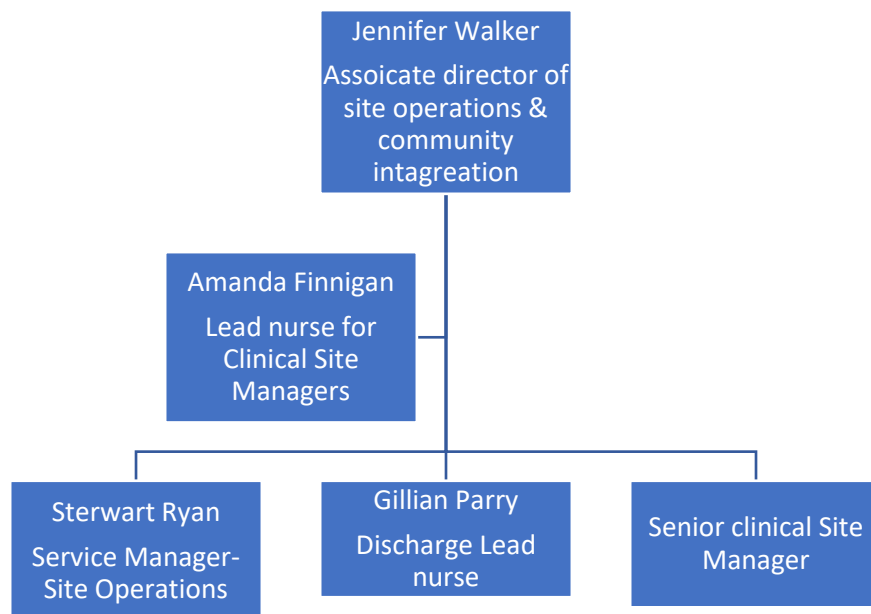
Internal	External
Hospital Director	Commissioners
CAG Directors	Local Authorities and Social Care
CAG Nurses and Managers	Ambulance Trusts
Corporate Nurses	Other Healthcare Providers
CAG General Managers	GPs and Primary Care
Medical Staff	Provider Services
On Call Managers	Mental Health
Head of Therapies	Police
Site Teams from all Sites	
Patient Flow Coordinators	
Hospital at Night	
Ward/Departmental Senior Sisters & Charge Nurses	
Facilities And Estate Teams	



Emergency Planning Officer	
----------------------------	--

Structure chart

[Please include your departmental structure.]



Main duties, responsibilities, and results areas

The Senior Clinical Site Manager will fulfill their role though the following means:

- Site Management
- Bed Management
- Support and advise clinicians.
- Leadership and Decision Making
- Quality and Risk
- Education and Training
- The Senior Clinical Site Manager provides immediate response to emergency incidents across the Site to safeguard patient, carer, relative and employee safety. The Senior Clinical Site Manager takes a lead in managing and coordinating emergency situations, liaising with Trust Management and external agencies to bring incidents to safe conclusion. In the event of a major incident, the Senior Clinical Site Manager is expected to act as Silver Commander until relieved and continues with their designated actions.
- The Senior Clinical Site Manager provides clinical advice and leadership and management to the Trust wide nursing, medical, Allied Health profession,



- Administration and Facility services. They are responsible for monitoring capacity related problems and reporting to Sector Commissioners through the use of CMS. The Senior Clinical Site Manager provides line management, professional leadership and budgetary responsibility for the site related services and structures.

Specific responsibilities include:

- Authority to act on behalf of Trust management out of hours
- Work at all times in accordance with the NMC Code of Professional Conduct: standards for conduct, performance and ethics (2004)
- Responsible for providing professional leadership and management to the nursing, medical, AHP, admin and clerical and facility staff out of hours.
- Responding to, leading, managing and coordinating emergency situations 24 hours per day
- Work with the Lead Clinical Site Manager to develop the Site Management service to meet the changing needs of the Trust.
- Provide situational data on demand and capacity.
- To participate in the development, monitoring and auditing agreed standards of care.
- To manage clinical and non-clinical emergency situations
- Ensure adherence to Trust Policies, Procedural Guidelines and current legislation, and the interpretation of these in out of hour's situations.
- Attend meetings, lead and undertake project work as directed and establish pathways for effective dissemination of results.
- Present the Hospital situation via conference calls at 17:00pm and weekend calls.
- To 'act up' as required for the Lead Clinical Site Manager.

Leadership and Management

- To act as a role model embracing the responsibilities of a clinical leader
- To offer clinical leadership in a consultant manner to the site and H@N teams and across the Trust. Lead and run the H@N meeting with assistance from the Medical Registrar.
- Redeployment of staff as required.
- Dealing with the press and other enquires and liaise with the Communications Department
- Implement the Major Incident Plan and act as the Silver Commander until relieved.
- Registration and issue of death certificates and release of bodies out of hours
- The role of the Senior Clinical Site Manager is to provide first line representation of the Trust management. The Senior Clinical Site Manager should attempt to resolve issues and queries locally, but where appropriate the relevant Divisional General Manager or Senior Nurses should be contacted. The Senior Clinical Site Manager remains responsible for any incident until it has been handed onto the appropriate authority or has been resolved.
- Participate in recruitment and selection of staff within the teams.
- Provide orientation for new staff.
- Support Divisions to provide a safe environment by booking bank staff out of hours against prescribed staffing levels and controls.



- Implement the disciplinary procedure and be able to initiate first line action where necessary.
- Manage the area within the agreed budget and participate in resource management initiatives.
- Work in collaboration with the Divisional General Managers and Senior Nurses regarding the development of their out of hour's service
- Ensure that nursing practice is undertaken within the policies and procedures of the Trust.
- To manage violence and aggression, attending all in patient security calls, ensuring safety of patient's, staff, and visitors. Supervision of patients being physically restrained.
- Trust management representative for the Mental Health Act, Children's Act (out of hours)

Capacity and Demand Management

- The Divisions are responsible for future capacity and demand planning of their specialty services. However, the Senior Clinical Site Manager will provide support for capacity issues on a daily basis.
- The Senior Clinical Site Manager will act as a resource ensuring appropriate and timely escalation is undertaken to the Divisions and General Managers and clinicians.
- Out of Hours the Senior Clinical Site Manager will support the flow of patients, assisting the clinical areas to problem solve. They will make decisions as required.
- Establish an effective working relationship with ward nursing and administration and clerical staff to ensure that the bed state is up to date.
- Ensure staff from other sites and Trusts follow the correct process to coordinate patient admissions, repatriations, and transfers.
- Monitor bed utilization and escalate potential patient flow blocks.
- Participate in staff training for bed management, sharing expertise.
- Liaise with the Emergency Bed Service and CSU regarding bed availability.
- Participate in Major Incident procedure as required, working with the Divisions to ensure the Trust receives an accurate evaluation throughout the Major Incident
- Contribute to and lead efficiency improvements in areas related to flow, this includes length of stay and admission avoidance.
- Contribute specialist knowledge and information and offer leadership to Divisions and site capacity and demand modelling work.

Service Improvement

- Work collaboratively with the Divisions and the Hospital Director to meet service and patient requirements particularly in regard to patient flow and site management issues.
- Support and lead the development of flow systems in collaboration with the Divisions and the Hospital Director

Learning and Development



- Act as a facilitator and specialist training resource for nurses and others wishing to undertake education and development in capacity, flow, and demand management; and complex decision making.
- Provide informal and formal education as required for all the sites with relevant staff in site teams.
- Provide professional support and facilitate expert nursing advice to all staff.

Financial Management

- Ensure effective use of resources whilst ensuring a quality service.
- Provide appropriate support to others to improve their knowledge and understanding of financial resource management. Challenge where there is poor financial management.
- Be responsible for effective use of site management resources including rotas and the operational deployment of staff

Communication

- Ensure robust communication pathways are in place across the sites to ensure safety and performance are achieved. This requires bringing together staff from various Divisions
- Communicate with external agencies as required.

Quality and Infection control

- Consider aspects of patients, quality, safety, and experience, throughout the sites. Take every opportunity to observe and issues and ensure poor practice is challenged and ameliorated.
- To adhere to Trust infection, prevention and control policies and principles and standards to minimize patient risk and ensure high quality patient care is delivered.
- To act as clinical and professional role models in implementing policies into practice and championing changes to improve clinical practice and reduce patient risk. Challenge poor practice and support improvement opportunities
- Participate in the investigation of complaints, adverse incidents, and serious untoward incidents, as required and ensure systems are in place for identifying trends, taking and monitoring action to close the loop.
- Using judgement to identify potential risks and ensure risk reduction is in place so adverse events are acted upon, lessons learnt from complaints and poor clinical performance handled in an environment which aims to excel.
- The post holder must at all times respect patient confidentiality and in particular the confidentiality of electronically stored personal data in line with the requirements of the Data Protection Act (1998)



- The post holder must be aware of individual responsibilities under the Health & Safety at Work Act and identify and report as necessary any untoward accident, incident, or potentially hazardous environment.
- Monitors work areas and practices and ensures that they are safe and free from hazards, conform to health safety and security legislation, policies, procedures and guidelines.
- Keeps accurate records of training undertaken by staff and ensures the Trust's computerized system is utilized.

Advanced Clinical Practice:

As the clinical nursing lead for the Hospital at Night Team the Clinical Site Manager will contribute to all aspects of care through the following interventions:

- By having a visible clinical presence, the Site Manager will lead in the delivery of advanced clinical practice by the use of clinical judgement and decision making skills
- Assist nursing staff in the planning of appropriate patient focused care.
- Possess advanced patient assessment skills, such as cardiac, respiratory, and abdominal and demonstrate specialist knowledge in clinical practice.
- Take the lead and responsibility for coordinating patient care for the Hospital at Night Team, delegating the workload effectively to other team members.
- Continue to monitor and manage those patients who are deemed clinically "at risk" due to their acute care needs.
- Identify and manage medical emergencies, to ensure to ensure prompt medical assistance is given in a timely manner.
- Initiate diagnostic work-up in the acute and non-acute situation by the ordering of ECG's, blood tests, X-Rays, and sepsis screening.
- To interpret basic diagnostic information, such as, blood tests, ECG's and in collaboration with medical colleagues uses the information to decide on the overall management plan for a patient.
- Attend and support the cardiac arrest team in the role of 1st Responder and manage peri-arrest situations as per resuscitation guidelines.
- Undertake the following clinical skills to enable the post holder to act as an independent practitioner:
 1. Venipuncture and Cannulation
 2. Arterial blood gas and interpret the results.
 3. Manage and advise on the care of patients with tracheostomies.
 4. Initiate and manage the use of CPAP and NIV
 5. Advise on the management of acute pain.
 6. Verify expected deaths.
 7. Carry out male and female catheterization
 8. Demonstrates awareness of own limitations in practice and knowledge and seeks advice and support from fellow nursing and medical colleagues.
 9. Take responsibility for updating and attending mandatory training to ensure competency level is maintained.



Performance management and appraisal

All staff is expected to participate in individual performance management process and reviews.

Personal development and training

Barts Health NHS Trust actively encourages development within the workforce and employees are required to comply with trust mandatory training.

Barts Health's education academy aims to support high quality training to NHS staff through various services. The trust is committed to offering learning and development opportunities for all full-time and part-time employees.

No matter where you start within the NHS, you will have access to extra training and be given every chance to progress within the organization. You will receive an annual personal review and development plan to support your career progression and you will be encouraged to develop your skills and experience.

Health and safety at work

The post holder has a duty of care and personal obligation to act to reduce healthcare-associated infections (HCAs). They must attend mandatory training in infection prevention and control (IP&C) and be compliant with all measures required by the trust to reduce HCAs. All post holders must comply with trust infection screening and immunization policies as well as be familiar with the trust's IP&C policies, including those that apply to their duties, such as hand decontamination, personal protective equipment, aseptic techniques, and safe disposal of sharps.

All staff must challenge noncompliance with infection, prevention, and control policies immediately and feedback through the appropriate line managers if required.

Confidentiality and data protection

All employees are expected to comply with all trust policies and procedures related to confidentiality and data protection and to work in accordance of the Data Protection Act 1998. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staffs receives appropriate training (e.g. HISS induction, organizing refresher sessions for staff when necessary).

Conflict of interest

The trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The trust's standing orders require any officer to declare any interest, direct or indirect with contracts involving the trust. Staff are not allowed to further their private interests in the course of their NHS duties.

Equality and diversity



The trust values equality and diversity in employment and in the services we provide. It is committed to promoting equality and diversity in employment and will keep under review our policies and procedures to ensure that the job related needs of all staff working in the Trust are recognized. The Trust will aim to ensure that all job applicants, employees, or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation, or trade union membership. Selection for training and development and promotion will be on the basis of the individual's ability to meet the requirements for the job.

You are responsible for ensuring that the trust's policies, procedures, and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

NHS managers' code of conduct

As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002).

Budgetary management

If you have responsibility for a budget, you are expected to operate within this and under the trust's always standing financial instructions (available in the intranet's policies section).

Barts Health values-based leadership.

Our leaders ensure a focus on health where patients are at the center of all we do. They work to create a culture where innovation is promoted and encouraged. They lead by example and demonstrate value-based decision making as being integral to the ways of working within the Trust.

Barts Health leaders are role models who demonstrate those attitudes and behaviours which will make us unique. Our leaders are passionate about delivering high quality patient care, take pride in the work that they do to and are committed to the delivering the Barts Health NHS Trust 10 pledges of:

Patients will be at the heart of all we do.

We will provide consistently high-quality health care.

We will continuously improve patient safety standards.

We will sustain and develop excellence in research, development, and innovation.

We will sustain and develop excellence in education and training.

We will promote human rights and equalities.

We will work with health partners to improve health and reduce health inequalities.

We will work with social care partners to provide care for those who are most vulnerable.

We will make the best use of public resources.

We will provide and support the leadership to achieve these pledges.

Our leaders are visible leaders who believe in spending time listening and talking our staff, patients and partners about the things that are important to them and the changes they would like to make to continuously improve patient care.

Barts Health leaders work with their teams to develop organizational values, embed them in our ways of working and create the cultural changes required to ensure that we consistently



provide an excellent patient experience, regardless of the point of delivery, in an environment where people want to work, regardless of where they work or what they do.

Working conditions

Criteria	Description
Physical	This is a fast pace ward with many hours of continuous walking and moving round the ward as well taking patients to and from theatres. The post holder will be required to lift, push, using hoists and trolleys. May be required to carry loads.
Emotional	They will be frequently required to support patients /and significant others. They may have to deal with patients/families who are distressed. The post holder needs to be able to work under pressure of time and resources.
Working Conditions	Daily exposed to body fluids collecting specimens from patients. May be exposed to verbal abuse. May be exposed to substances that cause or exacerbate existing allergies.
Mental	Fast pace ward requiring a high level of concentration and energy A large volume of patients are admitted and discharged to and from the unit daily. The post holder needs to be able to think on their feet and adapt to a constantly changing situations. Will be frequently interrupted due to the fast turnover of admissions. Staff will be required to work shifts occasionally to 10pm at night

Code of Conduct for NHS Managers

As an NHS Manager, you are expected to follow the Code of Conduct for NHS Managers (October 2002). www.nhsemployers.org/. This supports us to develop a sustainable workforce and bring the very best out in people.

Safeguarding adults and children

Employees must be aware of their responsibility to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at



risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager or consultant (October 2002). www.nmc-uk.org/

Person specification

[Use the table below and:

- Be specific and clear – don't not use internal jargon.
- Use inclusive and supportive language.
- Use words that have a clear meaning and are easy to understand.
- Do not state how many years of experience the candidate should have in profession as this is age discrimination.]

Domain	Essential Criteria	Desirable Criteria
Qualifications	<ul style="list-style-type: none"> Registered Nurse, levels 1 or 2 Evidence of Post registration specialist qualification Teaching/training qualification <p>Demonstrates advanced leadership qualities and relevant experience for post.</p>	<ul style="list-style-type: none"> Educated to masters level or working towards this qualification in a relevant subject
Experience	<ul style="list-style-type: none"> A minimum of 2 years at Band 7 in an acute environment with management responsibilities or equivalent management experience Experience of conflict resolution Experience of change management, practice, and service development Experience of budget, resource, or financial management 	



	Experience of staff management issues and application of formal policies within own team	
Knowledge	<ul style="list-style-type: none"> • Knowledge of current health policy, and highly developed inter-personal skills. • Clearly able to understand the ever-changing needs of a busy hospital, with good understanding of local needs, and health policy • Knowledge of demand, capacity, and flow techniques 	
Skills	<ul style="list-style-type: none"> • Demonstrable and substantial management responsibilities • Able to work independently and as a member of a small team. • Evidence of complex problem solving and decision-making ability • Good stress management techniques • Effective and efficient communicator at all levels and in highly complex, challenging situations • Demonstrates the ability to interpret and utilize information effectively to communicate, influence and achieve operational or strategic objectives. • Competent role model and good teaching skills. • Clinically competent • Evidence of influencing skills 	
Other	• Willingness to train in ILS/ALS	• ILS/ALS qualification



--	--	--

