

JOB DESCRIPTION

JOB TITLE:	Senior Sister/Charge Nurse	
DIVISION:	NURT	
SALARY BAND:	Band 7	
RESPONSIBLE TO:	Matron / Senior Matron	
ACCOUNTABLE TO:	Head of Nursing (NURT)	
HOURS PER WEEK:	37.5	
LOCATION:	Tottenham Hale Kidney and Diabetic Centre	
MANAGES:	Directly:	2-6
	Indirectly:	
Key Relationships:	<ul style="list-style-type: none"> • Working with and reporting to nursing, medical and management teams within the Directorate and Division, reporting to the line manager. • Working with other CNS within Directorate / Division or Royal Free Trust as appropriate. • Liaison with Specialist MDT(s); General Practitioners & other relevant secondary care agencies; patients and relatives within the clinical area • Renal Dialysis Multi-Disciplinary Team and its associated Renal Consultant • Patients and Visitors • Other Multi-Disciplinary Teams: Renal Inpatient Staff, Haemodialysis Team, Renal Technicians, Renal Dietitians, Renal Psychologists, Renal therapies team, External Companies, citizens advice and other support services • Local and regional networks; London kidney network, • Charity organisations, Kidney patients' association, Kidney Care UK, Kidney research UK. 	

JOB SUMMARY:

- The post holder will demonstrate clinical expertise in practice for at least 60% of time in own clinical area and 40% supervision and development of all staff including student nurses and support workers, providing support, advice and training.
- To be a clinical expert and have overall continuing responsibility for the delivery of high-quality patient care in the community haemodialysis unit demonstrating clinical and professional leadership.
- To collaboratively with the clinical practice educator within the division to deliver effective, high quality, safe patient centred care.
- To provide and contribute practice development support, training and education to all staff within own clinical area and promote the acquisition of new skills and knowledge.
- To develop and drive forward an education programme to ensure that nursing staff acquire the professional standards and competencies when caring for people.
- To ensure that mandatory training requirements are fulfilled, and that staff education and development is aligned to staff appraisal and corporate, divisional, ward and service development needs.
- To carry out the training needs analysis and agree educational funding applications in conjunction with the unit sister and coordinate student applications.
- To provide excellent nursing care, utilise specialist knowledge to teach & educate patients, carers, undergoing shared care training and Haemodialysis at home.
- To act as a visible role model, expert practitioner, accessible and authoritative presence for whom patients and their families can approach for advice and support.
- To liaise with all key members of the multidisciplinary team to advise and support colleagues in the delivery of specialised patient care across professional boundaries. as well as contributing to the facilitation of the planning, delivery and evaluation of care pathways for a designated group of patients.
- To promote an innovative and progressive attitude to the continual improvement of patient care through reviewing the evidence base and embedding this in practice through engagement in research activities.
- To effectively manage the unit resources, i.e., pay and non-pay budget, human resources, the clinical environment and dialysis slots.
- To ensure a positive patient focused service, incorporating patient's conducive to patient care.

Date of JD review: April 2024

MAIN DUTIES AND RESPONSIBILITIES

Royal Free World Class Values

The post holder will offer World Class Care to service users, staff, colleagues, clients and patients alike so that everyone at the Royal Free can feel:

- **Welcome** all the time ☑ Confident because we are clearly **communicating**
- **Respected** and cared for • **Reassured** that they are always in safe hands.

1. CLINICAL RESPONSIBILITIES

- Maintain a professional behaviour and always promote a positive image of Royal Free London NHS Foundation Trust, in line with World Class Care values.
- Ensure that the needs of patients are placed at the centre of care delivery, thus achieving trust and national standards for clinical quality, safety and patient experience.
- To participate in and manage caseload of patients within own clinical area.
- Provide professional, clinical and managerial leadership to nursing and associated staff, and ensure the provision of a high quality, responsive nursing service.
- Collaborate on all aspects of quality management related to the nursing and clinical area.
- Assist in the evaluation of the service and patient care, including monitoring of patient experience.
- Lead the implementation of improvements in nursing practices within own areas of responsibility in line with local and national agenda and patient feedback.
- To have a thorough understanding of safeguarding procedures and knowledgeable with respect to safeguarding triggers and risks.
- To be professionally and legally responsible and accountable for all aspects of own clinical and professional activities.
- To recognise the limits of own clinical knowledge and skills and to seek medical support whenever needed to provide safe, effective and timely patient care.
- Taking account of national policy, to ensure that core, specialist and advanced nursing practice is developed to meet service need, using research and evidenced based practice, ensuring they are linked to the clinical governance and patient safety agendas.
- To contribute to the investigation of complaints and untoward incidents and ensure recommendations and related education/training programmes/action plans are implemented.
- To promote new and innovative forms of nursing practice, backed up by relevant education and training plans, to deliver care that enhances access to the department and specialist services.

- Maintain awareness of relevant research, evaluations and audit, and act on this information in collaboration with colleagues to continually develop the service.
- Direct and support nursing staff in their commitment to advancing nursing / clinical practice using research and the implementation of evidence-based practice.
- Contribute to the creation and design, with other multi-professional team members, care pathways for referral of the groups of patients with the aim of disseminating good practice and improving outcomes throughout the trust.
- Act in accordance with the Nursing and Midwifery Council (NMC) Code of Professional Conduct and Scope for Expanded Practices for Nurses, Midwives and Health Visitors.
- To promote and facilitate self-care. Participate and monitor patient feedback to improve and maintain an excellent patient experience.

2. RESPONSIBILITY FOR PATIENTS

- Act as autonomous first line of contact for patients seeking advice or support.
- Provides professional and clinical leadership, providing a highly visible and authoritative presence ensuring the delivery of excellence in core, specialist and advanced nursing practice, audit, research, and service and practice development agendas.
- To identify outcome measures which illustrate the quality of the service with a particular emphasis on establishing ways to show patient related outcome measures.
- Recognises and champions innovations in nursing practice ensuring they are supported, evaluated and contribute to develop an evidence base to meet the needs of the patients, families, relatives and staff.
- Communicates highly complex and sensitive information to patients, carers and other staff.
- Able to diffuse potentially hostile and antagonistic situations with staff, patients and relatives, using highly developed interpersonal and negotiation skills.
- Contributes to service developments and innovations across the speciality and relevant external agencies, locally and nationally.
- Work with the departmental key stakeholders to rationalise, develop and implement nursing documentation ensuring that practice is standardised and monitored department wide.
- Contributes to the trust's nursing and professional agenda and promotes the trust as an international centre of excellence and national leader in the speciality.
- Nationally aware of patient pathways and patient experience initiatives and be able to implement these locally.

3. RESPONSIBILITY FOR POLICY AND SERVICE DEVELOPMENT

- Developing innovative models of care and effective patient pathways that ensure patients receive the best possible service.
- Liaise with other members of the multi-disciplinary team to ensure seamless patient care through the development of protocols and care pathways.
- Contribute to protocols, documentation systems, standards, policies and clinical guidelines for others to use in practice.
- To work with the senior management team to ensure that divisional and trust objectives are met.
- In conjunction with the senior management team participate in business planning cycle, identifying areas of service development, focusing on those related to nursing / education / training / research activities.
- Contribute to organisational development projects to transform clinical services to meet the needs of world class nursing for the future.

4. RESPONSIBILITY FOR FINANCIAL AND PHYSICAL RESOURCES

- Provide support to the team acting as an expert resource, demonstrating tenacity, drive, professional integrity, balance and perspective.
- Make effective use of resources available to support and enhance patient care.

5. RESPONSIBILITY FOR LEADING AND MANAGING

- Provide professional, clinical and managerial leadership to nursing and associated staff, and ensure the provision of a high quality, responsive nursing service.
- Contribute to the workforce and financial planning for nursing and support services within own areas of responsibility and where appropriate, work collaboratively across the trust to support these initiatives.
- Engage in the implementation of improvements in nursing practices within own areas of responsibility in line with local and national agenda and patient feedback.
- To have a thorough understanding of safeguarding procedures and knowledgeable with respect to safeguarding triggers and risks.
- To ensure the delivery and compliance of mandatory training requirements for specialist nursing team when appropriate.

6. RESPONSIBILITY FOR INFORMATION RESOURCES

- Act as a resource to nursing staff in relation to the analysis of audit and research data.
- Contributes to the development of appropriate outcomes and service impact measures to evaluate patient response and service development needs.

- Ensures all information is stored in accordance with the Data Protection Act and Caldecott guidance.
- Identify educational and training requirements on information resources for all relevant staff.
- Process information electronically and manually.
- Ensure information is communicated through the appropriate trust channels as required.
- Oversees high standards of record keeping within areas of responsibility.

7. RESPONSIBILITY FOR RESEARCH, EDUCATION AND DEVELOPMENT

- Maintain, advance and develop personal theoretical knowledge, high standards of clinical competence and professional development through self-education and attendance at relevant courses of study.
- To undertake relevant research including the measurement and evaluation of the service by the process of audit and patient satisfaction.
- To develop specific audits which support service improvement or assess the benefits and outcomes following service improvements.
- To have a good understanding of the research process and current trends in relation to areas of responsibility.
- Contribute to the use of evidence to support practice and generate ideas for the potential generation of new evidence related to specialty.

GENERAL RESPONSIBILITIES

Infection Control

- Infection control is everyone's responsibility.
- All staff, both clinical and nonclinical, are required to adhere to the Trust's Infection Prevention and Control policies and procedures and The Health and Social Care Act 2008: Code of Practice for the prevention and control of healthcare associated infections and make every effort to maintain high standards of infection control at all times thereby reducing the risk of Healthcare Associated infections.
- It is the duty of every member of staff to take personal responsibility for the prevention and control of infection, as laid down in the Trust's policies and procedures which reflect the statutory requirements of the Hygiene Code.
- To work in close collaboration with the Infection Control Team.
- To ensure that monitoring of clinical practice is undertaken at the agreed frequency.
- To ensure that the ward environments are cleaned and maintained to the highest standards; ensuring that shortfalls are rectified or escalate as necessary.

- To ensure that all relevant monitoring data and issues are provided to the Directorate's Governance structures.
- To ensure that all staff are released to attend infection control-related educational sessions and staff with specialist roles, e.g., link practitioners, are released to undertake their duties.

Health and Safety at Work

The post holder is required to:

- Take reasonable care for the health and safety of himself/herself and other persons who may be affected by their actions or omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

Confidentiality & Data Protection

- The post holder has a responsibility to comply with the Data Protection Act 1998 and maintain confidentiality of staff, patients and Trust business.
- If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained.
- You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose.
- You should disclose information only to authorised persons or organisations as instructed.
- Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal.
- Employees are expected to comply with all Trust policies and procedures and to work in accordance with 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 staff receive appropriate training (e.g., HISS induction, organising refresher sessions for staff when necessary.)

Conflict of Interest

- The Trust is responsible for ensuring that the services for patients in its care meet the highest standards.
- Equally, it is responsible for ensuring that staff do not abuse their official position, to gain or benefit themselves, their family or friends.

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 recognised.
- The Trust aims 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 based on 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.

Vulnerable Groups

- To carry out responsibilities in such a way as to minimize risk of harm to children, young people and vulnerable adults and to promote their welfare in accordance with the Children Act 2004, Working Together to Safeguard Children (2006) and No Secrets guidance (DH 2000).
- To demonstrate an understanding of and adhere to the Trust's child protection policies.

No Smoking

- The Trust implemented a No Smoking Policy, which applies to all staff. Staff contravening this policy will be subject to disciplinary procedures.

Standards of dress

- All staff are expected to abide by the Trust's guidance on standards of dress.

This job description outlines the current main responsibilities of the post. However, the duties of the post may change and develop over time and may therefore be amended in consultation with the post holder.

PERSON SPECIFICATION
POST TITLE: Senior Sister/Charge Nurse Band 7

		Essential (E) Desirable (D)	Assessed through: App Form (A) Interview (I)
Royal Free World Class Values	<ul style="list-style-type: none"> Demonstrable ability to meet the Trust Values <i>Positively welcoming</i> <i>Actively respectful</i> <i>Clearly communicating</i> <i>Visibly reassuring</i> 	<ul style="list-style-type: none"> E 	<ul style="list-style-type: none"> I
Education & professional Qualifications	<ul style="list-style-type: none"> 1st Level registration with NMC First Level Degree in Nursing or working towards Recognized teaching or mentorship qualification. Post registration qualification relevant to specialty (renal course or equivalent) Advanced assessment skills or working towards 	<ul style="list-style-type: none"> E E E E D 	<ul style="list-style-type: none"> A / I
Experience	<ul style="list-style-type: none"> Substantial post-registration experience in area of renal specialty. Previous experience of research and audit Recent senior nursing experience in a renal/hemodialysis setting Current / relevant experience in teaching, mentoring and staff development. Proven evidence of improving the patient experience Experience of leading and managing teams 	<ul style="list-style-type: none"> E E E E E E D 	<ul style="list-style-type: none"> A / I
Skills and Aptitudes	<ul style="list-style-type: none"> Skills and knowledge in managing and supporting patients with complex health needs. Knowledge of current advances and pathways of care relevant to specialty Excellent communication skills and ability to negotiate and influence. Skilled in use of computer/keyboard Ability to problem-solve, prioritize and to work to deadlines. Ability to motivate staff and improve individuals and team performance. Ability to develop collaborative working relationships with multi professional teams. Demonstrates evidence of knowledge and ability to undertake change management. 	<ul style="list-style-type: none"> E E E E E E E E E 	<ul style="list-style-type: none"> A / I

	<ul style="list-style-type: none"> • Able to manage stressful situations and challenge decisions to ensure that patient needs are met. • Able to lead, manage and motivate others in complex problem solving and assessment skills. 	<ul style="list-style-type: none"> • E 	<ul style="list-style-type: none"> • A / I
Personal Qualities & Attributes	<ul style="list-style-type: none"> • Be a positive role model with the ability to demonstrate credible and professional approach. • Evidence of proven, on-going professional development • Ability to work under pressure. • Ability to work as a team and form professional relationships with colleagues. • Diplomatic and calm • To be flexible and approachable 	<ul style="list-style-type: none"> • E • E • E • E • D • E 	<ul style="list-style-type: none"> • A / I
Other	<ul style="list-style-type: none"> • Flexible to meet the needs of the service 	<ul style="list-style-type: none"> • E 	<ul style="list-style-type: none"> • A / I