JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Deputy Team Leader/ Clinical Charge Nurse / Community Psychiatric Nurse/ Practice development Nurse

Host / Employing Trust: Oxleas NHS Foundation Trust/ South London and Maudsley NHS Foundation Trust / South West London and St Georges Mental Health NHS Trust

Band: 6

Hours: 37.5 if full time, or pro rata

Reports to: Ward or Team Manager

Professionally Accountable to: Director of Nursing

Job Purpose and Summary

The **Deputy Nursing Team Leader/Clinical Charge Nurse/Community Psychiatric Nurse/Practice Development Nurse** role is suitable for Registered Nurses who have successfully completed preceptorship and have registered as an approved NMC mentor.

The post holder will deliver, or advise on the delivery of, high quality safe nursing care, ensuring consistently high standards of practice and clinical excellence which comply with the Nursing and Midwifery Council (NMC) code of professional conduct.

As a **Deputy Nursing Team Leader/Clinical Charge Nurse/Community Psychiatric Nurse/Practice Development Nurse** you will promote and develop clinical leadership and clinical practice and be a positive role model to junior members of the team through the practice of evidence-based care. You will be expected to support professional development through clinical appraisal and supervision and contribute to the ongoing educational programme for staff, fostering a positive learning environment. Your professional and personal development will include further postgraduate study and you will be encouraged and supported by your line manager to undertake Master's programmes.

As a senior nurse working within the South London Mental Health and Community Partnership you are required to encourage and foster collaborative and cross organisational working.

Description of Duties

This job description is an outline of the key tasks and responsibilities expected of a Band 6 Nurse. The post holder will be required to undertake additional duties appropriate to the clinical area/speciality in which they work. The specific responsibilities associated with different speciality roles are listed below.

Clinical Skills

1. Working autonomously within the parameters of the role leading and supporting junior staff and wider care team to implement the delivery of quality nursing care, contributing to the physical, psychological, social, recreational and spiritual care in a recovery-focused way through therapeutic engagement and activities, and taking steps to address any issues that arise.

2. Leading on and undertaking activities to ensure that the fundamentals of care are met - nutrition, hydration, hygiene, comfort, emotional and social support:

- Co-ordinating and evaluating collaborative patient centred care; getting feedback and improving plans with the multi-disciplinary team (MDT).

- Providing accurate information about care in an accessible format to patients and their relatives / carers.

- Liaising and working positively with members of the multi- disciplinary team and partner organisations.

- Administering, and monitoring the side-effects of, medication; monitoring service user compliance.

- Safety; safe custody of medicines, sharps, clinical equipment, report all incidents following trust policy.

3. Leading and supporting/teaching junior staff on risk assessment and risk management that involves making decisions based on knowledge of the research evidence, knowledge of the individual service user and their social context, knowledge of the service user's own experience and clinical judgment.

4. Supporting and supervising junior staff to develop the management of care needs through:
- Initial data collection
- Monitoring of individual service user / patient progress
- Feedback and discussion

- Producing reports and in-care reviews
- Devising a plan of care and interventions in partnership with service user, carer and MDT

5. Coordinating junior staff and the wider care team in providing hands-on care to service users and evaluating processes of care delivered. This will include:

- Undertaking 1-1 engagement with service users in an honest, open and non-judgmental way.

- Recognising and valuing service users as individuals, acknowledging the importance of maintaining the service user's respect and dignity at all times and ensure that the care provided respects equality and diversity.

- Developing care plans that reflect service user needs and relevant patient care documentation working in partnership with service users, wider MDT and family/carers.

- Ensuring the monitoring and recording service user clinical observations are undertaken, such as physical observations and vital signs and treating or escalating as appropriate any signs or symptoms of deterioration or that does not fulfill the personal parameters to the relevant professional for treatment. Promote healthy lifestyles and give health promotion advice and support.

- Implementing the principles of 'recovery': encouraging and supporting service users to engage with healthy lifestyles, facilitating psychosocial activities and other activities of their interest. Where appropriate contributing to psychological interventions.

6. Escorting service users, as required, in line with Trust policies.

7. Advocating for service users' needs and rights within Trust policy. Encouraging and empowering service users to have an optimum level of responsibility for their individual programme of care.

Knowledge and Frameworks:

8. Demonstrating an enhanced understanding of Mental Health signs and symptoms and an understanding of how these may present in practice including recognition of impact on patient presentation and behaviour including risk factors. Supporting and teaching junior staff to develop understanding of mental health signs and symptoms and develop appropriate responses to these in practice.

9. Recognising and responding appropriately to challenging behaviour in line with Trust policies and training. Leading and coordinating junior staff and the wider care team in the management of difficult situations and de-escalation and developing resilience and strategies to manage, including on leading staff and patient 'de-briefing' sessions.

10. Demonstrating a depth of knowledge and understanding of the fundamentals of the Mental Health Act, Mental Capacity Act and Deprivation of Liberty and other legislation applicable to the practice area and how they are implemented in practice ensuring adherence to legislation at all times. Teaching junior staff to understand the legal frameworks that support their practice.

<u>Communication:</u>

11. Contributing to an effective communication process with appropriate and accurate information to patients, carers, family, friends and colleagues. Engaging and listening carefully and actively, and responding using appropriate language and accessible communication methods and skills. Developing communication skills to enable and support difficult conversations, acknowledging cultural differences and professional boundaries.

12. Demonstrating effective clinical communication and documentation to internal and external stakeholders ensuring: effective verbal and written handover of relevant and objective information. Demonstrating ability to determine key information, ability to recognise and describe effectively symptoms of mental illness, distress or of a deteriorating patient, and ability to escalate issues of concerns effectively and in a timely manner.

13. Contributing towards the on-going quality of service and care by managing the patient caseload, organising care including delegating tasks and duties appropriately to staff with relevant competency, identifying and mitigating any risk issues in relation to the service users' health and social care. Informing the relevant Health care professionals if there are any significant:
- Changes in the service user's physical or mental state
- Factors relevant to the service user
- Incidents related to the service user

14. Maintaining timely and accurate service user written/electronic records in line with Trust policy. Use care plans, pathway documents and Information System progress notes appropriately and in a timely manner.

15. Reporting, without delay, any safety or security concerns to maintain the safety of service users, carers, staff and others in line with Trust policy.

16. Understanding and contributing to the Trust risk assessment policy, including being aware of the need to follow all safeguarding procedures; being aware of the necessity to safeguard and promote the welfare of children, young people and vulnerable adults at all times when working with service users. Supporting junior staff to respond appropriately if there are any significant factors, or incidents relating to the safeguarding service user.

17. Maintaining confidential information in accordance with Trust Policies.

Teamworking and Professional development:

18. Protecting service users, self and others by maintaining a clean and healthy environment in accordance with health and safety and infection control policies. Ensuring safe working practices and working environment including monitoring and maintaining cleanliness of the service area and report, without delay, all hazards - real and potential. Leading audit and compliance activities and reports.

19. Working in ways that support shared responsibility within the team: demonstrating support, respect and courtesy towards colleagues; working in a professional manner and with Trust values always in mind, respecting the boundaries of the relationship with service users/patients, carers and staff.

20. Leading, attending and participating in team meetings and contributing ideas to multi-professional team discussions.

21. Leading sessions on reflective practice for the wider care team to ensure effective patient care is based on evidence based practice and with Trust values in mind. Leading staff training and meetings including reflective practice groups and activities including the development of reflective portfolio.

22. Participating in supervision by nominated senior staff member, including annual review of performance as part of the appraisal (or PADR) system. Providing and coordinating and overseeing the supervision to Bands 2 – 5 nursing staff.

23. Demonstrating and promoting a clear leadership role to others and acting as role model to others at all times in accordance with Trust values.

24. Undertaking mandatory training as required by Trust policy plus support junior staff to complete Care Certificate, Trust Level 2 Apprenticeship if appropriate and other CPD training related to the role or area of work.

25. Supporting the team manager to conduct clinical or governance reviews of the team's activity and the monitoring of performance and collating and disseminating the information to the appropriate individual. Contributing to relevant audit practice development on research activity that may be taking place in the work area.

26. Contributing in training and development programmes of staff and supporting the clinical placements of student nurses.

27. Supporting Band 5 nurses to lead for the assessment and co-ordination of the Care Certificate for all Healthcare Support Workers in the clinical area, particularly if reasonable adjustments need to be made to complete training and learning.

Leadership and Management:

28. Developing the clinical practice of junior members of staff, including newly qualified band 5 nurses.

29. Acting as a point of contact for all enquiries, working in partnership with the team manager and the wider MDT to coordinate the activities of the unit.

30. Deputising for the team manager in their absence and be accountable for the nursing care and management of team, including maintaining communication with the modern matron and senior nursing staff.

31. Assisting the team manager in ensuring the team is safely staffed, prioritising and deploying resources within budgetary parameters and escalating concerns to senior nursing staff where appropriate in accordance with HR policies and procedures.

32. Supporting the team manager to investigate incidents and complaints: compile reports and disseminate this information to senior management.

33. Recognising nursing practice that needs improvement and to work in partnership with the team manager to ensure appropriate action is taken to address it.

34. Supporting the team manager to ensure mandatory and statutory training are up to date for all staff.

35. Linking with Higher Education Institutes (HEIs) to ensure delivery of care is in line with current teaching standards for both pre-registration and post registration nursing.

36. Demonstrating awareness and engagement with the SLMH&CP programme to develop the band 2-5 clinical workforce. This will include support of junior staff to undertake and complete apprenticeships as part of their career progression and development.

37. Facilitating the induction of new staff and students.

38. Supporting the team manager to ensure all newly qualified band 5 registered nurses have undertaken their preceptorship.

39. Supporting the team manager to ensure all registered nurses are engaged with the revalidation process.

40. Maintaining your status as a mentor/sign-off mentor and participate in training of student nurses.

41. Encouraging band 5 nurses to undertake and develop their mentorship skills.

42. Attending and participating in regular personal development, ensuring compliance with all mandatory training requirements. Maintaining a work development portfolio and complying with all requirements of NMC revalidation.

Research and Quality:

43. Measuring and developing standards of care through collection of benchmarking data where appropriate and undertake audits to ensure care meets the requirements of the CQC and Service Key Performance Indicators (KPIs).

44. Contributing to the strategic targets of the trust directorate and wider SLMH&CP workforce development.

45. Participating and encouraging research within the clinical environment and ensure knowledge of it is widely disseminated throughout the team, trust and wider stakeholders.

46. Contributing to service development through awareness and engagement with trust policy and wider national standards of care.

47. Contributing to service improvement (Quality Improvement and Innovation) and developments, benchmarking exercises.

48. Contributing to research and audit activities, disseminating knowledge and results and contributing to relevant audit practice development and research activity that may be taking place in the work area.

49. Undertake any other duties that are commensurate with the band and nature of the post

Frameworks within which you work

As a member of the clinical team, providing patient care, we encourage you to be:

- Caring
- Competent
- Courageous
- Committed
- Communicative
- Compassionate

The Nursing and Midwifery Council requires nurses to:

- Priorities people
- Practice effectively
- Preserve safety
- Promote professionalism

Values and Commitments

Each of the Trusts in the South London Mental Health and Community Partnership has a framework of values and commitments:

Oxleas NHS	South London and Maudsley NHS	South West London and St George's NHS
Excellence	Caring, kind and polite	Respectful
Having user focus	Prompt and value your time	Open
Partnership	Take time to listen to you,	Compassionate
Safety	Be honest and direct with you	Collaborative
Responsive	Will do as I say I am going to do	Consistent
Learning		

General information for all employees

Below is the section of the Job description with general information for all employees and the requirements on all employees to support and comply with Policy and Legislation.

Relevant policies are highlighted and must be read by all employees – policies are available on the intranet to employees or you can ask your manager for the policy.

Anyone who has any difficulty understanding these requirements please highlight this to your line manager.

Continuous Improvement

All members of staff are required to play an active role in development and improving services to the benefit of service users.

Confidentiality

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act, the Caldicott principles and the common law duty of confidentiality. The post holder must follow record-keeping guidelines to ensure compliance with the Freedom of Information Act 2000.

Valuing Diversity and Human Rights

No person should receive less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and must not be placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Each Trust has an **Equality Policy** and it is for each employee to contribute to its success.

All employees have responsibility to ensure their practice adheres with both legislation and policies. All public authorities have a legal duty to uphold and promote human rights in everything they do. It is unlawful for a public authority to perform any act which constitutes discrimination.

Infection Control and Health and Safety

The prevention and control of infection is the responsibility of all employees.

Employees must be aware of **Infection Control Policies**, procedures and the importance of protecting themselves and their clients in maintaining a clean and health environment. All staff undertaking patient care activities must attend infection control training and updates as required.

The Registered Nurse or other person in charge of any patient or residential area has direct responsibility for ensuring that the cleanliness standards are maintained throughout that shift.

All staff must comply with all **Health & Safety Policies and Procedures**. Staff must be aware of the responsibilities placed on them under Health and Safety legislation and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Employees must act in a responsible manner to ensure the care of their own health and safety and that of others who may be affected by their omissions at work.

All staff must ensure that waste produced within the Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures.

No Smoking

There is a **Smoke Free Policy** in operation. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Designated smoking areas or smoking rooms are not permitted. Smoking Cessation Support is provided for staff members who wish to stop smoking.

Data Protection

If you have contact with computerised data systems you are required to obtain, process, and/or use information held on a computer or word processor in a fair and lawful way, to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

All staff who contribute to patients' care records are expected to be familiar with, and adhere to, the **Information Governance Policy**. Staff should be aware that patients' care records will be subject to regular audit.

All staff have an obligation to ensure that care records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and on the basis that, on accepting their job description, they agree to maintain both patient / client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act.

All Trust staff are expected to use and to enter data onto the Electronic Clinical Record System and to use other required IT applications where it involves their work. All clinical staff will also need to have the essential IT skills. Initial and on-going IT applications and IT skills training will be provided.

Risk Management

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

Safeguarding and Duty of Candour

The Trusts are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the **Safeguarding Policies and Procedures**, act promptly on concern, communicate effectively and share information appropriately. All staff must be familiar with and adhere to the Trust's safeguarding procedures and guidelines. All staff have a Duty of Candour to inform their line manager/supervisor as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient. It is a criminal offence for any registered medical practitioner, or nurse or allied health professional or director of an authorised or registered healthcare organisation to knowingly obstruct another in the performance of these statutory duties, provide information to a patient or nearest relative with the intent to mislead them about such an incident or dishonestly make an untruthful statement to a commissioner or regulator, knowing or believing that they are likely to rely on the statement in the performance of their duties

Standards of Business Conduct

The post holder will be required to comply with the **Standing Orders and Standing Financial Instructions** and, to all HR Policies. All employees must deal honestly with their employer, with colleagues and all others, including patients, relatives/carers and suppliers.

Job Description Review

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within the Trust as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager which are commensurate with the role, including project work, internal job rotation and absence cover. This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future

Person Specification

Registered Nurse Band 6

Requirements	Essential	Desirable
Education and Qualification	Registered Adult Nurse and/or Registered Mental Health Nurse and/or Registered Learning Disabilities Nurse Mentorship qualification	Master's degree
Experience and Knowledge	Experience of research-based/reflective practice, e.g. understanding and ability to use supervision to reflect on skills, attitude and knowledge and develop these by using evidence based practice Significant relevant clinical experience Evidence of continuing professional development Experience as a preceptor / mentor Knowledge of clinical governance and audit Knowledge of relevant Professional and Clinical legislation	Experience of taking responsibility for a ward / clinical unit. Experience of engaging / supporting clinical research projects Experience of supporting practice development in clinical areas Experience of teaching. e.g. lecturer practitioner/preceptorship Experience of recruitment and selection of staff
Skills and Abilities	Able to provide quality care that is responsive to service user's needs, without close supervision Teaching ability Resilient: able to cope with difficult interpersonal situations. Approachable Self-aware, self-confident and intrinsically motivated to do a good job and to motivate others	Problem solving, ability to identify problems, review options and take appropriate action without a predetermined framework

	Forms very effective working relationships with colleagues Advocates for all individuals, particularly those with protected characteristics; promotes equality and diversity	
Other Requirements	Empathy for service users including individuals who have experienced mental health problems. Loyal and able to advocate for and show pride in the work area and organization and demonstrates values of trust and NHS Flexibility to work shift patterns across 24hrs, 7days a week and across all clinical areas as required Ability to fulfil all the requirements of the role (including physical)	