

## Job Description

<b>Job Title:</b>	<b>Ward Manager</b>
<b>Band:</b>	<b>7</b>
<b>Network:</b>	<b>The Bay Network</b>
<b>Base:</b>	<b>Dova Unit</b>
<b>AfC Ref:</b>	
<b>Hours of work:</b>	<b>37.5 hours per week ( will be worked over 7 days to provide 24/7 leadership )</b>

### Our Values

The values represent what we as an organization, and the individuals who make up that organization, are about.

It is our aim that everything we do fits in with, and reinforces, these values:

- *We are always learning*
- *We are respectful*
- *We are kind*
- *We are a team*

### Reporting Arrangements:

Responsible to: Modern Matron

### Job Summary

The inpatient units are designed to meet the holistic needs of service users/patients and carers, in a working environment conducive to staff development and wellbeing. The post holder supports the delivery of the inpatient hospital model providing leadership to professional and direct care staff, ensuring the availability of appropriate administrative support services in their wards to release clinical time to care.

The post holder will provide a visible, accessible and authoritative presence on wards, to whom patients and their families can turn for assistance, advice and support

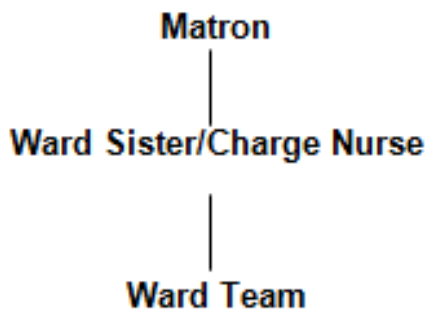
The post holder supports the delivery of the Inpatient Hospital model through

- To actively promote teamwork, respect, integrity, accountability, excellence and compassion within the ward team in accordance with the Trust values and NMC code of conduct.
- To oversee and ensure that nurse leadership within the multidisciplinary team provides effective assessment, formulation, planning and monitoring of care given to inpatient service users.

### **Key Relationships**

- Matron
- Consultant psychiatrist
- Team members

### **Department Chart**



### **Key Responsibilities**

#### **Communication and Relationship Skills**

- To oversee and ensure the support and development of the nursing team via supervision, clinical teaching and role modelling.
- To receive complex, sensitive information related to patient care and ensure this is delivered to patients, relatives and staff in an appropriate manner which demonstrates empathy and where there may be barriers to understanding.

#### **Analytical and Judgement Skills**

- To exercise professional accountability and responsibility using skills, knowledge and expertise in changing environments, across clinical boundaries and in unfamiliar situations as outlined within the NMC Code of Professional Conduct.
- To ensure all patient admissions discharges are managed in an effective and timely manner including the management of any crisis situations.
- To ensure relatives and carers are communicated with in a supportive and sensitive manner whilst maintaining patient confidentiality.

## **Planning and Organisational Skills**

- To oversee and ensure that the ward environment is maintained to promote safety and wellbeing, and escalating any concerns and deficiencies appropriately
- To ensure the deployment of the ward team based on the needs of the service.

## **Patient and Client Care**

***Patient care – the ward sister charge nurse must provide ongoing assurance to the matron in each of the following areas.***

- To oversee and ensure the nursing team are actively engaged in the promotion of holistic and evidence based nursing practice; setting high standards, leading to innovation sustained and monitored through effective systems and processes
- To oversee and ensure that the nursing team promote the best interests of service users and ensure that delegated nursing care is effectively understood and implemented in a safe environment
- To take an active role in ensuring the nursing team work inclusively and supportively with carers and families
- To oversee and ensure that nursing care is underpinned by known best practice and is evidenced as such within the care record
- To provide overall leadership and ensure that the nursing team delivers comprehensive, planned, structured care through effective assessment of need, formulation and care planning. This should take into account existing assessments and plans formulated by the care coordinator, service user and other
- To provide overall leadership to the inpatient nursing team to ensure there is an in-depth understanding of the current and ever present potential for risk; is able to communicate the situation effectively, and be responsive in the provision of appropriate interventions. This includes risk associated with violence and aggression, vulnerability, neglect, falls, skin integrity, mobility, self-harm and suicide
- To provide overall leadership to encourage that the nursing team work collaboratively with others to provide holistic engaging and therapeutic care, to ensure service users maintain interest, intellectual capability and alleviate boredom.
- To model appropriate practice and engagement in the delivery of ever present high standards of nursing care, and to be vigilant in ensuring all staff feel supported and confident in addressing substandard practice and behaviours

- To provide overall leadership for effective management of the nursing process, to enable timely passage through the inpatient services and access to appropriate on-going care on discharge.
- To provide overall leadership to ensure nursing staff understand and engage positively with the mental health and mental capacity acts, meeting legal requirements and guarantee that the service user remains central and informed at all stages of the process, as supported by Trust policies and protocols.
- To model behaviours to promote active involvement of the service user, recognising when more formal support such as advocacy is needed and referring them on as necessary.
- To provide overall leadership of the nursing staff to ensure the safe and effective receipt, storage and administration of medication in accordance with the Trust policy including overseeing the quality and accuracy of prescription charts and controlled drug information.
- To provide overall leadership of the nursing staff to ensure that the physical health care needs, of the service user are effectively assessed and managed through the care planning process involving other specialists as required.
- To provide overall leadership of the nursing team to ensure that health promotion and illness prevention is understood, and actively managed to support the optimum wellbeing of the individual service user. This will include the maintenance of good nutrition, hydration, self-care and education around unhealthy practices.
- To provide overall leadership to ensure that infection prevention and control standards are understood and actively managed as designated within the Trust policy, and to escalate any concerns that may arise and require further intervention and support.
- To provide overall leadership to ensure that Safeguarding standards and practices are understood and actively managed as designated within the Trust policy.
- To provide overall leadership to ensure that staff feel confident and able to engage with service users and carers in a timely manner, to support and encourage respectful connections that underpin good nursing care.
- To provide overall leadership to ensure that the inpatient environment is monitored and maintained to its optimum level and deficits are escalated through the appropriate channels in a timely and effective manner and ensure resolution.
- To provide overall leadership to ensure the effective preceptor ship of newly qualified staff into the inpatient service.
- To be a qualified mentor, and provide overall leadership, to ensure that all student nurses are effectively and appropriately supported through their inpatient experience, and raise concerns with the practice education facilitators as necessary.

## **Responsibility for Policy and Service Development**

- To maintain a positive and open attitude towards organisational change and actively promote service developments
- Contribute to policy and practice developments arising from action plans from audits, complaints and incidents, as well as changes in best practice guidance and policies

### **Responsibility for Finance**

- Responsibility for management of the ward budget
- Responsibility to ensure all ward stock is managed in line with Trust Standing Financial Instructions

### **Responsibility for Human Resources**

- To actively promote the Trust values of teamwork, compassion, integrity, excellence and accountability.
- Line manager for the ward team.
- Ensure systems are in place and adhered to in order to undertake Personal Development Planning for all members of staff as directed in accordance with the team/service priorities agreed with the modern matron.
- Ensure that supervision is seen as a priority in the provision of high quality care and that systems are in place for carrying out regular clinical, managerial and specialist supervision and this is monitored regularly.
- To act into the role of the matron as required.
- To lead and participate in the process of recruitment, selection and induction of new staff where appropriate.

### **Responsibility for Information Resources**

- To oversee and ensure a positive commitment to setting up ward systems to support the completion of all relevant outcome indicators and data collection as required by the inpatient service.
- To be able to manage patients who may present with disturbed or violent behaviour or both and ensure the prevention of and de-escalation of, potential aggression using techniques that minimise the risk of its occurrence which include the use of physical restraint
- To ensure that robust assurance systems are in place regarding the capacity and capability of staff to carry out all aspects of nursing care provided.

- To enable the delivery of service development by providing information and participation in processes needed to meet governance requirements e.g. surveys, audits etc.

### **Research and Development**

- To participate in research and development as required
- To undertake surveys or audits as required as part of Governance accountability and assurance

### **Freedom to Act**

- To ensure that you maintain and update your practice on an ongoing basis in line with NMC requirements for re-registration.
- To engage in professional and clinical supervision to ensure on going safe and effective practice.
- To ensure the ward is managed, staff are clear of their responsibilities and that effective systems are in place which promote a comprehensive inpatient service in line with the Trust inpatient model.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the postholder.

### **Special Conditions:**

As a member of staff you have:

- Legal duties and responsibilities under Health & Safety legislation, plus a general duty to work safely and not to put others at risk i.e. colleagues, service users, visitors, as a result of any activity or omission at work.
- A duty to report any practice that you consider compromises standards of risk and health & safety. The Whistle-blowing Policy gives effect to the Public Interest Disclosure Act under which an individual who raises such concerns for unfair treatment is protected.

All Lancashire & South Cumbria NHS Foundation Trust staff employed within all Environments that have contact with service users, their families or systems to support them have a responsibility to safeguard and promote the welfare of children, adults and vulnerable families.

As a member of staff you must:

- All Lancashire & South Cumbria NHS Foundation Trust staff employed within Clinical Environments have contact with children, vulnerable adults, service users and their families must familiarise themselves and be aware of their responsibilities and adhere to Local Safeguarding Children's Board, Local Safeguarding Adult Board and LSCFT Procedures for Safeguarding and Protecting Children.
- The Trust places great emphasis on the need for the strictest confidentiality in respect of personal data - both that of service users and staff. All information about people will be treated in the strictest confidence at all times. Breaches of confidentiality will be investigated and may lead to Disciplinary action being taken.
- The Trust view its responsibility under the Data Protection Act and the Caldicott Principles as central to all activities that are carried out in its name. Staff are therefore expected to acquaint themselves with the principles of Information Governance, and to complete the mandated training modules that have been agreed."

#### Promoting Equality and Reducing Inequalities

- To understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
- To create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the Trust and the communities we serve.

#### **Behaviour**

The post holder is expected to ensure their behaviours are consistent with our values at all times, we expect you to:

#### Support the aims and vision of the Trust

- Act with honesty and integrity at all times
- Be a positive ambassador for the Trust
- Demonstrate high standards of personal conduct
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the Trust's commitment to equality and diversity
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver

## Person Specification

Description	Essential	Desirable	Assessment
<b>Education/ Qualifications</b>	Registered Mental Health Nurse  Post reg. learning and development relevant to the role  On-going registration with the NMC.  Evidence of commitment to continuing professional development  Mentorship qualification	Honour degree 2:2 or above or an equivalent professional qualification related to Health  Sign-Off Mentor qualification  First line Management / leadership qualification	A/I  (all)



<p><b>Knowledge</b></p>	<p>Understanding of Health and Safety policies and procedures</p> <p>Knowledge and practice of Mental Health Act 1983</p> <p>Knowledge and practice of the Mental Capacity Act 2005</p> <p>Demonstrate understanding of how research has influenced practice</p> <p>Can provide evidence of recent professional/personal development</p> <p>An understanding and awareness of recent national policy</p> <p>Ability to manage time and workload</p> <p>Demonstrates an ability to motivate self and others</p> <p>Knowledge of common mental health problems and medication used in relation to these</p> <p>Knowledge of common physical health conditions</p> <p>Understanding and knowledge of physical and mental health promotion</p>		<p>A/I (all)</p>
<p><b>Experience</b></p>	<p>Post graduate experience at Clinical Leader level</p> <p>Supervision and management of staff</p> <p>Able to work as part of a multidisciplinary team</p>		

	<p>Experience of assessing, planning, implementing and reviewing care needs</p> <p>Experienced in acting as a mentor/assessor of student staff</p> <p>Experience of CPA</p>		
<b>Skills and Abilities</b>	<p>Ability to undertake effective aggression management including the use of physical restraint</p> <p>Ability to maintain own performance and participation in group skills</p> <p>Can demonstrate the ability to manage change</p> <p>Good interpersonal skills</p> <p>Developed clinical and managerial skills</p> <p>Can demonstrate communication skills through practice and experience</p> <p>Clear ability to understand new concepts and ideas and excellent clinical practice</p> <p>Ability to maintain own performance and participation in group skills</p> <p>Ability to manage time and workload</p> <p>Demonstrates an ability to motivate self and others</p>		A/I (all)
<b>Work Related Circumstances</b>	<p>Ability work across a range of shift patterns throughout a 24 hour 7 days per week period.</p>		

## **EFFORT FACTORS**

<b>PHYSICAL EFFORT</b> What physical effort is required for the job?	How often?	For how long?	What weight is involved?	Any mechanical aids?

Is the job holders expected to sit / stand in a restricted position?	How often?	For how long?	What activity is involved?

<b>MENTAL EFFORT</b> Are there any duties requiring particular concentration? – Please detail.	How often?	For how long?
Are there any duties of an unpredictable nature? – Please detail.	How often?	For how long?

<b>EMOTIONAL EFFORT</b> Does the job involve dealing with any distressing or emotional circumstances? – Please detail.	Direct / Indirect exposure	How often?

<b>WORKING CONDITIONS</b> Does the job involve exposure to unpleasant working conditions? – Please detail.	How often?

## Our values and behaviours

The values and behaviours represent what we, as an organisation and the individuals who make up that organisation, are about. It is our aim that everything we do fits in with and reinforces, these values:

Values	Behaviors we expect
<b>We are always learning</b>	<ul style="list-style-type: none"> <li>✓ We seek our opportunities to learn so we are supported to reach our potential</li> <li>✓ We set high standards and are open to change and improvement</li> <li>✓ We value appraisals, supervision and learning opportunities</li> <li>✓ We speak up if we are concerned about safety and focus on opportunities to improve</li> </ul>
<b>We are respectful</b>	<ul style="list-style-type: none"> <li>✓ We are open and honest, ensuring people receive information in ways they can understand</li> <li>✓ We seek, value and support diverse perspectives, views and experiences</li> <li>✓ We put service users and carers at the heart of everything we do, proactively seeking feedback</li> <li>✓ We take pride in our work and take responsibility for our actions</li> </ul>
<b>We are kind</b>	<ul style="list-style-type: none"> <li>✓ We are approachable and show compassion</li> <li>✓ We actively listen to what people need and proactively offer our support</li> <li>✓ We pay attention to our own wellbeing and the wellbeing of others</li> <li>✓ We celebrate success and provide feedback that is sincere and genuine</li> </ul>
<b>We are a team</b>	<ul style="list-style-type: none"> <li>✓ We take personal and team accountability to deliver the highest standards of care</li> <li>✓ We work in active partnership with service users and carers</li> <li>✓ We actively build trusting relationships and take time to celebrate success</li> <li>✓ We work in collaboration with our partners to enable joined up care</li> </ul>

## Special conditions:

As a member of staff you have:

- Legal duties and responsibilities under health and safety legislation, plus a general duty to work safely and not to put others at risk, including colleagues, service users and visitors, as a result of any activity or omission at work.
- A duty to report any practice that you consider compromises standards of risk and health and safety. The Whistle-Blowing Policy gives effect to the Public Interest Disclosure Act under which an individual who raises such concerns for unfair treatment is protected.

All Lancashire and South Cumbria NHS Foundation Trust staff employed within all environments that have contact with service users, their families or systems to support them have a responsibility to safeguard and promote the welfare of children, adults and vulnerable families.

As a member of staff you must:

- All Lancashire and South Cumbria NHS Foundation Trust staff employed within clinical environments have contact with children, vulnerable adults, service users and their families must

familiarise themselves and be aware of their responsibilities and adhere to the local safeguarding

children's board, local safeguarding adult board and Lancashire and South Cumbria NHS Foundation Trust procedures for safeguarding and protecting children.

- The Trust places great emphasis on the need for the strictest confidentiality in respect of personal data; both that of service users and staff. All information about people will be treated in the strictest confidence at all times. Breaches of confidentiality will be investigated and may lead to disciplinary action being taken.
- The Trust views its responsibility under the Data Protection Act and the Caldicott Principles as central to all activities that are carried out in its name. Staff are therefore expected to acquaint themselves with the principles of information governance and to complete the mandated training modules which have been agreed.
- The Trust places great importance on sustainable development, reducing its carbon footprint and maximising the positive social, economic and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling / redistribution facilities, minimising travel and saving water when possible. If your role involves purchasing / ordering supplies you must consider the environmental / sustainable impacts and purchase optimal environmental / sustainable products / services.
- All staff and contractors must follow Trust policies and procedures relating to infection prevention and control (IPC) including the Dress Code Policy. All staff have a duty of care in following best practice which is fundamental to IPC, which includes maintaining a clean and safe environment at all times. It is an expectation that Trust staff at all levels make IPC a priority as they perform their roles.

Promoting equality and reducing inequalities:

- You should understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
- You should create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the Trust and the communities we serve.
- You should uphold the Trust's commitment to health and wellbeing.



**We are  
Kind**



**We are  
Respectful**



**We are  
Always  
Learning**



**We are a  
Team**