JOB DESCRIPTION

JOB TITLE: Ward Manager

DEPARTMENT: In-Patient Unit (IPU)

RESPONSIBLE TO: Matron

RESPONSIBLE FOR: Deputy Ward Manager
                  Staff Nurse
                  Health Care Assistant

Primary Job Purpose

To provide clinical leadership and management of the ward environment throughout the 24 hour period

Actively develop staff using the St Christopher’s competency model

Work with the Advancing Practice Nursing Team to coach and mentor individual nurses

Principal Accountabilities

Clinical Practice and Leadership

1. To take responsibility for the management of the nursing and health care assistant team.

2. To lead, co-ordinate and support a multi professional ward based team

3. To work closely with the Advancing Practice Nursing Team in developing nursing and caring practice in all nurses and healthcare assistants

4. Work with the Advancing Practice Nursing Team in identifying own areas for clinical practice development

5. Demonstrate an in-depth knowledge of the options for achieving control of symptoms

6. Take a leadership role in the discussion of legal, ethical and professional nursing issues within the team

7. Independently assess the patient’s needs, identify their goals and work with the patient and family towards achieving them

8. Anticipate the changing needs of the patients and emotionally prepare the patient and family, exploring the patient and families awareness of the situation

9. Recognise the clinical burden on the team and take action to manage it

10. Demonstrate negotiation and diplomacy skills and partnership working with external agencies
11. Demonstrate competency for managing specific nursing tasks e.g. epidural, venepuncture, giving IV drugs, male catheterisation

12. Participate in clinical supervision

Management

13. Work purposefully with his/her deputy

14. Work in close collaboration with the Matron and peer group to ensure an effectively managed in-patient unit

15. With Matron take responsibility in managing the admissions process

16. Play a key role in the co-ordination and effective use of the MDT

17. Effectively manage individuals using the St Christopher's Hospice competency model and appraisal system

18. Ensure that an appropriate induction and development programme is in place for new staff

19. Investigate any incidents or complaints as requested to do so

20. Initiate and manage change effectively

21. Confidently join in debates in meetings of senior hospice staff

22. Manage the in-patient unit in the absence of Matron

23. Participate in the 01 Bleep holder rota

24. Participate effectively in the process of recruitment of staff

25. Contribute to the development of St Christopher’s strategy

26. Monitor expenditure against agreed budgets to support effective financial management

27. Identify any actual or potential deviations from budgets and report these to the appropriate person

28. Ensure all staff within sphere of responsibility have annual appraisals

29. Ensure that all staff attend mandatory training and clinical updates

30. Ensure the ward environment is risk managed and that infection control is pro-actively managed

31. Ensure that the ward area is a safe and clean care environment.

32. Ensure adequate management of the ward by working opposite deputy ward manager as far as possible

Communication
33. Ensure effective communication channels within the nursing team including the delivery of the monthly team brief and regular staff meeting.

34. Identify early signs of potential or actual conflict within the multi-professional team and work with others to achieve a solution

35. Contribute positively to the development of St Christopher’s as an anti-discriminatory organisation

36. Actively promote equality and diversity

37. Influence the development of computerised clinical data

Quality

38. Foster an environment that welcomes research and audit

39. Take a leadership role in the ward-based clinical governance programme, initiating areas of audit to improve practice and maintain standards

40. Initiate and take forward the introduction and maintenance of ward-based governance systems and processes

41. Enable the ward team to reflect on and improve practice through user feedback

42. Review specific areas of practice with the ward team (drug errors, complaints, incidents, sickness/absence and adverse events)

43. Assist with the development of policies and procedures

44. Co-ordinate ward-based risk assessments and the day to day management of risk

Grief, Loss and Bereavement

45. Ensure plans are in place to manage complex situations relating to anticipatory grief or bereavement care

46. Support staff in managing multiple or complex deaths

Education and Training

47. Recognise both individual and group learning needs and identify the most effective ways of addressing them

48. Coach staff to create individually tailored training and development plans

49. Be competent in lecture and discussion based teaching

50. Demonstrate advanced presentation skills, both oral and written

51. Demonstrate competent computer skills

52. Ensure clinical placements are effectively facilitated

53. Create a positive learning environment
**Safeguarding**

All staff are required to take responsibility in all areas of work for safeguarding people at risk (both adults and children) from any form of abuse or neglect. In order to achieve this, staff are required to read St. Christopher’s Safeguarding Policy, participate in regular training and incorporate preventative strategies into their work.

**General**

All employees are required to undertake the following:

- To make positive contributions to all internal and external quality and/or best practice measures/processes.
- To fully participate in the annual appraisal process, to agree targets and objectives with line managers and to report on activity against agreed targets on a regular basis.
- To fully comply at all times, with St. Christopher’s policies and procedures and to take responsibility for own actions/inactions.
- To fully comply with all mandatory and StC compulsory (job role specific) training requirements
- To act in accordance with workplace legislation/requirements including Health and Safety, Equality and Diversity and Data Protection.
- To share and model St. Christopher’s values and expected behaviours at all times.
- To participate in all employee engagement activities including team, departmental or other staff meetings as required and to contribute to St. Christopher’s annual staff survey.
- To maintain professional registrations (where applicable) and to keep up to date with mandatory training and other training requirements within own area of specialism/responsibility.

A job description does not constitute a ‘term and condition of employment’, it is provided only as a guide to assist employees in the performance of their role. St Christopher’s is a fast moving organisation and therefore changes to duties and responsibilities may be necessary on occasion. The job description is not intended to be an inflexible or finite list of tasks and may therefore be varied from time to time in discussion with the post-holder.
# PERSON SPECIFICATION: Ward Manager

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<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>To have or be working towards a degree in palliative care/oncology</td>
<td>✓</td>
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<tr>
<th>Knowledge and Experience</th>
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<th>Desirable</th>
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<tr>
<td>RN with at least 1 year experience of working at Senior Staff Nurse/Deputy Ward Manager level in specialist palliative care</td>
<td>✓</td>
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<tr>
<td>Demonstrable experience in palliative care or oncology experience</td>
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<td>Experience of positively promoting equality and diversity</td>
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<td>Experience of people management</td>
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<th>Skills and Competencies</th>
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<tr>
<td>Demonstrable clinical leadership skills</td>
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<td>Coaching and assessing skills</td>
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<td>Effective and confident teaching skills</td>
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<td>Negotiation and diplomacy skills</td>
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<td>Resilient practitioner</td>
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<td>Excellent communicator both verbally and in writing</td>
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<td>Demonstrable computer skills (e.g. internet, emails, Word)</td>
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