Job Description

Job title	Ward Manager	Job family	Healthcare
Reporting to	Director of Clinical Services	Job code	
Location		Evaluation Date	1 February 2017

Job Purpose

To Provide Clinical Management and Leadership of the full nursing team on the Ward, this includes being a highly visible role model and mentor to the nursing team. The post-holder has responsibility for overseeing and maintaining the highest standards of nursing care. The role will act as a senior clinical member of the team, providing advice and support from a nursing perspective and oversee and hold responsibility for the ward environment and its resources.

Responsibilities

- Manages the ward and resources effectively, taking steps to ensure that appropriate staffing levels and skill mix of nursing experience and skills is in place including effective rota management, annual leave and training arrangements.
- Has full oversight of the nursing staff rota and is the authorised individual to ensure rota management and eRostering standards are maintained and are effective.
- Ensures that all members of the nursing team receive clinical supervision, appraisal, CPD requirements and complete mandatory training.
- Addresses shortfalls in development and ensures that training and performance issues are addressed.
- Recognises and rewards positive performance by the nursing staff, commensurate with their roles and responsibilities.
- Acts as a highly visible role model, mentor and leader, creating a culture that promotes learning, development, inquiry and professionalism, celebrates achievements and shares learning to the benefit of the ward, hospital and wider division.
- Disseminates implements and monitors compliance with relevant policies and statutory requirements of the hospital, division and group.
- Takes appropriate action to ensure that the standard of care that patients receive is of the highest standard.
- Ensures that all patients have clear current care plans that reflect their personalised needs, and are evidence based and ensures that family members and carers are suitable engaged based on the needs and wants of the patient.
- Ensure the ward has clear procedures and processes to support the safe and effective running of the ward at all times, including the nutrition of patients, cleanliness of the environment; using tools such as Quality walk rounds to assist.
- Actively contribute to the recruitment and retention of staff to the ward and hospital.
- Ensures that clinical communication, records, handovers, reports and other patient related information is conveyed and recorded promptly and accurately.
- Develops and maintains strong and effective working relationships with all clinical and non-clinical colleagues.
- Makes sure that the physical healthcare needs of patients are assessed and managed effectively, alongside their mental health and psychological needs equally.
- Promotes and applies the requirements of diversity and equality.
- Undertakes and completes clinical investigations and complaints and also HR investigations, ensuring these are completed thoroughly, promptly and to a high standard.
- Ensures that the legislative frameworks regarding the Mental Health Act, Mental Capacity Act and Deprivation of Liberties is applied in accordance with Company Policy, and National Requirements.

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- Is responsible for Medicines Management in their Clinical Area/Ward, and ensures that all Registered Nurses undergo competency based assessments as part of their induction and facilitates an open and transparent framework for managing medicine errors.
- Liaises with Ward Pharmacist and acts promptly regarding items identified by Pharmacist Audits, or other requirements.
- Ensures that Incident reporting is completed promptly and takes corrective action where required, engaging colleagues in the process, where appropriate.
- Leads Team reviews of incidents; makes sure that staff receive incident debriefs in a timely way.
- Engages with other members of the Ward MDT, to facilitate positive and efficient MDT working
- Deputises for the Director of Clinical Services as required.

Knowledge / Education / Skills

- Be currently Registered with the Nursing Midwifery Council as a first level nurse, with at least 2 years' experience in a supervisory capacity.
- Appropriate registration required for the ward
  - o Mental Health for mental health wards
  - o Learning Disabilities for LD wards
  - o Mental Health or General for ABI wards; with at least 2 years post-registration experience working on ABI wards
- Willingness to complete further clinical, managerial and leadership training and development relevant to your area of practice in management and leadership.
- Trained and current Mentor.
- Computer literate.

Experience

- Have been a registered nurse, working in clinical settings that are relevant to the post
- Evidence of continuing professional development
- Experience of clinical audit and/ or service improvement based on evidence desirable
- Experience of working in an environment that requires the ability to manage multiple priorities
- Has been a supervisor of nursing staff

Communication

The post-holder is required to have a clear and positive communication style both verbally and non-verbally; they will be required to provide written and verbal information in a succinct manner in a way that is understood by those that they are communicating with; they will need to provide information by email, but use this as a tool when appropriate and not as an alternative to face to face or verbal communication unless circumstances dictate this

Responsibility

Leadership
The post-holder is responsibility for the leadership in a Ward area, in particular that of Nursing staff, but also contributes to the effective working of the Multi-Disciplinary team; The post-holder is also a member of the hospital leadership team

Budgets & Equipment
The post-holder is responsible for the efficient and effective use of nursing resources; and all resources in the ward area that contribute to patient care. This includes Medicines management in the ward, equipment,

activities material for patients use, all furnishings and fittings and the overall cleanliness and safety of the ward, bring any issues or concerns to the attention of the Director of Clinical Services promptly, and taking corrective action

Information

Shared responsibility for the confidentiality, security and accuracy of patient records, data and information. Ensuring good quality patient documentation, which meets the Regulatory guidelines and statutory requirements.

Working Environment

The post-holder is based in a ward, and will be required to work a mix of 60% supernumery time and 40% of their time will be engaged in clinical activity to meet the requirements of the ward. Within this will involve working some shifts as required by the service and to enable the post-holder to undertake some aspects of their role

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	• Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families • Actively seeks to develop the potential of every service user and staff member
Being a Family	• Celebrates success and supports colleagues through difficult times • Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	• Is honest and respectful in all interactions with colleagues and customers • Demonstrates emotional control • Ensures accurate recording of any transactions and interactions on all company documentation • Challenges poor performance and behaviours
Being Positive	• Promotes the company in a positive way at all times • Strives for positive outcomes, especially when times are challenging
Striving for Excellence	• Always puts service quality first • Shares and encourages innovation • Keeps on top of new developments in the sector