

## Job Description

<b>Job title</b>	Deputy Ward Manager	<b>Job family</b>	Healthcare
<b>Reporting to</b>	Ward Manager	<b>Job code</b>	HC/030
<b>Location</b>		<b>Evaluation Date</b>	11/02/2013

### Main Purpose

To co-ordinate the quality and management of nursing care, patient care and the clinical environment. Participate fully with the multidisciplinary team and undertake direct patient care. Manage and direct the delivery of clinical services within a ward or unit, ensuring it complies with statutory regulations, current legislation and meets quality standards.

### Key Accountabilities

#### Quality

1. To promote, monitor and implement standards for patient care within the ward/unit environment, evaluating through clinical governance and audit.
2. Provide clinical leadership, positive role modelling to the ward team, ensuring effective communication across the multidisciplinary team, through supervision, mentoring and appraisal.
3. Ensure all CPA, risk assessment, HONOS/HoNOSCA and any other agreed outcome measures are an integral part of the patients care and that these are monitored and updated on a regular basis.
4. Develop and lead regular patient feedback mechanisms e.g. satisfaction surveys, outcome studies, community meetings, patient forums
5. Ensure that all nursing staff provide an appropriate care plan which is written with the patient and that the patients progression against these are documented within care notes.
6. Undertakes regular audits to assess the quality of care given to the patients on his/her ward and presents these within Clinical Governance.

#### Innovation

7. Assist and support local management in developing and implementing new services within own site.
8. Looks at developing their own ward to ensure they provide innovative frontline services to the patient group in line with NICE guidelines, CRG and the competition.

#### Value

9. Assist the ward manager to help achieve the set objectives for their ward and the site.
10. Deputises over a 24 hour period in the absence of the Ward Manager.

## **Knowledge & Skills**

First level qualified nurse with regular updating of skills.

## **Experience**

The role holder will have experience within a related operational, professional or educational environment, including experience managing a number of staff.

## **Autonomy & Impact**

Generally working to short and medium term objectives derived from the clinical services plan. Judgement, decisions and professional advice will have a measurable impact at local level. Reports to the Clinical Services Manager on a regular basis.

## **Intelligent Problem Solving**

Problem solving often relates to the adaptation of existing systems and processes in response to clinical or operational needs – some adaptive or creative thinking is occasionally required when translating best practice and evidence based research.

## **Responsibility**

### **Staff**

Managerial responsibility for a team of clinical staff undertaking a variety of roles at different levels, to ensure patient safety and appropriate staffing levels.  
Identify training needs for staff employed in the clinical environment.

### **Budgets & equipment**

Delegated authority to certify documents or purchase orders, and for the care, security and maintenance of equipment, drugs and other consumables on the ward/department

### **Informatics**

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.

## **Communication & Interaction**

Highly developed communication and interpersonal skills are a key feature of the role, involving counselling, coaching and/or supervision. Ensures effective communication across the multidisciplinary team. The role holder will regularly be dealing with demanding and difficult situations.

## **Working environment**

The problems faced by patients may present difficult and challenging situations, which may heighten the physical, sensory and emotional demands of the role.

## Special Features

Facilitate clinical supervision for the clinical team. Participate in Audit/Research projects as part of Clinical Governance. Demonstrate the ability to monitor staff performance and, with support from the Clinical Services Manager, be able to take appropriate action.

## Upholding Company Values

Competency	Req'd Level	Descriptors
<b>Quality - Of care, treatment, of facilities and of staff</b>	<b>3</b>	<ul style="list-style-type: none"> <li>✓ Checks quality of own work</li> <li>✓ Follows procedures</li> <li>✓ Corrects errors and mistakes</li> <li>✓ Complies with relevant regulatory and statutory requirements</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Double checks accuracy of own and work of others</li> <li>✓ Carefully monitors and checks the accuracy and quality of others' work</li> <li>✓ Values the input and expertise of colleagues</li> <li>✓ Keeps clear, detailed records and files</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Introduces new systems and processes to improve quality</li> <li>✓ Highlights shortcomings in processes, investigating unusual behaviour and identifying underlying causes</li> <li>✓ Introduces performance standards and relevant KPIs to improve the quality of processes and outputs</li> <li>✓ Tests out hypotheses using modelling techniques to make predictions and forecasts</li> <li>✓ Develops broad plans to take into account risks, conflicts, resources as well as timescales</li> </ul>
<b>Innovation - Being forward thinking and thought leaders</b>	<b>2</b>	<ul style="list-style-type: none"> <li>✓ Adapts new services already introduced in other areas within the group</li> <li>✓ Amends these services to suit the needs of the local service</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Proposes new services to regional management, taking into account the local needs of the area</li> <li>✓ Assists and supports regional management with developing and implementing these new services</li> </ul>
<b>Value - Due to transparency and flexibility</b>	<b>2</b>	<ul style="list-style-type: none"> <li>✓ Prices services in line with local needs</li> <li>✓ Reacts to local feedback regarding pricing of services</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Regularly reviews services and price points adjusting where appropriate</li> <li>✓ Adjusts prices in line with demand for services</li> </ul>