

JOB DESCRIPTION
Supervisory Sister/Charge Nurse

Post:	Supervisory Sister/Charge Nurse
Band:	Band 7
Hours:	37.5
Division:	Women & Children
Department:	Seahorse Intensive Care Unit
Responsible to:	Matron
Responsible for:	Ensuring all patients within the ward/department receive care which is of a safe and high standard

Job purpose

The sister/charge nurse is accountable and responsible for the twenty four hour care delivery and management of the ward/area. The sister/charge nurse will promote and monitor safe and effective practice, enhance the patient experience, provide effective leadership and management and contribute to the delivery of the Trust/Divisional objectives.

The sister/charge nurse will:

- Be supervisory to practice
- Be responsible for professional day to day clinical leadership and operational management of the ward.
- Ensure delivery of high quality, responsive, safe, efficient and compassionate care.
- Support the Matron in developing the service.
- Act as a leader and role model, adopting a flexible approach in a role which encompasses leadership, management and clinical responsibilities.
- Demonstrate pride in their work and enthusiasm for quality of care.

Main duties and responsibilities

Clinical – Communication and Relationship skills

- Demonstrate politeness, courtesy and sensitivity in providing compassionate care for patients, visitors/relatives and colleagues.
- Contribute towards sharing good practice within the ward/department and Trust wide.
- Promote a positive image of University Hospital Bristol NHS Foundation Trust at all times.
- Work cohesively with all members of the ward team and promote effective liaison with all members of the multi-disciplinary team in ensuring that the very best services to patients are provided at all times.

- Communicate effectively within the team, participate in motivating and supporting team members and maintain confidentiality with patients and carers. Give written and verbal advice/teaching to patients and carers.

Clinical – Patient Care

The sister/charge nurse is responsible for:

- Act as a clinical expert providing specialist knowledge and advice to all staff / team members
- The delivery of patient centred care and able to articulate its benefits and in its absence the consequences
- To promote a personalised patient centred approach to care in collaboration with carers, relatives and relevant health care professionals.
- Continuous monitoring of standards and the quality of care provided, ensuring all nursing documentation is completed correctly and timely by members of the nursing team
- Working collaboratively with PALS and Patient Support and Complaints team to investigate and resolve patient concerns/ complaints, involving ward staff in developing action plans and progress within given timeframes
- To work within the agreed nursing establishment and ensure safe staffing levels are deployed across all shifts to maintain patient safety and mitigate risk at all times
- To ensure that all nursing and clinical documentation is completed correctly and timely by members of the nursing team.
- To assist in establishing and monitoring protocols and patient care pathways.
- To ensure the rights, dignity, privacy and confidentiality of patients are protected at all times.
- To ensure staff are familiar with national, professional and local quality issues relevant to the delivery of nursing services.

Leadership and Management

- Accountable for the twenty four hour care delivery and management of the work/area of work, including the supervision of staff and students.
- Visible and accessible to patients', carers and the clinical team while providing clear focus and effective leadership to the nursing team.
- Promote a culture where staff feel valued and listened to.
- Responsible for assessing skill mix and team structure and implementing changes in working practices accordingly.
- Named budget holder and authorised signatory for financial resources with responsibility for managing ward/area resources in an effective manner.
- Responsible for the implementation of audit, quality and risk management initiatives in the clinical area, publicising and sharing good practice with other teams and peers.
- Accountable for the effective management of staffs contracted hours, sickness, absence and training through the e-Roster, planning and reviewing daily staffing.
- Maintaining an active Nursing and Midwifery Council registration.
- Fully engage in own appraisal/performance review, ensuring that there is clarity around the level of responsibility and authority held for all aspects of the role and that they are regularly reviewed.
- Fulfilling mandatory training requirements.
- Access and facilitate appropriate mentorship and supervision.

- Development of personal leadership and management skills and for developing and sustaining own knowledge, clinical skills and professional awareness.
- Contribute to the development of the Trust's policies and strategies, where appropriate.
- Ensure staff follow Trust policies and guidelines.
- Able to demonstrate professional expertise and knowledge acquired through post registration academic study and clinical, leadership and management development.
- Assertive and able to challenge others when the rights of patients may be infringed.
- Ensuring the annual appraisal of all team members including assessment of performance against the Trust approved framework and development of personal development plans.
- Promoting interdisciplinary working, with outcomes aimed at the best interests of patients and cohesive service delivery.
- Holding monthly ward meetings, which provide the opportunity for discussion of local issues and appropriate sharing and cascading of organisational and professional information.
- Empowering team members to enhance patient care and future succession planning within team structure.
- Providing clear feedback to team members in a way that is conducive to maintaining and improving performance. Where performance is poor take necessary steps to effectively manage the individual with support from Human Resources.
- Delegating responsibility to develop other members of the team.
- Generating and sustaining relationships that promote dignity, diversity, rights and responsibilities within the team and wider organisation.
- To work within agreed financial budget.
- To maintain partnerships with finance department and divisional management teams.
- To contribute to the Specialty and Divisional management process.
- To manage staffing resources effectively and efficiently and within allocated budget.
- To recruit and select staff in accordance with policy, to meet the agreed staffing levels and skill mix to deliver a safe and quality service for patients.

Professional Development and Education Responsibilities

- Optimizing the learning environment within the clinical area by ensuring good induction of all staff including students.
- Actively engage in the educational audit cycle to develop the clinical learning environment.
- Promotion/ development and maintenance of a culture within the ward which challenges and questions practice and promotes the quality of thinking amongst team members.
- Ensuring staff and students receive effective and documented mentorship, supervision, development and support.
- Working creatively to develop practice and new ways of working, taking the lead in the change management process when appropriate.
- Contributing to and co-ordinating the training and development pathway of Nursing Assistants ensuring appropriate assessment of competence is undertaken.
- Critically analysing research related to practice and using research findings to influence and change practice.
- Supporting members of the team to develop critical analysis skills.
- Facilitating the development of theory into practice and vice versa.

- Maintaining an active Nursing and Midwifery Council registration.
- Fully engage in own appraisal/performance review, ensuring that there is clarity around the level of responsibility and authority held for all aspects of the role and that they are regularly reviewed.
- Fulfilling mandatory training requirements.
- Access and facilitate appropriate mentorship and supervision.
- Development of personal leadership and management skills and for developing and sustaining own knowledge, clinical skills and professional awareness.
- Contribute to the development of the Trust's policies and strategies, where appropriate.
- The sister/charge nurse will be available to patient, visitors and members of the multidisciplinary team encouraging effective communication.
- Work alongside the nursing team in different ways, supporting new staff, facilitating learning in and from practice.
- Providing regular feedback to the clinical team on standards of nursing care provided to, and experienced by, patients. Creating a culture for learning and development that will sustain person-centred care.
- The sister/charge nurse will be expected to lead and manage team performance therefore enhancing the patient experience, improving patient outcomes and contributing to the organisational priorities of improved patient flow, reduction in sickness levels and safe, effective use of the nursing workforce.
- The sister/charge nurse will act as a role model delivering high standards of patient care.

Research Responsibilities

- Promote an ethos of striving for excellence through promotion of an enquiry-based culture where staff are encouraged to propose new areas for audit and research studies.
- Supervisory Sister JD Sept15/ReviewSept16 5
- Demonstrate and promote an understanding of the interplay between research and practice to ensure patient care is supported by good evidence and continues to improve
- Demonstrate and promote the ability to access up-to-date evidence and critically analyse and synthesise this to inform care practices
- Identify gaps in knowledge or deficits in clinical practice and discuss these with relevant teams as possible areas for research or clinical audit
- Facilitate patient and staff involvement in research studies being undertaken within clinical specialty by enabling staff to:
 - have knowledge of inclusion/exclusion criteria and referral of suitable patients to research team
 - provision of appropriate space for research team to see patients
 - assist in collection of research data when part of usual clinical care
 - be involved in delivery of research intervention as appropriate and when part of usual clinical care

Key Working Relationship

- Patient and visitors
- Supervisory / Sister / Charge Nurse / Lead band 7
- Senior Staff Nurse (s)
- Matron and Head of Nursing
- Chief Nursing Team
- Ward team
- Medical and multi-disciplinary team
- CNS team
- Administrative and support staff
- Pharmacy staff
- Dietician
- Clinical site management team
- Discharge liaison team
- Research nurse team

Delivery of Key Performance Indicators (Ward Performance Book)

- Safety Thermometer – Monthly audit
- Falls resulting in harm
- Hospital acquired pressure ulcer
- Hospital acquired pressure ulcers
- Omitted medicines
- Hospital acquired *C. Diff*s
- Hospital acquired MRSA bacteraemia
- Cleanliness
- Infection control
- Patient observations (Early warning scores)
- Nutritional Assessment
- Falls Assessment
- Friends and Family Scores (FFT)
 - Complaints
 - Vacancy Factors
 - Sickness long and short term
 - Temp Staff fill rate

General Information:

The Trust's Values

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

- Respecting Everyone
- Embracing Change
- Recognising Success
- Working Together

The Trust expects all staff to work in ways which reflect these values and behaviours at all times as follows:

Respecting Everyone

- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible
- We are always helpful and polite
- We have a can do attitude in everything we do

Embracing Change

- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do

Recognising Success

- We say thank you and recognise everyone's contribution
- We take pride in delivering the best quality in everything we do
- We share and learn from each other
- We encourage new ideas that help us to be the best we can

Working Together

- We work together to achieve what is best for our patients
- We support each other across the whole Trust
- We listen to everyone
- We work in partnership

In line with the NHS Constitution, all healthcare providers, registered medical practitioners, nurses and other registered health professionals have a duty of openness, honesty and transparency (candour).

Transforming Care

Transforming Care challenges everyone at University Hospitals Bristol to play their part in supporting quality changes and improvements in their work place, building efficient care systems critical for our patients and their families, both today and in the future.

The Trust's mission is to deliver clinical services, teaching and research of the highest quality. Our vision is to provide first class technical care, with humanity, compassion and sensitivity to the needs of each patient.

*Delivering best care, Improving patient flow, Delivering best value,
Renewing our hospitals, Building capability, Leading in partnership.*

These are the core elements essential to Transforming Care. Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation.

Equal Opportunities

The Trust is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory
- Does not cause offence
- To challenge the inappropriate behaviours of others
- Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Everyone has a responsibility for contributing to the reduction of infections.

University Hospitals NHS Foundation Trust is 'Smoke Free'. Smoking or tobacco is not permitted on any of our hospitals sites.

Safeguarding Children and Vulnerable Adults

University Hospitals Bristol is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness.

Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 1998.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System
- Maintain the confidentiality of their password / username and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Workplace Health and Wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

Job Description completed/reviewed by:

Managers name:

Date:

All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review.

The NHS Knowledge and Skills Framework (the NHS KSF) defines and describes the knowledge and skills which NHS staff need to apply in their work in order to deliver quality services. It provides a consistent, comprehensive and explicit framework on which to base review and development for all staff. Closely aligned with this job description is a KSF profile supporting the effective learning and development of the post holder in a variety of ways.

PERSON SPECIFICATION
Supervisory Sister/Charge Nurse

Education and Qualifications		Essential	Desirable	To be evidenced by
Q1	RGN. 1st Level or relevant children's qualification	✓		Application form
Q2	Current NMC Registration	✓		Application form
Q3	1st Degree in nursing or health related topic or willingness to work towards	✓		Application form
Q4	Relevant post registration qualification at level 3		✓	Application form
Q5	Qualification in Teaching, Assessing and Mentoring	✓		Application form
Q6	Evidence of Masters level academic study or willingness to work towards Masters (in relevant health related subject)		✓	Application form
Q7	Management qualification		✓	Application form
Q8	Non-Medical Prescribing		✓	Application form
Q9	The Paediatric critical care course	✓		
Knowledge and Experience		Essential	Desirable	To be evidenced by
E1	Thorough and up to date knowledge of nursing theory and best practice particularly within speciality area	✓		Application form, references & Interview
E2	Significant relevant clinical and management experience	✓		Application form, references & Interview
E3	Able to lead and manage the nursing team: <ul style="list-style-type: none"> - Effective standard setting, monitoring and feedback - understanding of the principles and application of effective budgetary management - understanding of the principles and application of effective staff and HR management/appraisals - Understanding the theory and application of clinical governance 	✓ ✓ ✓ ✓		Application form, references & Interview
E4	Understanding of NMC Code of Practice and requirements of it for practice and behaviour and its application to the management of staff and self	✓		Interview and references
E5	Undertaken nursing research		✓	Application form, references & Interview
E6	Experience and knowledge of advanced		✓	Application form,

practice/protocols				references & Interview
Skills and Abilities		Essential	Desirable	To be evidenced by
S1	Highly effective communication skills - verbally and written to staff, patients and relatives including in situations of conflict or distress	✓		Interview and references
S2	Able to gain credibility with and influence colleagues including influencing clinical changes where appropriate	✓		Application form, references & Interview
S3	Strong organisational skills - prioritising complex situations	✓		Interview and references
S4	The Ability to lead and influence change	✓		Application form, references & Interview
S5	Able to accept responsibility for ward/area working under own initiative within the boundaries of role	✓		Interview and references
S6	Demonstrates ability to take overall responsibility and accountability	✓		Interview and references
S7	Flexibility, adaptability to meet needs of a changing service			Interview and references
S8	Demonstrates ability to implement and utilise audit data to improve quality	✓		Interview and references
S9	Clinical expert in defined area of work	✓		Application form, references & Interview
S10	Able to advise on and implement improvements to the quality and efficiency of care for patients in ward/area.	✓		Application form, references & Interview
S11	Ability to act as facilitator, mentor and supervisor to colleagues	✓		Application form, Interview and references
S12	Familiar with current local and national nursing issues	✓		Interview and references
S13	Information technology skills	✓		Interview and references
S14	Commitment to the development and provision of high quality nursing care	✓		Interview and references
S15	Initiative	✓		Interview and references
Behaviours and Values		Essential	Desirable	To be Evidenced by
B1	Respecting Everyone	✓		Interview
B2	Embracing Change	✓		Interview
B3	Recognising Success	✓		Interview
B4	Working Together	✓		Interview