

## The Newcastle upon Tyne Hospitals NHS Foundation Trust

### Job Description

#### 1. Job Details

<b>Job Title:</b>	Senior Sister / Charge Nurse
<b>Pay band:</b>	7
<b>Directorate:</b>	Cardio thoracic
<b>Ward/Dept Base:</b>	50/50a
<b>Hospital site:</b>	Trust Wide

#### **Essential Requirements:**

- Registered Nurse (appropriate to branch)
- Current NMC registration
- Degree level knowledge or working towards completion (i.e. on pathway)
- Previous post registration experience, some of which must be at Sister / Charge Nurse level
- Extensive clinical practice or specialist qualification in relevant specialty
- Meets Nursing and Midwifery Council (NMC) requirements for mentorship if relevant to role
- Good IT skills
- Ability to demonstrate knowledge and leadership
- Audit / research experience
- Excellent communication / interpersonal skills
- Have developed skills in professional accountability in a leadership role and experience of managing and leading nursing / clinical teams
- Evidence of achievement in current post and on-going professional development
- Knowledge and understanding of relevant NHS policy or project specific policy context.
- Has understanding / experience of adult / child safeguarding.
- Fits with the Trust Ward Sisters / Charge Nurses strengths and motivator profile.

#### **Desirable Requirements:**

- Master's degree
- Leadership / management qualification
- Specialist course in area of practice

#### 2. Job Purpose

- The Senior Sister / Charge Nurse have 24 hour accountability, including line managing, for their ward / department. They must deliver quality nursing care by ensuring appropriate systems and processes are in place to ensure the continuity of safe and effective care at all times.
- Deputises for Matron as required / appropriate

### **3. Dimensions**

*The Senior Sister / Charge Nurse must*

- Act as a guardian for professional accountability and standards, ensuring professional practices in line with the requirements of the Nursing and Midwifery Council (NMC) and the Trust
- Ensure the provision of safe and effective patient care
- Ensure environmental standards and cleanliness are maintained in line with national and Trust Standards in the ward/department
- Effectively manage the ward/department nursing resource
- Support and contribute to the development of patient care and nursing practice within the Directorate, contributing to Trust projects where required
- Ensure junior staff and students have appropriate supervision and support and are appropriately assessed.

### **4. Organisational Arrangements**

**Reports to:** Directorate Manager via Matron

**Responsible for:** Nursing staff (and associated roles) within designated area

**Professional accountable to:** Executive Chief Nurse via Deputy Chief Nurse and Associate Director of Nursing/Midwifery

### **5. Knowledge Training and Experience**

- See essential requirements
- Maintain and improve professional knowledge, skills and competence of self and others
- Be responsible for own professional development, identifying training needs, set objectives and attend appropriate courses

### **6. Skills**

#### **Communication and Relationships**

- Ensure that nursing quality indicators (CAT) returns for ward/department are completed monthly.
- Ensure all staff within ward/department are kept fully apprised of all the governance indicators relating to their ward and department and participate in bringing about improvements where necessary.
- Ensure two way communications between the ward/department and organisation.
- Ensure all nursing staff receive monthly and weekly nursing quality indicator reports for their ward / department
- Ensure all nursing staff receive feedback from monthly ward accreditation scheme.
- Communicates with patients, carers and the wider multi-disciplinary team and in so doing, acknowledges / accommodates barriers to communication and understanding including speech, hearing, language and emotion.

- Receives and delivers confidential and sensitive information which is complex and sensitive (e.g. child protection or adult safeguarding).
- Demonstrates in depth understanding of adult/child safeguarding processes.
- Assesses highly complex issues and facilitates decision making relating to patient care, safety treatment options and outcomes, and supervises others in doing this.
- Communicates with other wards and departments as well as external agencies.
- Attends Directorate Sisters/Charge Nurse meetings and Trust wide Sisters/Charge Nurse Forums.
- Maintains accurate and up to date nursing and medical records, and ensures others do so in accordance with local policy and NMC guidance.
- Provides specialist advice:
  - to individual patients and carers
  - to support groups
  - to allied professionals / multi-disciplinary meetings
  - to nursing (and associated roles) colleagues

### **Analytical and Judgemental Skills**

- Exercises clinical judgement to assess complex issues and facilitates decision making relating to patient care, safety treatment options and outcomes, and supervises others in doing this. This can include initiating emergency action when required e.g. cardiac arrest; fire etc.
- Investigate incidents where shortfalls in standard occur and take corrective action as necessary, including reports to the Matron and the Clinical Governance and Risk Department (CGARD)
- Respond to verbal and written complaints
- Responsible for dealing with complaints and incidents at ward level utilising a pro-active approach.
- Leading audit at ward level and implementing necessary course of action dependent on results.
- Ensure safe and cost effective skill mix.
- Balance activity to available resources e.g. admissions verses discharges; patient dependencies verses staff availability

### **Planning and Organisational Skills**

- Ensure the delivery of a high standard of evidence based nursing care to patients within the clinical area by:
  - Plan, prepare and modify off duty and holiday rosters in a timely manner
  - Modify and adjust in response to need
  - Ensure timely and effective discharge planning
- Ensure effective use of ward nursing resources within efficient off duty planning and annual leave allocation etc.
- Ensure that appropriate roles are delegated within team to meet the needs of the ward/department.
- Plan the work of the team
- Develop a Winter Contingency plan to manage increase in emergency / elective activity
- Ensure monthly staff meetings are undertaken raising ward, directorate and Trust priorities. Set agenda and ensure minutes are taken and available for all staff.
- Ensure infection control, environmental cleanliness and clinical assurance tool kit as set agenda items. Offer opportunities for constructive open dialogue
- Work with the Directorate team to reduce length of stay by ensuring efficient and effective care

### **Physical Dexterity Skills**

- Translate theory into the practical delivery of care, which may involve a range of practical tasks e.g.
  - Intravenous drug administration
  - Venepuncture and intravenous cannulation.
- IT skills
- Electronic Patient Record

## **7. Key Result Areas**

### **Patient/Client Care**

- Develop, assess, plan, implement, evaluate and deliver specialist patient care and nursing practice within the Directorate, contributing to Trust projects where required
- Provide specialist advise
- Ensure the highest standards of patient care and safety
- Monitor and manage standards of clinical practice within their ward / department
- Ensure all nursing documentation and key nursing assessments are completed in a timely and appropriate manner (including MRSA status, MUST, Falls, DVT, Intravenous line care and catheter care) in line with NMC and Trust guidance.
- Ensure best practice is shared and celebrated on their ward / department
- Ensure the provision of safe and effective care
- Ensure all ward staff and other professional / staff groups visiting patient the ward / department provide a patient focused approach to all aspects of care
- Ensure all staff embrace the Patients Are People approach to patient care and communication
- Ensure privacy and dignity is achieved for all patients, including compliance with delivering same sex accommodation and monitoring of this. Ensure breaches are reported.
- Ensure patients nutritional needs are met, and compliance with monitoring standards.
- Ensure safeguarding is given a very high priority.
- Ensure a safe and comfortable environment for patients, staff and visitors
- Prevent hospital acquired infection by ensuring the highest standards of infection control, cleanliness and healthcare environment. This includes:
  - Staff and patient areas
  - Day Rooms
  - Commodes / bed pans
  - Toilets / bathrooms
  - Patient equipment
  - Ward fixtures and fittings
  - Patient and visitor information leaflet displays
- Implement monitoring documentation to record regular checks of the above
- Be accountable for and investigate any shortfalls in these standards and take corrective action as required.
- Ensure the ward achieves Clinical Assurance Toolkit within the agreed time scales
- Ensure the ward participates in any other agreed Trust monitoring system (e.g. PEAT visits)
- Support and contribute to the development of patient care and nursing practice within the Directorate, contributing to Trust projects where required

### **Policy and Service Development**

- Implement and propose changes to nursing policy and practice change within the ward ensuring the dissemination and change of practice is achieved and monitor adherence to policies and practice change
- Act as a guardian for professional accountability and standards, ensuring professional practices in line with the requirements of the NMC and the Trust
- Ensure 100% compliance of ward staff with NMC registration and mandatory training.
- Assist the Matron to implement corporate developments of nursing / midwifery / patient care
- Assist the Matron to involve Patient / Carer, Public Involvement and ensure Equality and Diversity policies are adhered to within their ward / department
- Ensure the ward / department participates in the Directorate Clinical Governance agenda
- Ensure all staff follow all infection control policies
- Ensures all patients receive MRSA screening as indicated by Trust policy and ensure systems are in place to follow up the outcome of that screening
- Ensures that once a patient is diagnosed with MRSA or any other relevant infection that eradication therapy is prescribed immediately and the patient nursed in an appropriate environment
- Ensures all staff when undertaking patient procedures follow Trust policy including correct aseptic technique
- Ensures that compliance is achieved with their ward / department hand hygiene audits via peer review
- Contribute to the development of policy and guidelines and ensure dissemination and implementation at directorate level
- Ensure environmental standards and cleanliness are maintained in line with national and Trust Standards in the ward / department
- Ensure all staff follow Trust Policies and guidelines within their ward / department and assist with the monitoring of adherence to these.
- Assist the Matron to implement corporate developments of nursing / midwifery / patient care
- Assist the matron to involve Patient / Carer, Public Involvement and ensure Equality and Diversity policies are adhered to within their ward/department

### **Financial and Physical Resources**

- Ensure staffing is appropriate to patient needs.
- Ensure delegated budget control at ward / department level through prudent staff utilisation, the management of sickness absence and minimal use of Bank Nursing
- Manages nursing staff holiday and study leave ensuring an equitable and fair system is utilised
- Ensure effective management of both pay and non-pay budgets by efficient use of resources and leadership in relation to processes within the ward / department.
- Review ward / department resources regularly and ensure financial targets are met including cost improvement priorities

### **Human Resources**

- To effectively line manage the ward / department nursing resource



- Ensure 100% nursing compliance with, documentation, Trust policies and guidelines, induction, preceptorship and mandatory training, particularly infection control, fire, moving and handling and Basic Life Support
- Comply with Dignity and Respect at work Policy and promote Equality and Diversity.

### *Management*

- Proactively line manage all ward staff giving direction and support to ensure they achieve safe effective and efficient patient care and contribute to the achievement of ward / directorate objectives
- Undertake appropriate nursing staff performance reviews for all nursing staff on their ward / department setting objectives in line with ward/directorate objectives
- Support clinical supervision to support the personal and professional growth and development of the nursing staff on their ward / department
- Recruits and retains the best nursing staff to their ward / department
- Ensures 100% compliance with the sickness policy and the management of poor performance of nursing staff on their ward / department

### *Education*

- Plan, develop, deliver and evaluate educational programmes at ward level:
  - Initiates and leads audit at ward/department level.
  - Contributes to training and education.
  - Undertake ward training needs analysis and develop plan in conjunction with Matron to meet these needs.
  - Foster a culture of lifelong learning and continue professional development and support mentorship and preceptorship.
- Accommodate PDPs in a fair and timely manner
- Communicates educational issues to student nurses
- Supervise application and evaluation of preceptorship and mentorship programmes
- Lead health promotion and patient education

### *Leadership*

- Provide professional Nursing leadership within the ward / department and act as a positive role model
- To lead and develop Nursing Practice within their ward / department
- Ensure that all pre-registration nursing students and new registrants are appropriately supervised and assessed in line with NMC and Department of Health requirements.

### **Information Resources**

- Working knowledge of all systems in the Electronic Patient Record and use these information systems to access and input patient information
- Oversee / supervise / monitor EPR in the ward / department
- Provide guidance to staff on EPR
- Ensure all staff within own ward / department are trained and competent in EPR
- Assist Matron if required to produce reports / business cases using software packages
- Assist Matron if required to present research and audit data

## **Research and Development**

- Participates in audits and surveys relating to nursing practice or patient satisfaction
- Incorporates research based evidence into nursing practice
- Initiates and leads the Ward Accreditation programme at ward level and any other relevant audits.
- Leads the clinical assurance tool kit at ward level and any other relevant audits.
- Consider implementation of best available evidence to inform best practice, care and advice for a speciality/designated area.
- Support the awareness of nurse led research and the implementation of audit within their ward / department

## **8. Freedom to Act**

- Accountable for own professional actions and line manages ward / department
  - Within broad policies, procedures and guidelines, which govern nursing practice at national and local level including the NMC's Code of Conduct.
- Work within general policies, with objectives set by Matron
  - Clinical parameters.
  - Patient group directions.
  - Leadership.
  - Managerial.
  - National service frameworks.

### *Clinical Governance*

- Ensure that care is evidence based and that potential sources of risk are identified and dealt with in proactive manner.
- Apply root cause analysis of accidents and incidents. Instigating and managing change following the analysis when necessary.

## **9. Effort Factors**

### **Physical Effort**

- Combination of sitting standing, bending, stretching and walking is required during shift.
- Frequent moderate effort required when to moving and handling patients and objects in line with Trust guidelines using appropriate aids.
- Ensure mandatory training is up to date for self and rest of team.

### **Mental Effort**

- Concentration required when:
  - Assessing patients.
  - Advising on treatment, including complicated drug calculations, administering infusions or checking blood transfusions etc.
  - Early recognition of potential clinical incidences
  - Updating patient records or writing reports.
  - Interpreting microbiological data.
  - Analysing and evaluating audit material.
  - Preparing or modifying off duty rosters or preparing reports
  - Conducting staff appraisals / interviews

- Covering staff shortages / sickness
- Will be expected to manage unpredictable problems in relation to patient activity and staff availability throughout the shift

**Emotional Effort**

- Support distressed patients, relatives, colleagues and staff who are given unwelcome news.
- Provide support to colleagues in a personal and professional capacity.
- Initiate any investigations into incidents and / complaints
- Deal with violent and / or aggressive patients / visitors and support junior staff

**Working conditions**

- Deals with body fluids, foul linen etc on a daily basis dependent on area of work.
- Provide expert specialist advice during critical incidents
- Regular exposure to VDU screen.

Author: Liz Harris, Deputy Director of Nursing RVI  
Date: December 2010  
Revised: August 2013  
Revised: April 2014

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*Agreed post holder* ..... *Agreed Manager* .....  
*Date*..... *Date* .....



The Newcastle upon Tyne Hospitals NHS Foundation Trust

Person Specification

**JOB TITLE:** Senior Sister / Charge Nurse

**BAND:** 7

**SITE:** Trust wide

<u>REQUIREMENT</u>	<u>ESSENTIAL</u> Requirements necessary for safe and effective performance of the job	<u>DESIRABLE</u> Where available, elements that contribute to improved/immediate performance in the job	<u>ASSESSMENT</u>
<b>Qualifications &amp; Education</b>	<ul style="list-style-type: none"> <li>Registered Nurse (appropriate to branch)</li> <li>Current NMC registration</li> <li>Degree level knowledge or working towards completion (i.e. on pathway)</li> <li>Meets Nursing and Midwifery Council (NMC) requirements for mentorship if relevant to role</li> </ul>	<ul style="list-style-type: none"> <li>Master's degree</li> <li>Leadership / management qualification</li> </ul>	
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>Evidence of achievement in current post and on-going professional development</li> <li>Knowledge and understanding of current relevant NHS policy context</li> <li>Experience of leading a nursing team at SR/CN level or equivalent</li> <li>Extensive clinical practice or specialist qualification in relevant specialty</li> <li>Experience of adult / child safeguarding</li> <li>Audit / research experience</li> </ul>	<ul style="list-style-type: none"> <li>Experience of developing a nursing team at SR/CN level</li> <li>Specialist course in area of practice</li> </ul>	
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Have developed skills in professional accountability in a leadership role</li> <li>Good IT skills</li> <li>Intravenous drug administration</li> <li>Venepuncture and intravenous cannulation</li> </ul>		
<b>Values / Behavioural / Attitudes</b>	<ul style="list-style-type: none"> <li>Ability to undertake moving and handling patients and objects in line with Trust guidelines using appropriate aids Integrity and honesty</li> <li>Motivated by "making a difference"</li> <li>High levels of personal accountability</li> <li>High standards</li> <li>Resilient</li> <li>Practically focused</li> <li>Thrives on challenge and multiple priorities</li> <li>Focused on and motivated towards developing self, others and team</li> <li>Effective communicator – good at explaining things to others</li> <li>Drive and enthusiasm</li> </ul>		
<b>Core Behaviours</b>	<ul style="list-style-type: none"> <li>Alignment to Trust Values and Core Behaviours</li> </ul>		

**CANDIDATE:**

**REFERENCE NO:**

**SIGNED BY:  
DESIGNATION:**

**DATE:**