

**Saving *lives*,  
Improving *lives***



**Northern Care Alliance**  
NHS Group

Salford | Oldham | Bury | Rochdale | North Manchester

# **Salford Care Organisation**

## **Job Description & Person Specification**



## **Choose to make a Difference**

Be developed • Be supported • Be inspired • Be empowered • Be rewarded • Make a difference

# We're thrilled you're thinking of joining us!

Our new Northern Care Alliance NHS Group unites five local hospitals to deliver high quality care across the North East of Greater Manchester.

The Alliance provides the benefits of scale but delivers this locally through multiple hospital sites which make up four new Care Organisations – Bury/Rochdale, North Manchester, Oldham and Salford. Using our mantra of 'Saving lives, Improving lives', the aim is for our Care Organisations to work closely with the communities they serve to deliver safe, high quality and reliable care, which are trusted, connected and pioneering.

Our Care Organisations are designed to operate within our group arrangement of hospitals, community and healthcare services which bring together over 17,000 staff and the services of The Pennine Acute Hospitals NHS Trust and Salford Royal NHS Foundation Trust. Our size and geographical reach means we are creating an environment each individual will be inspired and empowered by to be the best they can be. This is a really exciting time to join our new team.

Salford Royal NHS Foundation Trust became only the second NHS Trust in the country and the first in the North of England to be rated "outstanding" by The Care Quality Commission. The Trust is consistently rated as one of the best places to work in the NHS and here are just a few of the reasons why:

- We are a major teaching hospital for the Universities of Salford & Manchester
- Our clear aim is to be the safest organisation in the NHS.
- Recent investment of £200 million to develop our main hospital site.
- Leading Major Trauma Centre for Greater Manchester
- Largest Dermatology Centre in Europe
- One of the most digitally mature Trusts in England (NHS England Digital Maturity Index).
- We are also an award winning Trust having been confirmed the best performing hospital in the North West and among the top 4% in England by the Healthcare commission, named Top Teaching Trust in England by Healthcare 100 and named a winner of the National Patient Safety Award.

The Trust has many nationally and internationally renowned clinicians who are pioneering the latest techniques and treatments. The Trust has an excellent reputation for quality and innovative clinical services, teaching and research.

# Our Values

We have four core values which are a focus for how our staff and volunteers work with each other to provide care for our patients. We think of our values as a set of guiding principles to refer to when making decisions and interacting with people and they help us to work together to continuously improve the organisation and ourselves.

These core values form part of the Organisations Performance Framework which regularly reviews how staff are performing.

## Patient and People Focus

This value enables us to place the patient first we everything we do.

All staff are required to demonstrate that they:

- Communicate effectively with patients, families and colleagues
- Pro-actively personalise the service, connecting with patients and carers
- Adopt and practice the 'safe, clean, personal' ethos.

## Continuous Improvement

This value ensures that the organisation including individual staff are always moving forwards and improving the ways things are done.

All staff are required to demonstrate that they:

- Look at ways of measuring and auditing improvements
- Pro-actively develop goals and objectives in support of the Trust's vision
- Identify opportunities to reduce waste and inefficiency.

## Accountability

This value enables us all to recognise our own part in keeping our organisation 'safe, clean and personal' in the way we care for people.

All staff are required to demonstrate that they:

- Are transparent and results focused
- Display personal accountability towards problem-solving
- Recognise and accept accountability beyond job role.

## Respect

This value is about respecting patients and colleagues alike, and also the on-going reputation of the organisation.

All staff are required to demonstrate that they:

- Are supportive and empower staff involvement
- Are consistent and understanding of others and their needs

# Job Description

**Job Title:** Sister / Charge Nurse

**Band:** Agenda for Change Band 6

**Reports to:** Ward / Departmental Manager

**Responsible to:** Ward / Departmental Manager

**Base/Department:** Various – see advert

**Main purpose of the job:**

The post holder is responsible for the assessment of patient care needs and development, devising, implementing and evaluating programmes of care, both for a specific group of patients as the named care provider and in supporting the care of all patients. As a Sister / Charge Nurse you will provide daily clinical and managerial leadership to nursing and support staff in the delivery of evidence based practice. Actively support the Ward / Unit Manager in the effective running of the department including in their absence.

## Main Tasks & Overview of Responsibilities

- Establish and maintain effective communication with patient/carers and families about complex matters providing a warm welcoming and enabling environment to support therapeutic relationships
- Develop specialist knowledge, in area of practise, underpinned by theory
- Assess, plan, implement and evaluate the effectiveness of nursing care and adjust the programmes of care where indicated along with maintaining the health, safety and security of self and others in own work area
- Contribute to the development of services
- Contribute to quality improvement
- Support patients, carers and staffs equality, diversity and rights
- Lead others in the development of knowledge, ideas and work practice
- Plan, allocate, assess and provide feedback to team members
- Maintain and support the efficient use of physical and /or financial resources
- You will practice in accordance with the professional, ethical and legal framework for nursing

- Ability to work flexibly and unsocial hours to meet the demands of the service

## **Communications and Relationships**

- To communicate collaboratively with the wider MDT (Multi-Disciplinary team) to explore complex issues and to make complex decisions
- To effectively communicate complex and highly sensitive information
- To agree the arrangements for communication with the patient/family/carer, and to document these in accordance with Trust policy and the patients right to confidentiality
- To competently receive highly sensitive information concerning patient's medical condition and provide information using persuasive, reassuring skills as required, which may include when patients/family/carer are hostile and antagonistic e.g. bereavement / special needs / learning disabilities / where English is not the first language
- To ensure that essential information on the patients' condition and progress is recorded by self and team members appropriately according to NMC guidelines

## **Analytical and Judgmental Skills**

- To undertake data collection effectively using the agreed systems
- To use clinical judgemental skills to decide upon and recommend best course of action for assessing and interpreting complex needs of patients/families/carers when a range of options exist, escalating as appropriate
- Analyse situations and instigate emergency procedures as required

## **Physical Skills**

- Physically able to assist patients with activities of daily living and moving and handling
- Able to carry out complex observations, monitor and use relevant equipment safely, ensuring accuracy and dexterity
- To utilise highly developed physical skills where accuracy is important e.g. in preparing and giving IV injections, assembling surgical equipment, maintaining infusions

- Driving skills are required for community posts

## **Responsibility for Patient Care**

- To assess, develop, implement and evaluate specialist nursing care programmes from admission to discharge
- To obtain people's informed consent, providing highly specialist advice and discussing the implications of the whole assessment process
- To undertake specialist nursing interventions consistent with evidence based practice, transferring and applying knowledge and skills to meet patients' needs, evaluating and modifying interventions as appropriate.
- To analyse and rigorously review all aspects of the patient care plan interpreting information and using specialist knowledge and clinical judgement to liaise with MDT (Multidisciplinary Team), co-ordinating and participating in case discussions as required
- To refer patient/family/carer to other practitioners when needs and risks are beyond one's own scope of practice or require longer term support
- To support patients/family/carers encouraging them to promote their own health and wellbeing and to express their interests and concerns
- To provide support and care for the patient and his/her family/carer respecting their need for privacy and dignity

## **Planning and Organisational Skills**

- To prioritise workload of themselves and others, assess performance and provide clear constructive feedback to team members
- To monitor progress of work recognising changing priorities and implement corrective actions within own limits and informing the relevant people
- To plan, manage and organise the ward/unit environment adjusting plans/rosters to cover emergencies (i.e. rostering short term cover) in the absence of their line manager

## **Responsibility for Policy/Service Development**

- To adhere to trust policies and procedures relating to own workplace to contribute to service development
- To evaluate current policies and procedures and identify the impact they

- have within their clinical environment
- To identify outcomes of evaluation and offer constructive views on service developments
  - To implement and propose changes to policies/practices in own area
  - To evaluate with others the effectiveness of any changes and how these have improved services

## **Responsibilities for Financial and Physical Resources**

- To ensure efficient and effective use of material resources/supplies within the ward/department
- To act as authorised signatory for small financial payments and timesheets
- To ensure patients valuables and belongings are documented and managed according to trust policy
- To monitor, control and store resources/supplies according to the requirements and specifications of the clinical environment
- To identify any problems with resource use/availability and make recommendations for corrective action
- To maintain accurate records of resource use

## **Responsibilities for Human Resources**

- Responsible for day to day supervision, allocation and co-ordination of clinically based teams making the best use of their abilities
- To lead a team whilst assuming responsibility and control of the work area management in the absence of the manager
- To participate in the clinical supervision of staff and providing relevant training and assessment
- To participate in the appraisal process for themselves and others
- To identify, report and address poor performance issues, where required
- To diffuse challenging behaviour, ensuring that the situation is managed in a sensitive way
- To participate in the recruitment and selection process
- To participate in the identification of future workforce requirements
- To contribute to the development of a learning environment
- To implement disciplinary and grievance procedures where required

## **Responsibility for Information Resources**

- To record data accurately using the agreed systems i.e. Patient Administration System (PAS) and the Electronic Patient Record system (EPR) and paper documentation

## **Responsibilities for Research and Development**

### **Quality**

- To ensure own actions promote quality and identify and manage any risks
- To lead in setting and maintaining optimal standards of care in own work area
- To keep up to date and act consistently with quality standards and guidelines within their own clinical area and associated areas
- To evaluate the quality of their own and others work, and where necessary make the appropriate improvements
- To have an understanding of the quality agenda and how standards of care can be maintained
- To monitor the quality of work in own area, raise quality issues and related risks and bring to the attention of others
- To lead others in understanding how their practice should change to improve quality
- To re-evaluate following any change to ensure that improvements have been made

### **Audit**

- To lead in audit/benchmarking within the clinical area supporting the introduction of a change in practice if indicated
- To contribute effectively to evaluation studies (e.g. patient satisfaction surveys)

## **Freedom to Act**

- Work is managed rather than supervised and can act independently within appropriate occupational guidelines
- Leads specialist area or team and may manage a case load in the community

- To undertake all duties having regard to the NMC 'Code of Professional Conduct' for the nurse, midwife and health visitor and their professional contribution to Clinical Governance
- Is guided by trust protocols and codes of conduct

## **Partnership Working**

- The requirement to interact with others in order to achieve the objectives or purpose of the post. This will range from co-operating with other team members to multi agency working.

## **Equality and Diversity**

- To recognise the importance of people's rights and interpret them in a way that is consistent with trust procedures, policies and legislation
- To challenge behaviour that infringes the rights of others
- To identify and take action where necessary to address discrimination and oppression

## **Making Every Contact Count**

- Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing
- Staff should engage with patients, relatives, carers and the public to give them additional advice on health and wellbeing
- Staff will be given support to help them to signpost people to other services which may improve their health and wellbeing

## **Health & Safety**

- To monitor and maintain health, safety and security of self and others in own work area
- To identify and assess potential risks in work activities and how to manage these risks appropriately
- To work within legislation and trust procedures on risk management
- To take immediate and appropriate action in relation to adverse incident reporting utilising the hospital incident reporting system.

- You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Trust's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager
- You are accountable for the effective deployment of activities that ensure that your department/ward/clinical team is reducing hospital acquired infection. You will ensure that you and your staff comply with the Trust's policies on infection, prevention and control. You will ensure that you and your staff receive the training required to maintain competence to execute the Trusts policies on infection, prevention and control. You have a responsibility to bring deficiencies in the deployment of such policies to the attention of your line manager

### **General Staff**

- You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Alliance's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager.

### **Safeguarding**

- The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to fulfill your mandatory safeguarding training at the level applicable to this role

### **Electronic Patient Record**

- The Northern Care Alliance uses an Electronic Patient Record (EPR). All Clinicians must use EPR as the primary patient record. It supports delivery of Safe, Clean and Personal patient care. Paper is used only for clinical record components (e.g. fluid charts) that do not at present have an EPR replacement.
- The majority of clinical documentation is entered directly on the EPR including health issues, case histories and continuation notes, condition specific structured records and risk assessments. EPR also provides systems for prescribing, requesting most tests and some services, and for viewing results, a local integrated record and correspondence.

- Access to this comprehensive EPR is via a unique login and password. All Clinicians working at the Northern Care Alliance must receive EPR training.

## **Code of Conduct**

- Professional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

## Person Specification

	Specification	Essential / Desirable	Evidence
<b>Registration</b>	Registered Nurse with current NMC registration (Part 1 Adult / General Level 1 or 2)	<b>E</b>	Nursing Registration
<b>Essential Qualifications</b>	Degree / diploma in nursing studies (or equivalent nursing qualification and experience)	<b>E</b>	Certificate
	Evidence of continuous professional development (CPD)	<b>E</b>	Application Form / Interview
	Evidence of involvement in teaching	<b>D</b>	Application Form / Interview
	Evidence of mentorship qualification	<b>D</b>	Certificate
	Specialist Practitioner Qualification	<b>D</b>	Certificate

<b>Knowledge, Skills and Experience</b>	Demonstrates evidence based clinical knowledge	E	Application Form / Interview
	IT Skills	E	Application Form / Interview
	Communicates succinctly, clearly and accurately both verbally and in writing	E	Application Form / Interview
	Be an effective team member who is able to relate to colleagues at all levels of the Trust with tact and diplomacy	E	Application Form / Interview
	Ability to coordinate your workload and supervise members of the team, ensuring high quality, safe and effective patient care	E	Application Form / Interview
	Experience of the use of clinical systems	D	Application Form / Interview
	Demonstrate initiative to proactively problem solve with a solution focus	D	Application Form / Interview
Ability to use reflective practice, to continuously improve the standard of patient care	D	Application Form / Interview	

## Physical & Mental Requirements

### Physical effort:

The post holder will be required to exert frequent moderate physical effort for several short periods during a shift e.g. moving patients over 15 kilos with mechanical aids.

### Mental effort:

To exert frequent concentration responding to frequent changing needs in the clinical area.

### Emotional effort:

The post holder will at times be exposed to distressing and occasional highly distressing and emotional circumstances e.g. imparts unwelcome news, care of terminally ill, safeguarding issues

### Working conditions:

Frequent exposure to unpleasant working conditions/hazards e.g. uncontrollable body fluids, physical and verbal aggression

## Interview Criteria

Criteria	Importance (High, medium, or low)
Able to demonstrate the Trust Values	High
Able to deliver a high standard of evidence based individual patient care	High
Basic IT skills	High
Committed to own personal continuing professional development (CPD)	High
Effective communicator with good interpersonal skills and initiative	High
Evidence of involvement in teaching and mentoring learners	Medium
Effective team member who is able to relate to colleagues at all levels of the Trust with tact and diplomacy	High