



DEPUTY DIVISIONAL DIRECTOR OF NURSING

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

A MESSAGE FROM OUR DIRECTOR OF NURSING

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

Here at SaTH we strive to provide excellent care for our communities, and nursing is an integral part of our workforce to enable this to be achieved.

The role of a nurse is incredibly rewarding. As nurses we are often a source of great comfort and hope to patients during some of life's most pivotal moments, and you could play your part in that journey.

I have been a nurse for 30 years and every day I see the dedication and commitment our nurses show. When you join our team, you will be given the support, guidance and opportunities to develop and flourish here at SaTH.

Hayley Flavell

HAYLEY FLAVELL
DIRECTOR OF NURSING

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Deputy Divisional Director of Nursing
Band	8b
Directorate	Division Surgery Anaesthetics and Cancer
Accountable to	Divisional Director of Nursing
DBS Required?	Enhanced

JOB OVERVIEW

This post is part of the Division leadership team and is to support the Divisional Director of Nursing to provide leadership and strategic direction to the Surgical Division at both Royal Shrewsbury Hospital and Princess Royal Hospital. The post holder will be pivotal to the delivery of high quality, safe, effective, harm free person-centred care consistent with the Trust values, using available resources effectively and efficiently, and supporting achievement of the Trust's vision and strategic objectives.

To assist and deputise for the Divisional Director of Nursing for the Division in delivering professional and operational leadership of Nursing within the Division, including devising, implementing and reviewing strategies for the development of clinical practice, education, and management and quality issues.

The post holder will act as the delegated lead for the patient journey, patient experience, operational project work such as stranded patient, ward standard work and criteria led discharge across the Division. Responsible for development and application of systems, control processes and risk management arrangements that ensure full compliance with internal and external governance procedures and to benchmark against best practice requirements.

To deputise for the Divisional Director of Nursing and work in collaboration with the Lead Nurse for Quality and Safety, Centre managers, Matrons and other senior members of the Division to provide excellent clinical and professional leadership to clinical staff at all levels, ensuring that patient care is delivered to a high standard and that the staffing resource is managed effectively.

Provide a visible, authoritative and effective presence for Nursing teams providing assistance, guidance, support and an effective role model for staff. To achieve this overall objective the Deputy Divisional Director of Nursing, will work closely with peers in other divisions and operational teams. Ensure that in conjunction with the Divisional Director of Nursing that the Division has robust operational plans that deliver high quality care to patients and to agreed standards and levels of activity.

Model and embed a culture within the Division that is consistent with Trust values. Work with senior nurses to evolve and develop predictive early warning, clinical quality dashboards that enable targeted intervention. Be pro-active with regards to nursing innovation, use of technology and quality improvement initiatives to meet the changing needs of patients and service users. Ensure the division use resources allocated to it efficiently and effectively. Contribute to continuous improvement, increased productivity and realisation of benefits within financial cost improvement savings.

To promote and support the development, within the Division, of a sustainable workforce plan that recruits the highest quality staff and retains staff through developing and motivate the current workforce. Ensure highest standards of clinical and corporate governance, ensuring that the Division operates within Trust governance, risk and patient safety Frameworks.

Assist the Divisional Director of Nursing with the development of strategies for the future provision of services in partnership with key stakeholders, including quality and productivity improvements through technology, innovation and research.

Engage staff in service improvement and ensure they understand how their role aligns within the Division and Trust objectives. In conjunction with the Divisional Director of Nursing develop nursing professional standards consistent with Trust strategies to ensure standards are understood by staff, and providing assurance that they are met.

MAIN DUTIES AND RESPONSIBILITIES

This does not represent an exhaustive or prioritised list of responsibilities but is an outline framework against which the post holder will be given flexibility to define and agree the detail.

General

- Be accountable for the provision of expert clinical advice and input into operational and strategic issues including the development and implementation of strategy and policy which ensures that corporate and clinical group objectives are achieved within agreed timescales.
- Develop and communicate an overall vision which provides purpose and direction for all staff working within the Division.
- Develop a culture which positively promotes learning from incidents and patient feedback.
- Encourage a climate of confidence, facilitating an environment of openness and questioning, to encourage on-going development.
- Develop and promote professionalism and forge relationships with other health care professionals and non-clinical staff, in order to improve the patient experience.
- Maintain an effective communication network to ensure staff have the information and support they require to provide high quality care for all patients and their families.
- Act as a role model across the Trust, promoting and demonstrating the standards of care and behaviours expected.
- Provide a supportive, motivating working environment and be a visible, accessible figure that staff and others can turn to for assistance, advice and support.
- Promote multi-professional communication and collaborative working across the Trust.
- Be responsible for and lead patient journey, patient experience, stranded patient project, Ward Standard work project, Criteria Led Discharge, developing plans, ensuring integration with the operational planning and objectives.

Clinical

- Deliver and supervise the delivery of all aspects of nursing care to patients based on research, knowledge and experience in order to maintain and raise standards of care.
- Analyse, monitor and evaluate standards of care and facilitate remedial action when necessary.
- Use judgement involving complex facts or situations, which require analysis, interpretation and comparison of a range of options.
- Apply and evaluate research findings in nursing practice to improve the standards of care delivered.
- Ensure patient care is delivered in accordance with established policies and protocols and to the agreed standard. Have a working knowledge of Health and Safety regulations and emergency clinical procedures, ensuring that appropriate action is taken in response to an emergency.
- Ensure the safe custody and administration of drugs in accordance with established procedure and law.
- Lead on promoting and monitor the adherence of infection control policies and procedures.

Ensure the working environment is clean and fit for purpose.

- Ensure adequate and appropriate patient and nursing documentation and records are maintained (written and electronic).
- Ensuring expert nursing advice is available at all times

Management

- Direct and support matrons and clinical leads, to support the performance management process (including human resource and attendance management) and ensure that staff manage the staff who are responsible to them effectively.
- In collaboration with the Head of Patient Experience ensure that patients and the public feedback is encouraged, heard, responded to and acted upon.
- In collaboration with the Divisional Director of Nursing lead an annual review of clinical roles within the Division so that new and expanded responsibilities are developed where appropriate and skill mix changes implemented as required, to ensure appropriate transformation of the workforce linked to local and national initiatives
- Promote inter-professional communication and collaborative working.
- Responsible for improvement and effective management of change by acting upon audit and other reviews to implement agreed new approaches to raise the quality of care.
- Promptly and efficiently analyse and formally respond to, follow up and manage critical incidents as highlighted by the adverse incident reporting system and complaints.
- Develop and implement guidelines and policies; propose changes to working practices, policies or procedures. Such changes may, occasionally, impact beyond own area of activity (e.g. major incident planning; care of patients with specific special needs).
- Represent the Trust on regional working groups, committees and meetings as necessary (including network), and partake in all related work/activities.

Educational

- Actively promote an effective learning environment.
- Promote a reflective learning environment where staff evaluate and deliver care based on evidence and best practice in line with a programme of Quality Governance.
- Support Matrons and clinical leads to create an environment which is challenging, stimulating and supportive to individuals, promoting life-long learning in the improvement of patient care.
- Be conversant with the current training curricula for all learners in the care environment and encourage professional development through coaching and clinical supervision.
- Maintain own personal and professional development in accordance with registered body and other national guidelines, setting own developmental objectives under supervision through appraisal system.

Responsibility for Analysis and Judgement

- Initiate and participate in audit, research and quality programmes, developing and implanting appropriate policies and procedures to ensure evidence based practice.
- Assist with clinical research programs as approved by the Trust Research Governance Committee and as authorised by the Division.

- Act upon audit and other reviews to implement agreed new approaches to raise the quality of the care. Review and revise the systems, practices and skills of the inter-professional team, with the system of quality governance to ensure they enable the delivery of best practice.
- Support the development of clinical information systems.
- Promote and develop standard setting initiatives, protocols and quality assurance programmes.
- Develop and implement appropriate strategies to ensure patient and carer opinion is included.

Finance

- Support the Head of Nursing in the accountability for clinical workforce financial resource ensuring they are controlled and utilised effectively, demonstrating value for money. This includes:
 - Accounting for the use of resources both pay and non-pay.
 - Analysing budget statements, explaining and reporting variance.
 - Controlling the use of nursing/HCA bank and agency spend, ensuring the staff pay budget remains in balance.
 - Directing the development of rectification plans to deal with financial deficits.
 - Identifying and delivering relevant cost improvement programmes and cost pressures in a timely manner.
 - Working closely with the Finance Manager to ensure that clinical leads are fully aware of their financial responsibilities.
 - Conducting a monthly review of pay and non-pay, agency/bank spends.
 - Use and deploy resources and staff to achieve optimum value for money and quality care.

Physical Resources

- Work in partnership with the senior medical team, ensure that appropriate nursing and medical equipment is available. Ensure that documentation is available confirming nursing staff have been trained in its safe use.
- Plan and monitor use of resources; ensuring that appropriate care is delivered to patients in a way that offers value for money within the agreed budget.
- Recommend review as necessary to senior clinical team and manage any change required.
- Participate in the approval and planning of trials of equipment and contribute to monitoring and evaluation of equipment on trial (according to hospital policies and procedures) and liaison with relevant hospital committees.
- Show adequate, appropriate and safe use of resources and observe a personal duty of care when using equipment and resources (some of which is expensive and/or complex).

Human Resources

- Provide mentorship guidance, support and coaching to teams with the Division to promote and enable effective change management and strengthen leadership skills.
- Ensure that the Trust managing attendance policy is applied positively, including reporting arrangements, return to work interviews, referral to occupational health and working well program.

Freedom to act

- Guided by Government and organisational policies, protocols or codes of conduct. Responsible for interpretation and implementation of these.

- Managerial work is unsupervised, clinical work is self-directed and unsupervised.
- Work in accordance with the hospital and department policies, procedures and guidelines. May propose changes to working practices, policies or procedures for Theatres, some of which may impact on other areas. Is conversant with current emergency resuscitation techniques, both in theory and practice.
- Co-ordinate the teams to ensure delivery of effective care all patients and their families.
- Act as an expert for specific aspects of clinical practice.
- Act as link/adviser to other areas of Trust.
- Accountable for own professional actions.

Off Site Manager On Call Rota

- Required to take part in the Off Site Manager On Call Rota and Senior Nurse of the Day Rota
Cross site working required

Equipment and systems

- To ensure that all clinical and non-clinical equipment is fit for use, maintained and used appropriately and efficiently.
- To recommend the purchase of equipment that is cost effective and will enhance efficiency and the patient experience.
- To be competent in the use of a range of electronic information systems and tools.

Physical, Mental and Emotional Demands of the Post

- To analyse and interpret a range of complex information in order to understand clinical and financial performance of the area of responsibility and to prepare and present options for improvement.
- To undertake presentations to groups and to senior managers as required.
- To handle emotive and challenging situations relating to patients, service users and staff, using influential negotiating and motivational skills to achieve desired outcomes.
- To deal with a wide range of complex patient complaints and staff problems.
- To cope with frequent interruptions whilst in periods of concentration.

Working Conditions

- To occasionally undertake direct patient care.
- To maintain a strong presence within the patient environment.
- To work in normal office conditions, including regular VDU work.
- To travel regularly between all Trust sites.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Recent NHS Experience • Current practising Registered practitioner with appropriate professional body • Evidence of Master's level study or equivalent professional qualification. • Evidence of continuous professional and management development. 	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Senior leadership experience • Experience of leading a service. • Evidence of working in partnership with internal and external stakeholders. • Experience of leading the implementation of service improvement, complex change management programmes at a management level. • Experience of managing risk associated with service change. • Evidence of effective resource management. • Able to demonstrate the use of evidence when decision making. • Experience of measuring and evaluating outcomes in order to secure improvement. 	

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Highly developed written and oral communication skills. • High level analytical skills, drawing out key points. • People management skills. • Financial acumen. • Ability to develop relationships and influence a range of stakeholders. • Clear commitment to quality and attention to detail. • Ability to sustain performance under pressure. • Demonstrates an understanding of the function of the regulatory bodies and their application to clinical practice. • Demonstrates an understanding of relevant research and its application to practice including current NHS Policies, National • Service Frameworks, NICE guidelines and the service improvement agenda. • Standard Keyboard skills 	<ul style="list-style-type: none"> •

PERSONAL QUALITIES

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Ability to support development of positive team culture.	<ul style="list-style-type: none">•

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

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Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital