POST: Sister/Charge Nurse

EQUIVALENT GRADE: AFC Band 6

RESPONSIBLE TO: Head of Clinical Services

ACCOUNTABLE TO: Director of Nursing and Operations (Matron)

KEY RELATIONSHIPS: Director of Nursing and Operations (Matron), Head of Clinical Services, Clinical Managers/Sisters, Senior Nurses, HR and Training, Doctors and other healthcare professionals, Healthcare Supervisors and Healthcare Assistants, Multidisciplinary Team Members, Social and Recreational Services, Residents, Relatives.

Introduction
The competencies listed below are those that the jobholder is expected to demonstrate immediately on taking up the post. They constitute the minimum standards of performance. They are not intended to be exhaustive and the jobholder will be expected to constantly enhance and add to their competence. The jobholder’s progress will be monitored and assessed against these competencies, and any further outcomes derived from key targets and performance indicators.

Job purpose
As a key member of the 24 hour care delivery team the Sister/Charge Nurse has operational authority for their team of clinical staff. She/he will drive nursing standards with reference to CQC outcomes, and are accountable for residents’ personal, medical and rehabilitative needs, and leading an effective team of clinical staff who deliver person-centred care.

Job Definition

Care Management
• Lead the clinical team to provide clinical, physical, spiritual and cognitive support to residents
• Work in close partnership with the clinical management team to translate CQC standards into effective work based outcomes
• Ensure the provision of specialist care to those with acquired brain injury or those on the Gold Standard Framework/End of Life Care Plan
• Plan the admission of new residents in partnership with the senior clinical team and Commissioning and Placements Officer
• Regularly assess, or lead the assessment of residents, ensuring necessary steps are taken if there are concerns or there are any change in their condition, implementing treatment/symptoms management according to organisation and nursing guidelines
• Act as named nurse for an identified caseload of residents taking responsibility for the assessment, planning, implementation and evaluation of their care
• Administer medicines within NMC and organisation guidelines and ensure that safe practice is observed throughout the ward
• Provide specialist expertise in the delivery of care e.g. PEG feeds, administration of syringe drivers, care of medical conditions e.g. diabetes etc
• Ensure that safeguarding procedures are followed
• Co-ordinate agreed treatment programmes in conjunction with the Multidisciplinary team
• Lead by example in the area of knowledge and practice regarding Physical Disability Management
• Ensure effective liaison with all departments and external parties/agencies
• Contribute to the development of resident care by actively participating in setting standards
• To monitor and audit standards to ensure high quality nursing care
• Attend the regular senior nurse team meeting which is chaired by Director of Nursing and Operations/Head of Clinical Services as the representative from the team.
• Participate in the preparation of family members for bereavement including the provision of emotional support after the death of a resident

Team Management
• To plan rostering, managing annual leave, sickness and training
• Ensure that the skill mix of staff is adequate to meet clinical needs and that adequate staff cover is provided at all times
• Participate in the recruitment and selection of new staff and ensure that good quality induction is provided and probation periods are monitored
• Maintain effective communications within the team through one-to-one supervisions, IPRs and team meetings, ensuring documentation is completed in line with organisation policies, including meeting set timeframes
• Ensure continuity of care by leading a crisp, effective handover between teams
• Lead and motivate team members to deliver their personal best, coaching and training as appropriate to the person and situation, in order to improve clinical delivery
• Ensure that team members learn from reflective practice and ensure the transfer of learning back to the whole team, so that continuous improvement in evidence-based care is achieved
• Support the clinical team to develop their associated named nurse/keyworker role and supervise staff where necessary to ensure that the needs of the resident are met
• Work with the senior clinical team to embed a culture of personal accountability for high standards
• Manage staff issues e.g. absenteeism, conduct, capability, team dynamics, grievance
• Ensure that all staff attend mandatory training
• Ensure that the team adheres to high standards of record keeping, especially care plans, and ensure that care plans are maintained in a timely, objective and non-contentious manner
• Ensure the nursing team delivers care within residents’ rehabilitation plan and work in partnership with the senior clinical team to plan rehabilitation needs.
• Take an active part in staff teaching/development and ensure the environment is conducive to learning
• To provide preceptorship to junior members of staff
• Assist in the mentorship of student nurses

Policies and Procedures
• Participate in the development of clinical and non-clinical policies
• Understand, communicate and ensure all organisational policies are followed

Health and Safety
• Coordinate resident and staff evacuation in the event of a fire or other emergency following the agreed procedure
• Ensure that all statutory requirements are met with regards to Health and Safety at work and all other relevant policies are adhered to for residents, visitors and staff
• Ensure staff are competent to use equipment e.g. hoists and that any issues are brought to the attention of relevant colleagues

General
• Create a positive atmosphere and high morale within the team and Care for Veterans generally
• Promote a knowledge of organisation services
• Support and encourage the introduction of new developments within Care for Veterans

Competence
• Develop and maintain own professional competence and knowledge
• Participate in regular professional development, supervision, mentorship and appraisal (IPR)
• Develop specialist knowledge and expertise of nursing practice to act as a resource for all staff

Personal specification
• Must be a Registered General Nurse Level 1
• Mentorship qualification/ENB998, or equivalent, essential
• Proven track record at successfully building and managing relationships within teams

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• First-class communication skills with a wide variety of residents, relatives and professional colleagues
• Empathetic towards the needs of others; promotes a positive approach to the care of residents with a neurological/ physical disability
• Professional – must remain calm under pressure; preserve resident and organisation confidentiality; display a positive view of individuals’ unique needs and abilities
• Proactive – able to predict the needs of residents and colleagues and respond effectively to these
• Resilient – able to cope well with a variety of clinical scenarios and conditions.
• Reliable – must show high levels of personal commitment to the role, to residents, and to team member
• Accountability – must display awareness for own actions and accountability for them
• Procedural – must display knowledge and commitment to organisation policies, procedures and systems
• Flexible – must be able to work flexibly to meet the operational requirements of the organisation

Organisational Competencies
The following organisational competencies are applicable to all employees working at Care for Veterans.

1 Budget Management and Resource Control
   * Use available resources appropriately
   * Identify and reporting shortages
   * Suggest measures which would make more effective, efficient/ economical use of resources

2 Developing teams, individuals and self
   * Identify individual learning needs and undertake required development plan
   * Actively participate in the appraisal (IPR) process and clinical supervision
   * Provide feedback to Line Managers where there are difficulties

3 Planning, Allocating and Evaluating work
   * Undertake agreed activities in line with departmental objectives
   * Contribute to the review process by providing feedback on work activities

4 Recruitment and Selection
   * Contribute to the orientation of new staff

5 Managing Change
   * Remain open and receptive to change
   * Work with others to implement change
   * Take part in the evaluation of change

6 Data Protection
   Adhere to legislative requirements by ensuring the compliance of oneself and others
7 Health and Safety
Adhere with legislative requirements by ensuring the compliance of self and others

8 Disability Awareness
* Acknowledge and value the contributions of all residents
* Display an understanding of the needs of individuals with a disability
* Respect the privacy and dignity of all residents at all times

9 Communication
* Ensure that all written documentation is legible and accurate
* Ensure that verbal explanations are clear and accurate
* Ensure that you present in a friendly and helpful manner in all communication and interactions
* Actively participate in the team briefing process
* Minimise jargon and abbreviations
* Actively listen to others' views before expressing own views
* Share relevant information with appropriate colleagues

10 Organisational Awareness
To demonstrate motivation, commitment and critical awareness of role, and that of team members by:

* Promote good practice to achieve the aims and objectives of Care for Veterans
* Be positive about the organisation and its vision
* Attend all mandatory training as stipulated by the organisation
* Be aware of and adhering to all organisational policies and procedures

11 Personal Awareness
* Demonstrate appropriate behaviour in stressful and difficult situations
* Display an awareness of your own capabilities and areas for improvement
* Initiate and participate in the change management processes

12 Teamwork
* Recognise and value individual team members
* Display sensitivity to others' feelings and needs
* Acknowledge and uphold equal opportunities for all team members

SPECIALIST COMPETENCIES

13 Statutory obligations and codes of conduct
Hold a live registration with the Nursing and Midwifery Council and ensure compliance with the Nursing and Midwifery Council Code of Conduct (1992) by:

- Act always in a manner as to promote and safeguard the interests and well-being of residents
- Ensure that no action or omission on your part, or within your sphere of responsibility, is detrimental to the interests, conditions or safety of residents
- Maintain and improve professional knowledge and competence
- Acknowledge any limitations in knowledge and competence and declining any duties or responsibilities unless able to perform them in a safe and skilled manner

14 Adhere to professional standards and guidelines as laid down by the Nursing and Midwifery Council in relation to:

- Accountability
- Confidentiality
- Preceptorship Professional Practice
- Record Keeping
- PREP
- Accurately assess the total nursing needs of residents within the caseload using an agreed model of care.
- Implement and evaluate a plan of care to meet the needs identified in the assessment
- Demonstrate the necessary clinical expertise and knowledge to meet the needs of residents within the ward
- Develop specialist knowledge and expertise of nursing practice to act as a resource for other staff
- Demonstrate an ability to reflect on own practice and modify it in response to research
- Actively participate in the assessment of NVQ/Diploma candidates, adaptation course students and other students (if appropriate), obtaining or holding the appropriate qualifications (ENB 998, D32)

This job description and person specification represents an outline of the major components of the job and is not intended to be exhaustive. It may with consultation be subject to additions and amendments from time to time as the need arises and therefore, in addition to the duties and responsibilities listed, the job holder is required to perform such other duties as might be reasonably required.

I have read, understood and accepted the duties and responsibilities outlined in the above.

Signed:_________________________________________

Print name:________________________________________