**Purpose:** To provide professional, and managerial leadership, clinical expertise, financial accountability, advice, and support across all areas of responsibility – wards, clinical nurse specialist, surgical care practitioner and physio lead. Is the organisational Deputy Lead for safeguarding, dementia, and prevent.

**The post holder will:**

* Provide clinical, professional, and visible management across all areas of responsibility, and provide line management for the surgical care practitioner role(s)/nurse specialist role(s), clinical skills facilitator role(s) and physio lead.
* Be accountable for the safe and effective day to day running of the Ward, and to ensure all patient areas and the ward and the environment in all areas of responsibility are safe.
* Be accountable for delivering excellent governance, ensuring that all staff across areas of responsibility are legally compliant.
* Provide specialist and excellent clinical knowledge, ensuring all staff and services are legally compliant and adhering to all regulatory (CQC) requirements and clinical standards.
* Ensure service provison is delivered in line with cost efficiency, planned activity and regulatory compliance in the ward/department and areas of responsibility.
* Be a positive role model for staff and a patient advocate, ensuring a positive patient experience.
* Assume responsibility as deputy lead for safeguarding, dementia and prevent, ensuring policies are in place and staff training is completed and compliance is maintained
* Be accountable for ensuring clinical supervision is in place for all clinical staff within area of responsibility.

**Role Profile – Ward Manager/ Sister** 

**Key Result Areas**

* To be accountable for the day-to-day management of Wards and those clinical staff post-holder is responsible for.
* To adhere to the legislative and regulatory requirements in all aspects of providing care across all areas of responsibility.
* To ensure a high standard of evidence based, high quality, cost-effective care is consistently delivered that always puts the patient first.
* To monitor and ensure patient satisfaction and be proactive in managing incidents and risk within the department.
* Accountable for ensuring all staff maintain the safe custody of medications and controlled drugs.
* Be a resource of specialist clinical knowledge and information for staff and ensure that all nursing and clinical practices are meeting the required standards.
* Be accountable for planning, forecast and monitoring of service budget, ensuring effective resource management, cost improvement and utilisation results.
* To deliver against the monthly departmental performance reviews/dashboard, to inform priorities and performance management within the team and staff.
* Lead and manage the ward team and those other staff, ensuring staff are motivated and effectively managed to achieve agreed objectives as set out in the organisation’s coaching conversations.
* Be accountable for monitoring all ward KPIs to ensure standards of care are monitored, evaluated and improvements are made.
* To promote reflective practice and learning, ensuring that training and development is supported, is research based, appropriate and is responsive to patient needs.
* Support the Safeguarding Lead with the design and delivery of the Dementia and Safeguarding strategy for the Organisation and ensure all staff are trained and informed.
* Be accountable for ensuring all policies are written, current and robust.
* To exercise fair and firm leadership, establishing clear expectations and maintaining high morale within all staff.
* Accountable for ensuring the Physiotherapy service is being effectively managed and delivered by the physio lead.
* May be required to take part in the manager on call rota.

**Skills and Experience**

* First level Registered Nurse
* Post registration education in a relevant speciality, Degree in Healthcare, or 5+ years equivalent experience.
* Significant post registration experience with surgical experience.
* Safeguarding trained to level 4
* Significant experience of managing teams.
* ILS
* Previous experience or knowledge of coaching/managing preferred.
  + People and resource management.
  + Excellent organisational planning and problem-solving skills.
  + Experience of presenting information to an audience is essential.
  + Ability to manage incidents effectively is essential.
  + Strong communication, negotiation, and interpersonal skills to build and support team(s) working in a positive and challenging culture.
  + Strong patient-centred approach.
  + Financial and budgetary awareness and knowledge of appropriate measures to plan, monitor and control costs is essential.
  + Good analytical and problem-solving skills.
  + Ability to progress own tasks/workload without direct supervision is essential.
  + Guiding and motivating others to achieve agreed goals and standards.
  + Sound computer skills e.g. MS Office Suite and web-based reporting systems.
* Foster a culture of professionalism and a positive working team environment.
* Demonstrate honesty, integrity, and ethics in the workplace.
* Being quality/results driven is essential.

**Measurement**

* Ensure all NMC registrations are up to date, providing support for revalidation as required.
* Adhere to all regulatory CQC requirements and clinical standards.
* Comply with the Hospitals policies and procedures.
* Ensure personal continuing professional development (CPD) is maintained to comply with NMC requirements.
* Maintain own clinical competency.
* Performance will be measured against the specific objectives, targets and behaviours as identified and agreed.
* Participate in 1-1 coaching conversations.
* The post holder is expected to be familiar with, and work in line with, the hospital’s Values.
* The post holder is required to comply with all mandatory and statutory training, to include a regular update on fire safety, infection control, manual handling, information security, risk awareness and life support.
* All staff receive the correct dementia, prevent and safeguarding training to be able to perform safely within their roles.
* Education/Clinical Skills Training provided or supported for staff groups as dictated by their roles.

Be Caring
• We know what we do matters
• We’re proud and enjoy what we do
• We promote a culture of care, respect compassion and wellbeing
• We protect the mutual ethos
    Be Connected 
• We collaborate and share across teams, departments and the business
• We listen to understand each other and our member’s needs
• We support one another by having open and honest conversations
• We recognise that we’re stronger together
Be Brave
• We embrace change 
• We challenge and ask ‘why’ as well as  ‘why not’
• We always want to learn
• We are not afraid of trying new concepts and ideas
      Be Smart
• We approach problems with a solution mind-set
• We actively seek to improve and be better and we learn from our mistakes
• We spend members money wisely
• We’re invested in the future of our business


**Values**

**Departmental Structure**

Director of Clinical Services

Ward Manager/ Sister

Senior Staff Nurse

Nursing Associates

Staff Nurse

Healthcare Support Workers

Surgical Care Practitioner / Nurse Specialist / Physio Lead

|  |  |
| --- | --- |
| **Role Holder’s Signature** |  |
| **Date** |  |