

Job Description

Job title	Ward Manager	Job family	Healthcare
Reporting to	Director of Clinical Services	Job code	
Location	Site based	Evaluation Date	June 2022

Job Purpose

To provide Clinical Management and Leadership of the full nursing team on the Ward, this includes being a highly visible role model and mentor to the nursing team.

The post-holder has responsibility for overseeing and maintaining the highest standards of nursing care. The role will act as a senior clinical member of the team, providing advice and support from a nursing perspective and oversee and hold responsibility for the ward environment and its resources.

Responsibilities

- Manages the ward and resources effectively, taking steps to ensure that appropriate staffing levels and skill mix of nursing experience and skills is in place including effective rota management, annual leave/training arrangements and sickness and absence management
- Ensures that all members of the nursing team receive clinical supervision, appraisal, CPD requirements and complete mandatory training.
- Addresses shortfalls in development and ensures that training and performance issues are addressed.
- Recognises and rewards positive performance by the nursing staff, commensurate with their roles and responsibilities.
- Acts as a highly visible role model, mentor and leader, creating a culture that promotes learning, development, inquiry and professionalism, celebrates achievements and shares learning to the benefit of the ward, hospital and wider division.
- Disseminates implements and monitors compliance with relevant policies and statutory requirements of the hospital, division and group.
- Takes appropriate action to ensure that the standard of care that patients receive is of the highest standard.
- Ensures that all patients have clear current care plans that reflect their personalised needs, and are evidence based and ensures that family members and carers are suitable engaged based on the needs and wants of the patient.
- Makes sure that the physical healthcare needs of patients are assessed and managed effectively, alongside their mental health and psychological needs equally.
- Ensure the ward has clear procedures and processes to support the safe and effective running of the ward at all times, including the nutrition of patients, cleanliness of the environment; using tools such as Quality walk rounds to assist.
- Actively contribute to the recruitment and retention of staff to the ward and hospital.
- Ensures that clinical communication, records, handovers, reports and other patient related information is conveyed and recorded promptly and accurately.
- Develops and maintains strong and effective working relationships with all clinical and non-clinical colleagues.
- Promotes and applies the requirements of diversity and equality.
- Undertakes and completes clinical investigations and complaints and also HR investigations, ensuring these are completed thoroughly, promptly and to a high standard.
- Ensures that the legislative frameworks regarding the Mental Health Act, Mental Capacity Act and Deprivation of Liberties is applied in accordance with Priory Policy, and National Requirements.
- Is responsible for Medicines Management in their clinical area/ward, and ensures that all Registered Nurses undergo competency based assessments as part of their induction and facilitates an open and transparent framework for managing medicine errors.
- Liaises with ward pharmacist and acts promptly regarding items identified by pharmacist audits, or other requirements.
- Ensures that Incident reporting is completed promptly and takes corrective action where required, engaging colleagues in the process, where appropriate.
- Leads Team reviews of incidents; makes sure that staff receive incident debriefs in a timely way.
- Engages with other members of the ward MDT, to facilitate positive and efficient MDT working
- Deputises for the Director of Clinical Services as required.
- Will take on additional responsibilities including clinical audits for their ward and the site, participates in providing induction training and recruitment events.
- Will ensure effective communication with external stakeholders and professionals involved in our patient care.
- You will be expected to provide cover and support to the wider team and site as and when needed
- You are expected to take part in the onsite on call rota

Knowledge / Education / Skills

- Must be registered with either NMC or HCPC – needs of the service will dictate if there is a preference
- Willingness to complete further clinical, managerial and leadership training and development relevant to your area of practice in management and leadership.
- Competent computer skills
- Staff rostering capability / knowledge

Experience

- At least 2 years experience in a supervisory capacity within a relevant clinical setting
- Evidence of continuing professional development
- Experience of clinical audit and/ or service improvement based on evidence desirable
- Experience of working in an environment that requires the ability to manage multiple priorities
- Has experience in management and leadership of teams.

Communication

The post-holder is required to have a clear and positive communication style both verbally and non-verbally; they will be required to provide written and verbal information in a succinct manner in a way that is understood by those that they are communicating with; they will need to provide information by email, but use this as a tool when appropriate and not as an alternative to face to face or verbal communication unless circumstances dictate this

Responsibility

Leadership

The post-holder is responsible for the leadership in a ward area, in particular that of Nursing staff, but also contributes to the effective working of the Multi-Disciplinary team; the post-holder is also a member of the hospital leadership team

Budgets & Equipment

The post-holder is responsible for the efficient and effective use of nursing resources; and all resources in the ward area that contribute to patient care. This includes Medicines Management in the ward, equipment, activity materials for patients use, all furnishings and fittings and the overall cleanliness and safety of the ward, bring any issues or concerns to the attention of the Director of Clinical Services promptly, and taking corrective action

Information

Shared responsibility for the confidentiality, security and accuracy of patient records, data and information. Ensuring good quality patient documentation, which meets the Regulatory guidelines and statutory requirements.

Safeguarding

All colleagues have a responsibility to protect and safeguard vulnerable individuals at risk (whether children or adults). Colleagues must be aware of local child and adult protection procedures and who to contact within the Local Authority Safeguarding team for further advice. All colleagues are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Working Environment

The post-holder is based in a ward, and may be required to work a mix of 60% supernumerary time and 40% of their time will be engaged in clinical activity (dependent on site/service), to meet the requirements of the ward. This will involve working some shifts as required by the service and to enable the post-holder to undertake some aspects of their role.

Upholding the Company Behaviours	
This provides some guidance on the types of conduct to support the Company Behaviours	
Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> • Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families • Actively seeks to develop the potential of every service user and staff member
Being Supportive	<ul style="list-style-type: none"> • Celebrates success and supports colleagues through difficult times • Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	<ul style="list-style-type: none"> • Is honest and respectful in all interactions with colleagues and customers • Demonstrates emotional control • Ensures accurate recording of any transactions and interactions on all company documentation • Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> • Promotes the company in a positive way at all times • Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> • Always puts service quality first • Shares and encourages innovation • Keeps on top of new developments in the sector