JOB DESCRIPTION: SENIOR SISTER/ INPATIENT UNIT MANAGER DAY DUTY/NIGHT DUTY

ACCOUNTABLE TO: Clinical Manager Inpatient Unit

RESPONSIBLE FOR: All Nursing Staff and volunteers

OVERALL PURPOSE: The post holder will be responsible for providing professional and managerial leadership to the inpatient unit team.

The post holder will be responsible for leading and managing a team of Sisters and nurses to deliver a high standard of specialist palliative care in conjunction with the multi-disciplinary team on the inpatient unit. This includes assessment of patient and family needs in conjunction with the interdisciplinary team.

This post holder is required to provide clinical leadership for a team of Sisters and nurses and have detailed knowledge of every patient on the wing in order to ensure that specialist palliative care is delivered in line with individual needs, and is able to provide expert clinical advice both internally and externally.

The post holder will create, lead and maintain a nursing culture which is open to change, new ideas, concepts and innovation, whist influencing Trinity’s strategy and direction.

The post holder will be responsible for improving the patient experience and safeguarding high standards of care by creating an environment in which excellence in clinical care can flourish and be measured.

The post holder has responsibilities for the safe management and security of the inpatient unit, on a daily basis and the whole hospice site in the absence of senior managers. This includes carrying the management bleep.

To act as senior member of the care team, influencing development of the organisation.

The post holder will manage resources efficiently and effectively within the agreed budget.

The post holder will lead on a culture of learning and quality improvement in the clinical area.

Clinical Practice and Leadership.

- Ensure that planning, implementation and evaluation of the total care of the patient and family are individualised, evidence based and is of the highest standard and quality.
- Apply expertise in the drug control of patients symptoms within constraints laid down by the Medical Director.
- To be a leader with presence within the inpatient unit integrating with the multidisciplinary team, maintaining an overview of patient care, acting as a resource and offering guidance and support.
- Demonstrate effective leadership skills and provide regular team meetings, supervision of staff, and ensuring annual PDR’s for the nursing team are completed within the time required.
- Observe nursing team members in the inpatient unit, interacting with patients and families to monitor professional, hospice based and best practice care standards and support any actions required to make improvements.
- Supervise and evaluate nursing documentation continuously and implement any required actions to ensure high quality professional documentation.
- At designated intervals and in conjunction with the Clinical Manager, monitor the effectiveness of clinical care provided to patients and their families in the inpatient unit, by undertaking quality assessment.
checks, ensuring that working practices are followed at all times and that related services are delivered appropriately.

- In conjunction the Infection Control Lead Nurse implement infection control matters across all clinical areas in the hospice ensuring adherence to policy and best practice.
- In conjunction with the Clinical Manager, Sisters and nursing team ensure that clinical care policies and procedures reflect best practice, professional codes of conduct, and Care Quality Commission Standards, and that these are widely understood by all the nursing staff.
- Maximise the potential of ‘Systm One’ by actively increasing you skill and knowledge and encourage staff to become skilled in the system to the benefit of patients.
- Give support and advice patient’s families and Health Care Professionals contacting the Hospice.
- Maintain and continue personal development in symptom control, management, teaching and communication/counselling skills.
- Keep up to date with new nursing skills and be prepared to initiate changes as and when appropriate in consultation with the Clinical Manager.
- Participate in research and the development of specialist palliative care.
- Accept professional accountability for own clinical practice.
- Organise staff in emergency situations in the absence of the Clinical Manager.
- Work nights on an agreed rotation (with the Clinical Manager) to ensure effective leadership and management of the night duty team.

**Management**

- To ensure the inpatient unit has appropriate establishment and skill mix and that duty rotas meet the needs of the clinical area over a 24 hours period.
- Too effectively manage the use of the nursing resource to ensure that appropriated skill mix is maintained at all times.
- Support Sisters to manage nursing staff on a daily basis including induction, recruitment, PDR’s performance management, absence management involving the Clinical Manager if areas of concern are identified.
- Work collaboratively with practice development sister to develop staff clinical competencies.
- To monitor the performance of Sister through effective performance review systems and empower Sister’s to mange under performance of team members.
- In conjunction with Sisters ensure all nursing staff is fully compliant with all aspects of mandatory training.
- Actively participate in the recruitment of staff.
- Ensure that regular team meetings are held to ensure dissemination of information and a two way forum for communication, and that minutes are circulated in a timely fashion and actions are completed.
- Ensure safekeeping and confidentiality of all patient records, employment information and sensitive information in accordance with Data Protection Act, Access to Medical Records and Hospice policy on confidentiality.
- To ensure the promotion of the safety and well being and interests of the patients, staff and visitors to the clinical area. Lead awareness of risk management.
- Be responsible for the control and monitoring of the agreed budget ensuring provision of the high quality and cost effective service.
- To contribute to new and reviewed policies and procedures ensuring up to date to show compliance.
- To be responsible for the implementation and monitoring of compliance against policies and procedures, including issues arising from complaints or incidents.
- Ensure systems in place to manage all volunteers utilised in your area and to develop effective working relationships providing feedback on their performance, and identify any training needs.
- Act as a role model demonstrating positive attitudes and behaviour at all times as Hospice Code of Conduct Policy.
• Be a proactive member of Trinity Management Team.
• Out of office hours and in the absence of the Clinical Manager act as the most senior member of staff on site. This involves co-ordination of patient admissions, transfers, responding to emergency calls, acting as an expert source of clinical advice to patients, and managing staffing issues across the hospice site for staff in other disciplines, in the absence of their immediate Manager.
• Be involved in public relations, working with the fundraising team to promote hospice awareness in the community.

Education and Training

• In conjunction with the Practice Development Sister, take responsibility for the training, orientation and continuing evaluation of newly appointed nursing staff.
• Facilitate implementation of orientation programmes for nursing staff, responsible for the completion of all evaluations documentation including induction and probationary.
• Support staffs who are undertaking the Designated RGN package.
• Ensure Sisters and Practice Development Sister have identified relevant, appropriate, ongoing training requirements for all inpatient nursing staff and that you have a training plan in place to facilitate the training needs to ensure the high delivery of care at all times.
• Monitor the evaluations and outcomes of student placements in conjunction with the Practice Development Sister; put any actions in place that are identified to ensure the placement remains a choice from the Universities.
• Deliver and participate in teaching sessions in areas of expertise within the hospice and externally if required.
• Take responsibility for your own professional development, including keeping up to date with relevant professional and management issues at local and national level.

Quality and Service Improvement.

• Ensure that the care we give is fully compliant with the CQC standards at all times.
• In conjunction with Clinical Manager and senior colleagues within the multi professional team, respond positively to change initiatives, demonstrating awareness of the implications and acting as an effective change agent.
• Together with the Clinical Manager and senior nursing team set standards of nursing care and ensure that these are maintained at optimum level.
• Ensure compliance with reporting of untoward incidents, near misses and pharmacy incidents.
• Review reports of incidents reported and undertake necessary investigations and actions required, giving feedback and learning from these incidents and ensuring that it is transferred into practice.
• Devising, updating and implementing guidelines and policies that support evidence based practice.
• Use complaints positively and proactively to review and improve the quality of the service.
• Engage in research, audit and quality initiatives, encouraging participation and awareness throughout the team.
• Evaluate the quality of own and that of individual team members, identifying and raising areas of related risk.
• Ensure all documentation is accurate and up to date.

Budgetary and Financial Responsibilities

• Ensure time sheets are completed, signed and forwarded to Clinical Director for approval.
• Senior Sister to agree and arrange the purchase of medical consumables. Agree the sourcing and funding of specialist one-off equipment in discussion with the Clinical Manager.
• Ensure that inpatient unit nursing equipment is maintained in a safe and serviceable condition, that faults are reported promptly to ensure the equipment provided meets the Hospices needs, demonstrating awareness of issues of cost effectiveness and efficiency.
• Monitor the use of extra hours being mindful of keeping within the agreed budget, highlighting excess use to the Clinical Manager.
Communication

• Demonstrate the necessary skills to establish and maintain effective communication for patients, relatives and members of the multidisciplinary team.
• Ensure the Clinical Manager is informed of any significant changes in the day to day situation of the inpatient unit.
• Ensure the communication within the team is both ways, supporting and empowering staff to make suggestions or decisions around aspect of improvement to the patient’s experience.
• Support staff to manage patient issues, assessing and advising patients and relatives in crisis situations where significant barriers to acceptance of help will need to be handled using the highest level of interpersonal and communication skills. Presenting complex, sensitive or contentious information for patients, families and staff.
• With the Clinical Manager, actively establish and develop relationships with internal and external agencies and organisations as part of a wider system of promoting the hospice with key stakeholders.
• Attend the multi disciplinary team meetings to provide expert opinion on patient and clinical care issues.
• Attend or chair meetings within the hospice as required i.e. Inpatient unit, multi disciplinary team handovers etc.

Grief, Loss and Bereavement

• Actively support the work of the Linden Centre and Chaplains in conjunction with the Sisters to ensure patients, relatives is aware and able to access the level of support during and after bereavement that may be required.

Health and Safety

• Ensure a safe working environment and be aware of your responsibilities under the Health and Safety at Work Act, taking appropriate action in the event of an accident to patients, staff, self or any other person in the work place area.