



**JOB DESCRIPTION AND CANDIDATE PROFILE**

Job Title: Ward Manager

Responsible to: Director of Patient Services

Accountable to: Director of Patient Services

Key Working Relationships: All professional clinical staff and assistants, Integrated Governance Lead, non-clinical staff, external contacts

**The post holder will be expected to comply with the standards and codes of conduct as laid down by the Nursing and Midwifery Council. The post holder must provide evidence of current NMC registration.**

**1. OVERALL OBJECTIVE OF JOB ROLE**

The Ward Manager is accountable to the Director of Patient Services for the smooth running of the ward. The post holder is responsible for ensuring attainment of agreed clinical standards and professional development supported by other senior nursing staff, Integrated Governance Lead and the Director of Patient Services.

**2. MAIN DUTIES AND RESPONSIBILITIES**

	<b>Evidence</b>
<b>2.1 Clinical:</b>	
To be competent in identifying and acting on changes in patient condition, making safe, timely decisions appropriate to the situation	Decisions on CPR policy, clinical manual, competency, care plan
Provide clinical expertise and knowledge to the nursing teams, participate in the direct nursing care of patients and collaborate with relevant external and internal groups in this provision	Clinical manual, competency, care plan, clinical governance
Ongoing informal and formal assessment of patients, working with multi-disciplinary team in providing comprehensive clinical report to relevant professionals (e.g. commissioner)	Care plan, clinical manual, care pathway policy
To work with patients and multi-disciplinary team to set realistic and achievable goals, acting as an effective key worker to allocated patients	Care plan, clinical governance, key worker guidelines

To be competent in organising patient's admission, discharge, transferring and death process, managing patients' internal and external clinical appointments efficiently	Clinical manual, patient's treatment timetable
To manage a hospital wide emergency situation effectively in accordance with hospital business continuity plan, providing feedback and recommendation as appropriate	Hospital business continuity plan policy
To monitor clinical records both written and electronic, ensuring they are recorded timely, accurately and legibly in accordance with hospital policy and national NICE guidelines	Health record policy
To actively participate and contribute in team meetings and case reviews (MDT, goal setting, ward round, Best Interest Meeting, CCG review, family review, etc.)	Clinical manual, clinical governance
Ensure effective communication to ensure nursing staff are aware of operational procedures, policies and hospital developments to enable safe delivery of care.	Communication policy, policies and operational standard
Participate in the development of clinical and operational nursing projects and the development of policies and procedures to support practice.	Policy development
To direct and support staff in working in a manner that maintains and protects the safety, confidentiality, consent, privacy and dignity of patients, their families and friends	Information management policy, consent policy
To provide support to relatives, keeping them informed as necessary in line with patient confidentiality policy.	Communication policy, safeguarding, confidential policy
To demonstrate a sound knowledge of safeguarding and Deprivation of Liberty Safeguards (DOLS) and the importance of this in people with complex disabilities and be confident in advising and educating staff as matters occur	Safeguarding manual, MDT notes and care plans on DOLS
<b>2.2 Management and Leadership</b>	
To manage nurses and nursing services by organising the duty rota and patient allocation, anticipating requirements when clinical activity increases/decreases, assisting in forward planning of absences and the effective use of temporary staff ensuring correct grade and skill mix are in place to deliver care and in accordance to agreed establishment figures.	Manager competency framework
To provide consistent, clear, clinical and professional leadership and act as a mentor for all staff demonstrating professional awareness and accountability in care.	Manager Competency Framework
Ensure strong levels of nursing staff engagement, providing visible leadership and direction.	Manager Competency Framework

Manage direct reports effectively, delegating appropriately and holding them accountable for the delivery of specific objectives and targets, maximising their performance through regular performance coaching and review, and reflective practice, ensuring they meet the required standards in their current job whilst developing their skills and knowledge.	Manager Competency Framework, Clinical Supervision, Staff performance Management
Ensure that, where performance issues have been identified, personnel policies are adhered to and specialist advice is sought where required.	HR policy, Performance Management
Assist the Director of Patient Services and HR manager by identifying workforce requirements and participate in the recruitment and selection process in accordance with Hospital policies and procedures.	Recruitment policy
Lead specific improvement projects as required.	Clinical Governance
Ensure that conflicts, disagreements and misunderstandings are handled promptly and effectively.	Conflict Management
Ensure that all communications and interactions entered into with external agencies are conducted professionally, thoroughly and effectively so that the organisation's reputation and standing is promoted and enhanced.	Communication policy, Manager Competency Framework
<b>2.3 Integrated Governance and Risk Management</b>	
Ensure a culture within the ward that ensures consistent compliance with internal policy and external regulatory standards, through monitoring and driving improvements on clinical indicators for nursing.	Hospital policies, clinical manual and operational standards
Co-ordinate compliance with standards in respect of all legislative requirements, including but not limited to CQC, ICB, Fire, BLS, Manual Handling, Safeguarding Vulnerable Adults, Information Security and Infection Control.	Hospital relevant policies and manual
Monitor nursing effectiveness / success utilising monitoring systems such as clinical incident reporting; undertake investigations, identify and provide solutions to nursing issues and take action to deliver improvement at ward level.	Manager competency framework, incident management policy
Ensure effective management of relatives and participate in complaint resolution. Ensure that learning from incidents and complaints takes place across the ward and organisation to prevent re-occurrences	Compliant policy
Implement quality and risk management tools and continually monitor their effectiveness within the ward area	Operational Standard and Risk Management

<b>2.4 Professional development</b>	
To actively participate in own clinical supervision, appraisal sessions and also be competent in conducting same sessions with nurses	L&D policy and planner, human resources policy
To take responsibility for own professional development, maintaining professional portfolio to meet NMC revalidation standards and support nursing colleagues to do the same	NMC professional code of conduct, L&D policy
To work with Learning and Development Lead and senior colleagues in identifying staff training needs and planning hospital learning and development programme, ensuring staff are equipped with an appropriate level of knowledge and skills. Be confident in delivery of informal or informal teaching sessions	L&D policy and planner
To be confident in mentoring and coaching staff in terms of planning and providing holistic care interventions for patients in line with the needs and goals, carrying out formal or informal assessments to reflect the practice of validity and reliability	Clinical manual, Care plan, competency assessment, clinical governance
To participate as required in induction of new staff such as ensuring they are allocated a mentor during their orientation period and attend teaching sessions as required. Contribute to evaluation of induction with new staff and mentors.	L&D policy, induction planner, clinical governance
To lead or work closely with hospital special interest groups (SIGs) in developing specialised fields and advising staff at an appropriate level	Care plan, Clinical manual, SIGs guidelines, clinical governance
<b>2.4 Health and Safety</b>	
To participate or contribute as required in Health & Safety meetings and ensure any defects, accidents, incidents, hazards are reported in a timely manner. Lead or assist senior staff in the process of investigations. Be competent in conducting risk assessment and ensure control measures are in place	Management of incidents/accidents policy, risk assessment
To accept the role of Fire Team leader and Designated Nursing Officer for Medical Gas Pipeline Systems having acquired and kept updated the knowledge to discharge this function effectively under emergency conditions	Fire policy, Operational Policy for Medical Gas Pipeline Systems

<b>2.5 Operation of equipment &amp; care of ward environment</b>	
To ensure effective programmes are in place for decontamination and maintenance of equipment, ensuring a clean and appropriate ward environment is maintained at all times	Environment management policy, health and safety policy, infection control policy
To adhere to infection prevention and control policies in own practice and support Infection Prevention and Control Lead in complying , educating staff in best practice and in all ways promote the prevention and control of infection	Infection prevention and control policy and guidelines
To contribute to developing policy and clinical guidelines , and to implementing and reviewing them and ensuring compliance in own practice and the ward team	General policy and clinical manual
To support Integrated Governance Lead in clinical audits and quality assurance initiatives, identifying audit needs and plan audit in liaison with relevant teams providing feedback and action plans to staff in a positive constructive manner	Audit guidelines, infection control, clinical governance and health & safety manuals

<b>3. General</b>	
Maintain the principles of the General Data Protection Regulations both within and outside of the hospital environment.	Information Governance policy
Act in accordance with the hospital's policies on Data Protection.	Information Governance policy

This job description represents an outline of the main components of the job and is not intended to be exhaustive. It may, with consultation be subject to additions and amendment as the need arises. It has been checked for overt or implied discrimination within the scope of the Hospital's policies on equality and diversity and none was found.

In addition to the duties and responsibilities listed the post holder is required to perform other duties as might reasonably be required.

This job description has been agreed between the post holder and the person to whom he/she is accountable.

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Post Holder

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Print name

..... Date

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Director of Patient Services

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Print name

..... Date

PERSON SPECIFICATION AND COMPETENCY PROFILE

**WARD MANAGER**

**QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<b>Qualifications</b>	
Level 1 registered nurse	Management Certification
BSc degree (or equivalent)	
Leadership course	
<b>Experience</b>	
Appropriate experience in a Sister/Charge Nurse role	
Evidence of continuous professional development	
Experienced in resource management	
Experience of successfully managing the implementation of change	
Experience in incident and risk management	
Experience in complaints management	
Experience in clinical audits	
<b>Knowledge</b>	
Knowledge of the Health & Social Care Act 2008 and Care Quality Commission Requirements	
Knowledge of NMC Codes and guidelines and their implications for practice	
Knowledge of enhanced Safeguarding, Deprivation of Liberty Safeguards (DOLS) and Mental Capacity Act 2005	
Knowledge of neurological and respiratory care	
<b>Skills</b>	
Excellent communication skills, written and verbal presentation skills & report writing	
Strong organisational, planning and budget management skills	
Demonstrates use of initiative	
Computer literate with good knowledge of MS word, outlook, Excel	
Advanced clinical decision-making skills	
Adaptability and flexibility	
Ability to work calmly under pressure	