



## Job Description

<b>POST:</b>	Head of Ward Services
<b>HOURS:</b>	37.5 per week
<b>CONTRACT:</b>	Permanent
<b>SALARY:</b>	£40,000 per annum
<b>PENSION:</b>	NHS Pension Scheme if meet eligibility criteria or 8% AVIVA Employer funded scheme
<b>ACCOUNTABLE TO:</b>	Director of Nursing & Quality
<b>REPORTS TO:</b>	Director of Nursing & Quality
<b>RESPONSIBLE FOR:</b>	Ward nursing staff (RNs, Assistant Practitioners, HCAs) Ward admin staff - day to day supervision

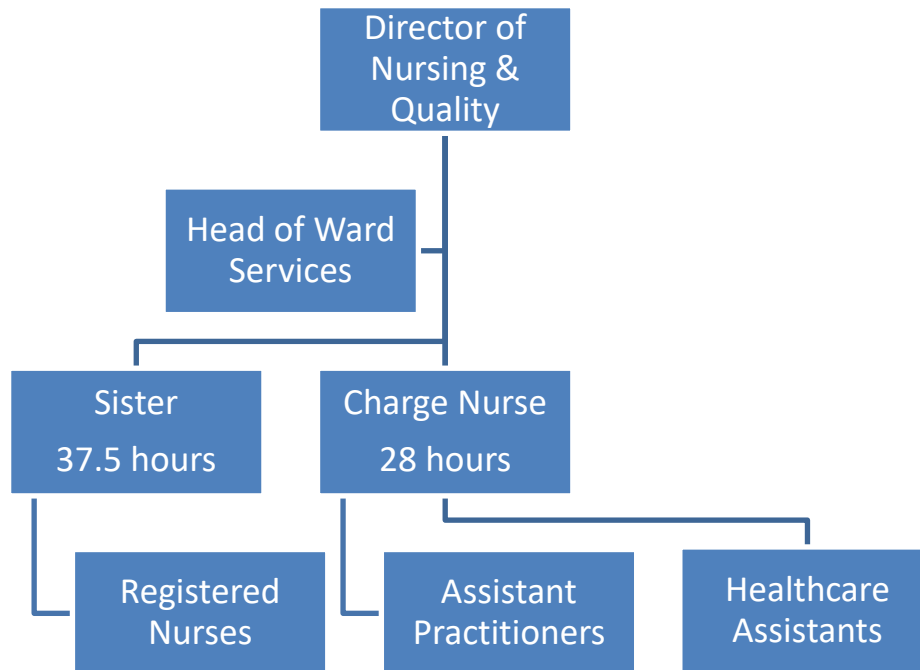
### JOB PURPOSE

- Be an inspirational leader who clearly expresses the Hospice vision, values and service equity at all times.
- Provide strong, professional leadership for all ward staff, ensuring that staff retain and develop the skills to provide individualised patient and family care which is genuinely holistic.
- Manage the direction and further development of the ward, ensuring patients and those important to them receive the highest quality of care.

### KEY WORKING RELATIONSHIPS

- Director of Nursing and Quality
- Head of H@H
- Medical Director and medical team
- Ward Sisters
- Head of Therapies
- Governance and Compliance team
- Patients, family & carers.
- Head of HR
- Catering Staff
- Housekeeping Staff
- Ward admin staff

## WARD STRUCTURE



## MAIN DUTIES

### Service Development and Strategic Work

#### The postholder will:

- Work closely with the Director of Nursing and Quality and Senior Management Team, supporting management decisions by making adjustments in order to enhance care.
- Continually review and adjust the service to meet patients' need and choice ensuring a culture of patient involvement and engagement.
- Meet regularly with the Director of Nursing & Quality and Medical Director to report on and discuss service developments.
- As a member of the Hospice Management Team, participate in the development and implementation of the Hospice Strategy, vision and values.
- Demonstrate joined-up working between departments to ensure a smooth patient journey between care settings.
- Link with the income generation and communications teams to promote the good work of the Hospice.

### Leadership and departmental management

- Lead and manage the team ensuring the right skills and capabilities are in place to deliver the strategic goals shared with partners.
- Empower the staff within the team to lead on projects and evidence-based innovation, actions as an expert resource and role model.

- Create an environment that supports life-long learning.
- Ensure team registered nurse members adhere to the NMC Code of Professional Conduct in the performance of nursing duties and are professionally accountable for their actions whilst on duty.
- Manage the recruitment, selection, development and management of staff within the department.
- Monitor the workload of staff, forecasting demand for the service and ensuring sufficient resources are in place.
- Conduct regular team meetings to provide support and information, and foster two-way communication between all members of the team.
- Provide leadership that promotes professional decision making and effective team working.
- Ensure all of the team achieve compliance with mandatory, statutory and professional education and training requirements.
- Promote the health and wellbeing of staff, and ensure all staff are able to attend regular Clinical Supervision sessions.
- Support staff to work to their potential so they can give person-centred care at all times.
- Participate in the Hospice's annual appraisal programme undertaking these with team members.
- Welcome new staff members and students on placements with induction and orientation, and assist with their professional development.
- Ensure staff maintain awareness of confidentiality (balanced with the duty to share) and apply the principles of the Data Protection Act 1998 and relevant NMC guidance.
- Fulfil the role of Information Asset Owner for the ward and understand communications flows in and out of the department (training will be given)

## **Clinical**

- Demonstrate and deliver high-quality palliative care.
- Maintain and develop own clinical skills by working clinically for a minimum of 2 days per month.
- Adhere to NMC Code of Professional Conduct in the performance of nursing duties and to be professionally accountable for all actions while on duty.
- Promote robust collaborative working relationships across the multi-disciplinary team.
- Ensure that patients and carers' needs are thoughtfully met physically, psychologically, emotionally, and spiritually with an agreed and individualised palliative care plan, including Advance Care Planning.
- Ensure an approach in palliative care that minimises risk and maximises clinical effectiveness.
- Be responsible for ensuring infection control guidelines are maintained within the department.
- Ensure all incidents are reported via the online Incident Reporting system and escalate where appropriate.
- Ensure safeguarding processes are followed when there are any such concerns for patients and families.

- Ensure the principles of the Mental Capacity Act and DoLS are followed by the team as appropriate, using your rigorous knowledge to make sure these are followed at all times.
- Respond to questions or concerns from patients, carers, and staff in a timely and professional manner.
- Be a role model and resource of clinical expertise for all MDT colleagues.
- Ensure effective record keeping and documentation meet GDPR and Data Protection Act (2018) requirements so that data is accurate and supportive to present and future needs of the hospice services.
- Ensure that procedures are in place and adhered to for the safe custody, ordering, administration and disposal of drugs in accordance with Hospice Policies & Procedures

### **Governance Responsibilities**

- Be responsible for the development, implementation and maintenance of agreed clinical policies and procedures.
- Attend relevant clinical meetings and disseminate information to staff in the department. Arrange for a deputy from the team to attend in your absence.
- Play a key role in the Hospice's clinical governance programme, participating in, and supporting research and audit both within the Hospice, regionally and nationally.
- Update all the department's risk assessments twice yearly and make sure the actions to reduce risk are implemented at all times.
- Ensure safe and effective use of equipment, and new medical devices.
- Investigate service complaints, reporting findings and any formal action required or taken.
- Working with the Director of Nursing and Quality and the Head of Governance and Compliance, ensure that the Hospice complies with Care Quality Commission standards, developing and take responsibility for ensuring the implementation of any action plans necessary to address recommendations following inspections.
- Ensure medicines and medical equipment are managed in accordance with Hospice policies, procedures and national regulations and guidance.

### **Personal Professional Development**

- Maintain and extend personal knowledge and expertise in all aspects of palliative care by identifying personal learning and development needs.
- Keep up to date with current issues in nursing and changes in clinical practice (both internally and externally) and to ensure ongoing personal development in line with NMC requirements.
- Attend clinical supervision, as provided by the Hospice.
- Attend mandatory and statutory training as required by the role and the Hospice.
- Support all registered nurses to meet their revalidation requirements, utilising their given study leave time to meet these.

## **OTHER**

- Be an ambassador for St John's Hospice as a charity, engaging in public speaking and fundraising initiatives as required and encouraging members of the team to do the same.
- Undertake other duties appropriate to the grade as agreed with the Director of Nursing & Quality.

## **STANDARD/ENHANCED DISCLOSURE REQUIREMENT**

Enhanced + Adult Barring Check

## **DUTIES AND RESPONSIBILITIES TO ST. JOHN'S HOSPICE**

### **1. Confidentiality**

Each member of the Hospice staff is responsible for ensuring the confidentiality of any information relating to patients, personal information relating to staff, volunteers, supporters, visitors or contractors, financial information, commercial information, and for complying with all the requirements of the Data Protection Act and Caldicot Guidelines whilst carrying out the duties of the post. Any breaches in Hospice confidentiality will be dealt with by St. John's Hospice Disciplinary Procedure and may result in dismissal.

### **2. Health and Safety**

Each member of the St Johns Hospice staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

### **3. External Interests**

Each member of the St Johns Hospice staff is responsible for ensuring that any external interest they have do not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict with their work. Each member of staff is reminded to refer to their employment contract in relation to any other secondary work that they may do alongside working for St John's Hospice and their obligations under the Working Time Directive.

### **4. Statutory Training**

Each member of the St Johns Hospice staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

### **5. Flexibility**

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the St John's Hospice to achieve its corporate goals and objectives.

## **6. Safeguarding**

Each member of St John's Hospice staff is responsible for understanding their responsibilities for Safeguarding Children and Vulnerable Adults in accordance with their job role and any requirements they are obliged to follow as members of their profession. Staff should seek guidance from their immediate supervisor if in doubt.

## **7. Disclosure and Barring**

Each member of staff is required to disclose any caution, fine, penalty or criminal conviction that may occur during the course of employment. This should include any motoring convictions as this may affect the staff member's ability to use Hospice vehicles. Any change in circumstance must be reported immediately to the staff member's supervisor so that any impact on ability to work in post can be assessed.

## **8. Equality and Inclusion**

Each member of staff is required to undertake their duties with due regard for the provisions of the Equality Act 2010 i.e. not to discriminate against members of staff, patients, patient family members, volunteers, supporters, contractors and any visitors to the Hospice.

## **9. Volunteers**

The role of volunteers is integral with the work of St John's Hospice and paid staff are required to underpin this in their attitude and actions.