

## Ward Manager

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<b>Department</b>	Health and Community Services (HCS)	
<b>Division</b>	Care Groups and Specialist Areas	
<b>Reports to</b>	Lead Nurse	
<b>JE Ref</b>	HCS1050	
<b>Grade:</b>	CS12 (NM07)	<b>JE Date:</b> 5/10/2021

### Job purpose

The ward manager will be professionally and managerially responsible for the overall governance, quality and safety of patients within a designated area.

Ward managers will lead a multi professional team appropriate to speciality and ensure that specific care pathways are established maintained and evaluated according to need. They will operate in a supervisory capacity and will be highly visible within the clinical area to patients' staff and relatives. They will work alongside staff as a role model, mentor and develop clinical competencies and leadership skills within the team.

Overall governance responsibility will include compliance to evidence based best practice standards, inextricably linked to the Health & Community Services (HCS) quality agenda, including the Jersey Nursing Assessment & Accreditation System (JNAAS). Clinical supervision models will be integral to the overall support and wellbeing of staff.

### Job specific outcomes

1. Identify, establish and ensure compliance to all legislative, HCS policy, procedures and professional practices in line with professional regulatory and statutory requirements. Ensure that all staff are aware of their individual responsibilities in line with their relevant 'Codes of Practice' including Nursing and Midwifery Council (NMC) and Jersey Care Commission (JCC), to enhance best practice.
2. Appraise and monitor the professional and clinical performance of the team. Identify individual staff training and development needs as well as developing an annual team business and training plan, to achieve optimum outcomes for patients within defined budgets. Contribute to the overall Care Group and HCS business planning cycle.
3. Ensure effective assurance mechanisms are in place to measure care outcomes linked to evidence based standards. Individual care plans and associated records will be contemporaneous and incorporate measurable metrics. Lead on and manage risk, developing appropriate risk management strategies and promote a culture of patient safety.
4. Responsible for budget management, ensuring cost effective and efficient use of resources. This will involve budget setting, budget monitoring and budget re-alignment. Create a 'value for money culture' which encourages self-sufficiency and flexibility of working practices to provide the most cost-effective deployment of staff, matching skill mix to service needs.

5. Responsible and accountable for effective rostering of the ward team, in line with the key performance indicators as specified in E-roster and HCS Rostering policy. Ensure that the ward has effective skills and safe staffing levels to meet demand, in line with the Safecare acuity tool. Integral to this, staff rosters will take into consideration staff health and wellbeing in line with best practice.
6. Ensure the patient journey is optimised and that patient flow is effective and timely from admission to discharge. Effective communication must be established with all disciplines and agencies who are involved in the patients care plan. This will include active engagement with community and primary care providers, where care is continued in the patients preferred place of care and should be aligned to the expectations of the Government of Jersey 'Our Hospital' initiative and the implementation Jersey Care Model.
7. Lead and manage the overall multi-disciplinary team to identify, report and escalate issues of concern relating to patient safety, identified risks and compromise in care. Ensure appropriate safeguards are in place and advocate for the patient, communicating to appropriate agencies when there are any concerns regarding potential/actual risk to any patient or their dependents e.g., safeguarding, domestic violence, protection of the vulnerable adult/child, mental capacity and Significant Restriction of Liberty (SRoL).
8. Lead, manage and promote the HCS quality agenda, to include JNAAS and other key evidence-based care standards, in line with legislative and professional regulatory requirements. Standards will be embedded into all operational delivery of care and monitored continually. Where required, action plans will be developed and addressed by all staff to ensure compliance and delivery of optimal standards of care. Ward managers will be accountable for establishing, maintaining and respectfully challenging/taking appropriate action when care falls below the expected standards
9. Lead and manage staff to comply with infection prevention and control (IPaC) policies and to attend any appropriate training requirements. Responsible for the clinical environment, ensuring IPaC policies and procedures are known and understood by all staff. Provide assurance around compliance to IPaC standards by completing relevant audit and act upon the results.
10. Working within the care group, ensure best practice principles are applied to recruitment and retention of staff. Manage all relevant human resources procedures fairly and effectively. This will include assurance around developing practice through performance, review and appraisal and managing poor performance, in line with HCS policies.
11. Ensure that appropriate models of effective clinical supervision are established, maintained and embedded into clinical practice for all staff. A variety of models should be considered, depending on the specific needs of the clinical team and adapted to ensure clinical practice and patient care is optimised within a clinical governance framework.
12. Take responsibility for the handing of complaints relating to the service area. Personally, lead and supervise investigations where necessary, implement actions and changing practice, adopting a learning culture. The patient will be central to all stages of the care journey, supported by HCS Patient Advocacy Liaison Service (PALS). This will optimise and strengthen the patient voice at each stage of their journey improving individualised care delivery.

13. Ensure at all times that teams work in a safe and responsible manor by demonstrating a knowledge and understanding of all HCS Health and Safety policies, including Fire Regulations, COSHH, Moving and Handling and Safety walkabouts. Develop a formal programme of risk assessment in relation to health & safety, clinical risk and other agreed areas of risk management, in line with corporate and national frameworks.

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

### Organisational structure



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Registered with the NMC as a first level registered nurse/registered midwife</p> <p>Degree (or level 6 qualification) in Nursing or Midwifery or equivalent.</p> <p>Recognised Management qualification CMI Level 5 or equivalent</p> <p>Basic Life Support (BLS)</p>	<p>Masters level qualification in appropriate speciality</p> <p>Intermediate Life Support</p> <p>Recognised Teaching qualification</p>
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Personal Portfolio demonstrates up-to date knowledge of clinical, managerial and educational aspects of contemporary nursing practice, in line with NMC revalidation standards.</p> <p>Knowledge and understanding of clinical and human factors in the delivery of safe healthcare practice.</p> <p>Expert level knowledge of the Governance and Risk frameworks required to underpin the delivery of safe patient care.</p>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Ability to engage with people and motivate and support them to work to high standards.</p> <p>Calm under pressure, able to use initiative and make decisions.</p> <p>Excellent interpersonal /communication skills with a variety of media and at all levels. This includes the ability to communicate in difficult and challenging environments.</p> <p>Thorough and up to date knowledge of best practice, and the application of this practice.</p> <p>Understanding and application of NMC 'The Code' and requirements of it for the practice and behaviour of staff and self.</p> <p>Keyboard skills, skills required for professional practice.</p>	

<p><b>General Skills/Attributes</b>  <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Competent IT and keyboard skills.</p> <p>High level reasoning skills and ability to problem solve.</p> <p>Organised with effective time management; adaptable and self-motivated.</p> <p>Ability to present effectively both verbally and in writing.</p> <p>A strong team player who can professionally lead and role model.</p>	
<p><b>Experience</b>  <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Minimum of 4 years relevant post qualification experience</p> <p>Proven post-registration experience and evidence in leading a multi-professional team</p> <p>Demonstrable knowledge of Safeguarding</p> <p>Evidence of leadership</p> <p>Experience of implementing, managing and achieving changes in clinical practice</p> <p>Provide relevant training/education programmes to colleagues at all levels</p> <p>Experience of working in a multi-professional environment</p> <p>Evidence of effective staff management and running a ward/area/department.</p>	

**Core Accountabilities, Attributes and Behaviour Indicators**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.