

## Lead Nurse

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**Department:** Health and Community Services

**Division:** Group Managing Director

**Reports to:** Head of Care Group

**JE Ref:** HCS590

**Grade:** CS12 (NM06, NM07)

**JE Date:** 20/04/2020

### Job purpose

The post holder will provide professional and operational leadership and be accountable for the management of nursing and midwifery staff teams. The role will be responsible and accountable for ensuring the highest standard of clinical care is provided within the wards, departments and services for which they are responsible.

### Job specific outcomes

1. Responsibility for the delivery of the nursing and midwifery strategy across the nursing services. Operational responsibility to be able to deliver the high standard of clinical care and modernisation of services.
2. Manage human and material resources within their designated area and be responsible for ensuring nursing and midwifery meet cost targets that are part of a larger budget held at Head of Service level, to ensure financial sustainability within the care group.
3. Responsible for the staff governance arrangements in relation to professional regulation, supervision, and revalidation, ensuring a workforce that is fit to practice.
4. Performance manage direct reports, and enable personal and professional development that underpins the strategic direction of the organisation and ensures effective delivery of high quality care.
5. Maintain and enhance standards of patient care through the implementation of continuous quality improvement initiatives, regular service evaluation and developments that involve patients/users of the service.
6. Provide day to day professional leadership and management of the nursing and midwifery workforce to ensure efficient and effective use of nursing manpower, patient outcomes, patient experience and patient safety is mitigated.
7. Provide clinical advice and expertise to peers, patients and management to ensure that best practice is promoted and delivered in order to reduce the risk to patients and that the safety of the patient journey is maximised.
8. Communicate national and local policies and initiatives that impact on patient and nursing care including policies, guidelines and competencies and implement these to ensure practice remains contemporary and within guidelines.

9. Provide specialist nursing or midwifery input to the Head of Care Group, Head of Profession and other key managers to enable them to progress service development, business planning and service delivery.
10. Work as a member of the multi-professional health and care teams in furthering the clinical governance programme, ensuring safe and auditable practice.

### 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
<b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i>	Current NMC registered with the appropriate specialist qualification for the job  Master's degree in Health related subject or equivalent level of experience.  Evidence of further relevant professional courses and CPD	

	<p>Mentorship Qualification or equivalent.</p> <p>Management or Leadership award / qualification</p>	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Budget Management</p> <p>Active engagement in clinical supervision</p> <p>Advanced clinical knowledge and skills.</p> <p>Knowledge of quality and governance agenda</p> <p>Expert practitioner in area of nursing / midwifery</p> <p>Understanding of NMC Code of Practice and requirements of it for the practice and behaviour of staff and self, and the midwives rules</p> <p>Highly developed specialist knowledge of nursing procedures underpinned by theory and experience.</p> <p>Candidates must display expert level knowledge of the Governance and Risk frameworks required to underpin the delivery of safe patient care.</p>	<p>Project Management experience</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>Strategic awareness in service development</p> <p>Advanced knowledge of MS Office Suite</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</i></p>	<p>Ability to present effectively both verbally and in writing</p> <p>High level interpersonal and influencing skills</p>	

<p><i>to delegate, motivation or commitment etc.</i></p>	<p>Ability to plan and organise complex programmes that may require urgent responses</p> <p>Self-motivated and able to lead a team</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>Experience in undertaking research and applying to practice.</p> <p>Significant post qualification working experience in order to have developed consolidated practice to lead the staff teams.</p> <p>Experience of working in an autonomous nursing/midwifery role.</p> <p>Experience of working at a senior clinical level within a managerial role.</p> <p>Demonstrable experience of managing change effectively.</p> <p>Significant management, human resource and operational experience.</p> <p>Experience of designing and delivering training to colleagues at all levels</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.

### Additional job information (for job evaluation only)

The following sections are included to ensure that a complete picture of the job can be gained for job evaluation purposes. The requirements of the job are summed up in the preceding sections; nothing in the following sections should sit at odds with the earlier information to word count for each element should be no more than 100 words. The Additional job information section will be removed once the job has been evaluated.

### Contextual Information

## Communication and Relationships

The post holder will receive highly complex, sensitive or contentious information to individuals - patients, families and staff. Needs to be able to display empathy especially at times of distress and will be required to impart same information to others in an appropriate way.

The post holder needs to be able to effectively counsel and support colleagues at times of difficulty, distress or challenge in order to ensure continued delivery of safe services.

Communicate effectively with key stakeholders this will require the post holder to have highly competent skills in negotiation, motivation, persuasion skills, presentation skills, and listening skills.

Communicate with clinical professional colleagues, politicians, the media, professional bodies, Jersey Care Commission and staff side organisations.

Positive working relationships are key to developing new services, managing existing services and safeguarding those in our care and requires key influencing skills.

Provides the professional advice and support to others in relation to professional and practice matters, ethical issues.

Ability to communicate with all levels of staff from Board to ward level using appropriate language

### ***Analytical Skills***

Specific analysis and interpretation of service metrics and outcomes requiring specialist technical knowledge throughout every aspect of the patient journey through their care journey, to define efficiency and effectiveness of service areas.

Verifies areas of risk or development need and defines creative and visionary change proposals, identifying and implementing management mechanisms to address.

Understand the complexities of clinical areas, multiple agency involvement alongside service user preferences.

### ***Planning & Organisation***

Planning skills required to align service provision with staff resource, considering large variability in patterns of working, such as rotas.

Ability to adapt or direct resource as required to fulfil service needs which are liable to constant fluctuation with service pressures.

Organisational planning to enable a smooth transfer for service users across areas and engagement in multi-agency inputs.

Lead regular operational meetings to ensure service delivery to all areas of care group and reduce areas of clinical and non-clinical risk, responding appropriately to changing organisational demands and priorities.

Ability to be responsive to changing organisational demands and priorities.

### ***Physical Skills***

Standard keyboard usage.

Able to demonstrate safe use and cleaning of medical equipment.

Will be required to travel to different sites around the island.

## ***Policy and Service Development***

Develops and implements policies in order to support organisation change and service delivery.

Developing and delivering patient engagement strategies in support of developing service improvements.

Some policy/protocol development may have implications for other service areas or require communication and escalation to head of care group.

Will demonstrate a thorough knowledge of the guidelines of the NMC and the Code, set by the regulatory body.

The post holder is required to work within the Code.

## ***Financial and Physical Resources***

Authorised signatory through the financial scheme of delegation up to £16m.

Promotes a culture of sustainability, cost effectiveness, value for money and budgetary control.

Operates within and ensures compliance with financial directions and other relevant standing orders.

Employs flexible and innovative use of resources to deliver improved outcomes.

Leads effectively and manages any identified or allocated cost saving schemes and contributes to the overall HCS savings programme.

## ***People Management***

The post holder will be responsible for up to 300 staff.

Manages staff in accordance with HR policies and procedures and will support staff to select and appoint with the necessary skills, and values.

Co-ordinate staff development and use the appraisal, performance review and revalidation to continually improve performance.

Ensure all team are registered with the NMC, Jersey and able to maintain their registration through NMC revalidation.

Ensure that mandatory and statutory training is in place for staff in matters relating to infection prevention and control and that compliance is monitored.

Ensure that team mandatory and statutory requirements are met.

### ***Information Resources***

Responsible for maintaining own work records and records personally generated information.

Will be required to act as an investigator and oversee actions and improvements relating to infection prevention and control, relevant FOI requests, States Questions, Subject Access Requests.

Be competent in the use of healthcare software packages, and the information contained.

Be compliant with information governance.

### ***Freedom to Act***

Works autonomously under self-direction to ensure services are delivered to the standards required.

### ***Physical Effort***

Is required to be highly visible in clinical areas – this includes, bending, lifting, leaning, moving beds, sitting, standing for long periods of time – 4 days per month.

### ***Mental Effort and Concentration***

Ability to concentrate when being frequently and unpredictably interrupted by clinical staff with requests/problems

Ability to concentrate on occasions for prolonged periods when working on detailed documents.

Be adaptable and cope with unpredictable changes to workload, remaining calm and approachable.

### ***Emotional Effort***

Must be able to deal with distressed relatives and patients on a daily basis.

Ability to deal with sometimes stressed staff working with critically ill patients.

Investigation of serious clinical incidents.

Dealing with sensitive patient information.

Communicating life changing events using specialist and complex information.

### ***Working Conditions***

Exposure unpleasant substances / non-household waste occasionally during ward visits.

Patient body fluids, vomit occasionally during ward visits.

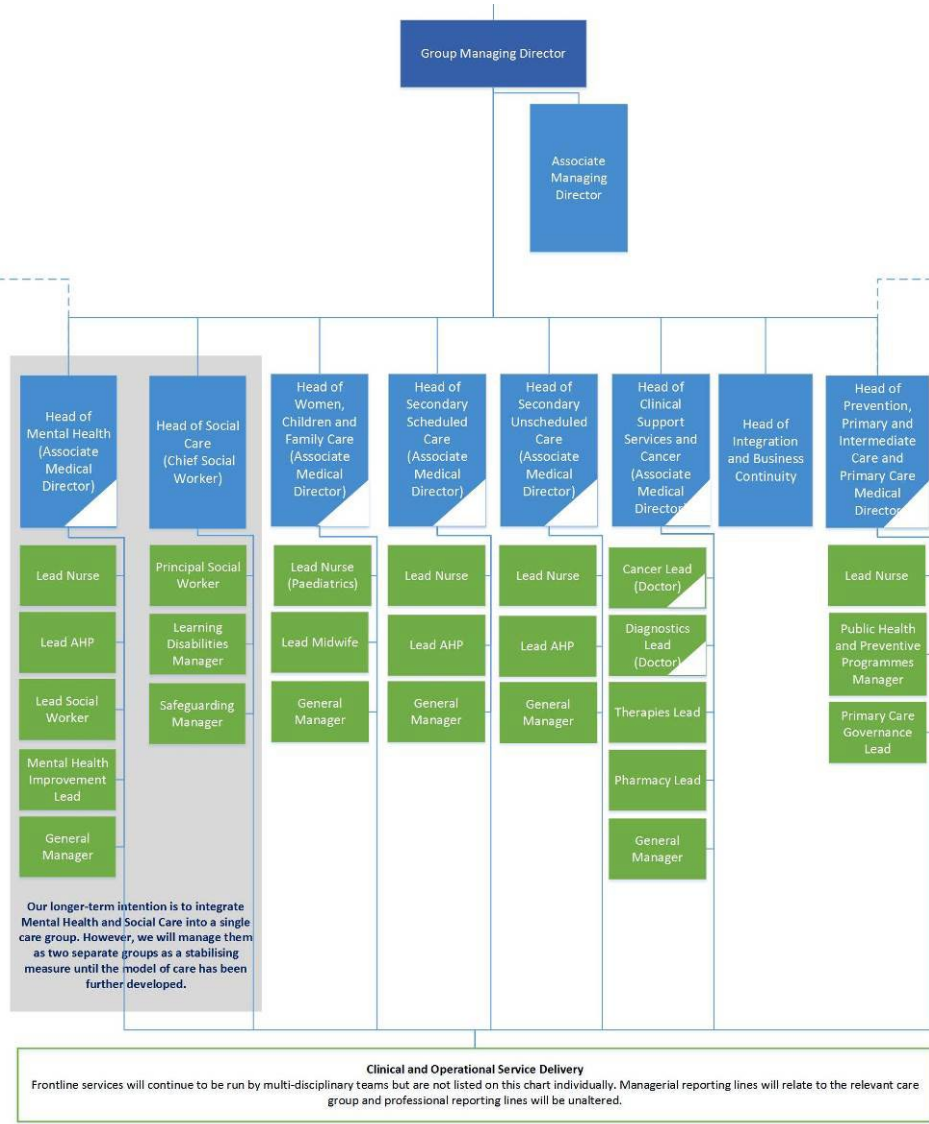
Visits to homes of those who have used services or staff – these could be angry, distressed, aggressive, upset.



May be requested to support the service in the event of major incident.

**Any other information**

**Organisation chart**



**Date of evaluation**

**Post number**

**Post band**