

## HOSPITAL SERVICES

### WARD MANAGER FOR FROSSARD WARD & THE NEONATAL UNIT

#### BAND 7

#### JOB DESCRIPTION

##### **JOB SUMMARY:**

The Band 7 ward manager for Frossard Ward and The Neonatal Unit acts as a leader, advisor and role model, ensuring appropriate standards of assessment, planning, implementation and evaluation of programmes of care are delivered to patients/clients within their clinical setting, as well as, implementing and monitoring quality assurance initiatives including development of action plans and measuring outcomes.

They will take charge of the unit and have 24 hour responsibility, deputising for the Paediatric Matron in their absence.

##### **RELATIONSHIPS:**

The post holder will report to the Paediatric Matron and be accountable to the Head of Midwifery/Directorate Manager of Women & Children.

##### **MAIN DUTIES AND RESPONSIBILITIES:**

###### **CLINICAL RESPONSIBILITIES**

- To co-ordinate the assessment of patients/clients with complex care needs including individuals with undifferentiated and undiagnosed conditions.
- To co-ordinate the development, implementation and evaluation of programmes of care for patients/clients with complex care needs.
- To co-ordinate risk assessment processes to determine risks to the health and wellbeing of patients/clients with complex care needs, taking relevant action to minimise these risks.
- To lead a team of staff in emergency and other acute situations, ensuring that the patient's/client's needs are met and that significant others are supported.
- Responsible for professional clinical leadership and operational management of the ward and neonatal unit.

- To utilise information and data from a range of sources to identify patient/client problems and guide decision-making processes.
- Within field of expertise, and organisational policy, request specific clinical tests to establish a diagnosis.
- To ensure that service user involvement is promoted in the planning, delivery and evaluation of care and that their wishes, beliefs and dignity are respected at all times.
- To act in accordance with the NMC professional code of conduct, and other professional standards set by the NMC.
- To ensure that professional standards are upheld by the staff members working within the post-holder's sphere of responsibility.
- To ensure that all staff member's liaise and communicate effectively with members of the multidisciplinary team and other agencies involved in the care of the patient/client.

### **TRAINING AND EDUCATION**

- To co-ordinate the promotion of the health and well-being of clients/patients and their significant others, ensuring that health promotion is incorporated in the planning and delivery of care.
- To ensure that supervision is implemented within the area.
- To act as a mentor/preceptor/supervisor to students and other learners within the practice setting.
- To ensure that the environment is conducive to quality learning and assessment.
- To identify the training and educational needs of staff.
- To maintain own continuing professional development needs. The post holder should be willing to work toward a post graduate qualification.
- To undertake in-house annual mandatory training in Manual Handling, Basic Life Support, Fire Safety and AED training.

### **LEADERSHIP/MANAGERIAL**

- To lead in the recruitment and retention of team members.
- To co-ordinate staff teams, ensuring that clear systems of communication are developed within the teams and any work-related issues raised by the teams are addressed.
- To be a visible advocate for the ward and neonatal unit patients and staff promoting a positive experience for patients and staff.

- Empower team members to enhance patient care and promote future succession planning within the team structure.
- To ensure team members are aware of organisational objectives, policies and procedures and the implications they have for their practice. Monitor the implementation of organisational policies and procedures.
- To ensure that all staff undergo the professional development review process annually and that staff with performance issues are appropriately managed to address their developmental needs.
- To act as a professional role model for all staff, lead by example and promote high standards of practice and strong professional values.
- To provide sufficient resources, for the delivery of care, within the confines of an allocated budget.
- To monitor expenditure and report to the line manager any actual or potential deviations from the allocated budget.
- To ensure that there is an appropriate skill mix to meet the needs of the patients/clients.
- Ensure patient IMT systems are used appropriately and in accordance with data protection regulations.

## **COMMUNICATION**

- To communicate effectively with patient/clients and their significant others, taking into account their cultural background and cognitive functioning.
- To communicate clearly with all members of the multidisciplinary team, demonstrating sensitivity to cultural and language differences.
- To manage conflict between individuals, including staff, patients/clients and their significant others.
- To act as an advocate for patients/clients, significant others and staff members.
- To ensure written paper and electronic communication complies with organisational and professional standards.

## **AUDIT/INFORMATION TECHNOLOGY/RESEARCH ACTIVITY**

- In conjunction with the Governance and Assurance team, co-ordinate audit activity within the practice setting.
- To ensure that staff are aware of the critical incident reporting system to document actual or potential risks impacting on the quality of patient care.
- To utilise data from patient feedback, critical incident reports and patient/client complaints to make changes in working practices.

- To actively promote evidence based practice in own and the practice of other members of staff involved in the care of the patient/client.
- To take a professional lead in developing practice, ensuring that new initiatives are incorporated within the working practices of all staff.
- With training, access organisational electronic information systems relevant to the role.
- To modify, structure, maintain and present data and information in electronic and paper format.

## **REVALIDATION**

1. In accordance with States of Guernsey legislation and the procedure for the Registration of Health and Social Care Professionals (COR001), all nurses and midwives who are States of Guernsey employees, contractors and agency workers or in any other capacity are practising as a nurse or midwife are required to have effective registration with the (UK) Nursing & Midwifery Council (NMC).
2. In order to maintain effective registration with the NMC you must adhere to the Council's requirements for Revalidation.
3. You must proactively manage all aspects of your Revalidation requirements including keeping an up to date portfolio and proactively seeking out opportunities for reflection, continuing education and professional growth. You must be proactive and cooperative in the appraisal and confirmer processes
4. You must assist colleagues with relevant aspects of their Revalidation. This includes but is not limited to teaching, providing support and opportunities for Facilitated Reflective Practice, participating in professional discussions and providing constructive feedback. Depending on your level of experience and seniority the organisation may also require you to act as a Confirmer.
5. If you are unable to meet any aspect of the Revalidation requirements or this element of your Job Description or you require additional support it is your responsibility to escalate this immediately to an appropriate senior nurse or midwife.

## **SUMMARY OF PRACTICE AREA:**

Frossard Ward is a general paediatric ward with 9 beds. We provide acute hospital healthcare for any child within the Bailiwick of Guernsey. Patients from birth to 18 years of age are admitted onto the ward, therefore the nurse's care for children with diverse healthcare needs.

The ward consists of 5 side rooms one of which is used as a High dependency room and a 4 bedded bay.

The Neonatal Unit at the Princess Elizabeth Hospital provides care for < 32 week babies who may have a variety of medical conditions.

Our Neonatal unit consists of 3 cots, including an intensive care cot, high dependency cot & special care facility.

We also stabilise neonates prior to transfer off-island if required.

Under Guernsey's healthcare system, there are no junior doctors. Patient care is managed by the 5 Paediatric Consultants attached to the unit, each of whom has an area of special interest. This environment provides an excellent grounding for nurses committed to high-quality care who are embarking /developing their careers. All new staff are mentored through an induction preceptorship period; whilst ongoing personal development and education are actively encouraged.

## **KEY CRITERIA:**

### **ESSENTIAL**

1. Children's Nurse/Registered sick children's nurse.
2. Evidence of Neonatal Intensive Care Course or equivalent.
3. Teaching/Mentoring qualification.
4. Diploma in related field.
5. Degree in related field (to be achieved by second gateway).
6. Management qualification (to be achieved by second gateway).
7. Experience co-ordinating unit activities, delegating appropriately.
8. Evidence of effective communication skills; with particular reference to multidisciplinary team working, service users, carers and managers.
9. Ability to prioritise and organise own workload.
10. Understanding and ability to apply evidence based care.
11. Evidence of self and professional development.
12. Portfolio of evidence to meet KSF agreed criteria
13. Professional approach to work.
14. Maintains high professional and personal standards.
15. Maintains patient confidentiality.
16. Enthusiastic, motivated, a positive attitude, a flexible approach to work, and credible and trustworthy.

### **DESIRABLE**

17. Level 3 certificate in Assessing Vocational Achievement or equivalent (D32/33, NVQ A1)  
(to be achieved by second gateway).