

**Queenscourt Hospice
Role Description**

Post: Ward Sister/Charge Nurse (IPU)

Reportable to: Specialist Clinical Lead Nurse

Accountable to: Director of Nursing Services

Role summary:

The ward sister, sometimes referred to as a Charge Nurse, will provide leadership for clinical services within the IPU including the managing, planning, and developing nursing services under the guidance of the Clinical Lead Nurse and Deputy Director of Nursing (Quality and Governance Lead) supporting the delivery of high quality, evidence-based care.

The ward sister(s) will lead the management of the ward team, patient care and family support on a daily basis; promoting a positive working environment and working with the IPU Clinical Lead to identify means of improving working practices and culture.

The post holder(s) will act as a role model by representing the values, beliefs, and philosophy of Queenscourt as well as upholding and building on the reputation of the hospice inpatient unit.

The post holder(s) will be responsible for the assessment of care needs and the development, implementation and evaluation of programmes and standards of care whilst also working with all members of the multi professional team to support the implementation of services. They will be designated to take charge and deputise regularly in the absence of the Clinical Lead Nurse, co-ordinating all activities when in charge of the ward area.

The post holder(s) will have a level of specialist palliative care clinical expertise which will enable them to provide the first point of contact for advice for patient, family and health professional telephone advice line out of hours, supported by palliative medicine on call

Post holder(s) will undertake and participate in quality initiatives that meet the quality agenda, CQC requirements and the organisational strategy and ensure all aspects of care are maintained at a high standard

Post holder(s) will also be responsible for developing and delivering inductions and teaching programs for qualified/unqualified and voluntary staff; Be pivotal in the development of junior staff to ensure that care is patient and family focused and reflects current and emergent needs of the specialist palliative care patient.

Ward sisters/charge nurses will display confidence, compassion, and empathy to patients, visitors, and colleagues. They will be self-motivated with excellent communication skills, utilising clinical knowledge and experience and acting as a resource to all nursing staff and other healthcare professionals

Main Duties and responsibilities

1. Abide by the NMC Code: Standards of Conduct, Performance and Ethics for Nurses and Midwives
2. Maintain confidentiality in respect of information concerning patients and their relatives at all times
3. Utilise specialist knowledge and skills in order to effectively assess, plan, implement and evaluate the holistic care for each patient
4. Ensure effective communication with the medical team and other health care professionals when providing individualised nursing care
5. Set the highest possible standards of care considering the holistic needs of the patient and those important to them, and providing that care with compassion and empathy

6. Ensure the needs of the bereaved are fully met by the most appropriate individual and signposted to external agencies as appropriate
7. Be responsible for the out of hours patient, family and health professional telephone advice line ensuring calls are dealt with in a professional, safe, and competent manner and escalated to the palliative medicine doctor on-call as appropriate
8. Work as an autonomous practitioner with an expert knowledge in palliative care. Carrying out all relevant forms of care and interventions without direct supervision in accordance with organisational and professional guidelines and competencies
9. Liaise with all external organisations and professionals in the wider health care system
10. Ensure all Queenscourt supplies, resources and equipment are always used effectively and economically
11. Maintain a personal commitment to the expansion and development of professional skills and knowledge in line with NMC requirements and those developments relate to annual individual performance review, taking ownership for own development needs and fulfilling the requirement for Revalidation
12. Participate in public relations exercises across the hospice in order to promote the service provided by the hospice
13. To accept, following consultation, changes to work schedules in the light of developments locally or nationally. It will be open to periodic review and as a result, alterations and additions may be made
14. Maintain accurate and legible records in accordance with professional and organisational guidelines utilising QCH IT systems and documentation
15. Be competent in Information technology and the use of virtual platforms as used by the Organisation

Management & Leadership

16. Ensure effective communications with the Clinical Lead Nurse, Deputy Director of Nursing and Director of Nursing. During out of hours effective communication and escalation of any issues are required to the on-call manager or Director of Nursing Service when on-call manager not on duty
17. Demonstrate and develop leadership skills to promote effective and efficient teamwork
18. Arrange off duty rotas as required and arrange cover for staff shortages
19. Demonstrate management skills relevant to the position
20. Be able to recognise and respond to stress and anxiety in self, staff members and volunteers
21. Be actively involved with the senior nursing team by attending monthly meetings, participating in working parties and supporting senior decision making
22. Ensure all staff adhere to Queenscourt regulations and policies including uniform policy

Quality & Governance

23. Participate in areas of nursing and organisational audit and be able to apply the findings to the inpatient unit and wider environment
24. Be involved and have knowledge of research and continuous quality improvement, supporting the dissemination of quality initiatives to improve standards of care
25. Work with the senior clinical team in the adherence to Care Quality Commission (CQC) requirements and ensuring the CQC requirements are achieved
26. Deal promptly and sensitively with complaints, resolving where possible, and referring to the Clinical Lead Nurse, Deputy Director of Nursing and/or Director of Nursing as necessary

Education & Personal Development

27. Act as a practice assessor for students on placement within the inpatient unit
28. Be involved in the education of patients and those important to them regarding various aspects of their health and wellbeing
29. Maintain own mandatory training requirements
30. Participate in an annual development and review process
31. Attend statutory training in accordance with Hospice requirements

Policies and Procedures

32. Understand and comply with the policies and practices of Queenscourt Hospice including Health and Safety
33. Ensure that all relevant Hospice Policies, and amendments/changes when they occur, are shared with, and read by IPU staff and volunteers
34. Responsibility for ensuring up to date registration with the NMC

Health and Safety

35. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or the Hospice, reporting any potential risks to life or property immediately in accordance with the Hospice's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely
36. To have knowledge of current Fire and Health and Safety Policies and ensure they are practised correctly, taking on the role of the Fire Officer out of hours
37. Responsible for acting on, as per the Health and Safety policy, any reports made to them by staff regarding health and safety concerns

Other

38. Any other duties commensurate with the grade and post

NOTE: This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.

Person Specification – Ward Sister/Charge Nurse (IPU)

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> • First level Registered Nurse • 4 years post registration experience • Evidence of level 7 study (or willingness to work towards commencing in the first 12 months of being in post) • Advanced communication skills 	<ul style="list-style-type: none"> • Teaching experience and/or qualification • Mentorship qualification • Bereavement training 	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> • Previous experience as a Registered Nurse • Using patient information systems and Microsoft Office on a daily basis • Previous experience within a healthcare setting 	<ul style="list-style-type: none"> • Experience in audit • Experience in change management • Experience of working with volunteers • Experience using SystemOne patient information system 	Application Form Interview References
<u>Skills & knowledge</u>	<ul style="list-style-type: none"> • Positive attitude to change • Ability to demonstrate effective communication skills with patient, those important to them and the multi-professional team • Clinical expertise in Specialist Palliative Care • Excellent organisational skills • Evidence of continuous professional development • Competent IT skills, particularly Microsoft Office 	<ul style="list-style-type: none"> • Knowledge of CQC requirements for hospice care • Development of quality initiatives, actions plans and implementation • SystemOne training and competencies 	Application Form Interview References
<u>Personal Qualities</u>	Special interest in working in palliative care; Highly motivated, can demonstrate initiative and an intuitive approach to dealing with sensitive situations; Team player who can demonstrate a positive approach along with an understanding of the charitable ethos and of working with volunteers; Willingness to be flexible to meet service needs		References Interview

DBS	This post is subject to an enhanced disclosure and barring check. Whilst information relating to convictions is sought on our application form, under the Rehabilitation of Offenders Act (Exemptions order 1975) the existence of a criminal record will not automatically bar someone from employment
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