

# Job Description: Deputy Sister/Charge Nurse: Band 6

## Nursing and Midwifery at Oxford

Oxford University Hospitals NHS Foundation Trust has a rich tradition of developing Nursing and Midwifery practice, and of delivering excellence in patient care. Whilst proud of our heritage, our focus is the future, and central to our vision is providing evidence and value-based individualised care to the people we support.

Nursing and Midwifery at Oxford is an exciting and dynamic place to be a nurse, researcher, educator and leader, but is only as innovative as the people in our amazing teams. Providing the best evidence-based individualised care is core to everything we do. We are deeply committed to caring for and developing each other, with staff being encouraged to undertake further study within their speciality area. Our aim is to be the best at all we do through our research and innovation initiatives and partnerships; rather than just say we're the best, we will be able to prove it. The Trust is a founding member of The Oxford Institute for Nursing, Midwifery and Allied Health Research (OxINMAHR). [OxINMAHR](#) is one of only six Department of Health accredited centres of excellence, and forms an essential component of our vision of translating research to deliver evidence based care and innovation for patient benefit. We wish to welcome you to be part of our work.

Binding all of these commitments is our pioneering participation in the Magnet Recognition Program. Apart from a strong nurse education focus, this initiative is also driving work on nurse sensitive outcome measures, and a desire to develop nursing practice through a shared governance approach to enhance care delivery and effective outcomes for patients. This practically means the Trust is developing ways in which practitioners across all levels of the organisation can actively contribute to driving forward the changes required to deliver outstanding nursing care.

## Oxford University Hospitals NHS Foundation Trust

Oxford University Hospitals ([OUH](#)) is a world-renowned centre of clinical excellence and one of the largest NHS teaching trusts in the UK. We became a Foundation Trust on 1st October 2015, and believe that this will enable us to work more effectively in partnership with our patients and our local community to provide high quality healthcare. We employ approximately 12,500 staff (including over 4,000 nurses and 2,000 doctors). The Trust is made up of four hospitals - the John Radcliffe Hospital (which includes the Children's Hospital, West Wing, Eye Hospital, Heart Centre and Women's Centre), the Churchill Hospital and the Nuffield Orthopaedic Centre, all located in Oxford, and the Horton General Hospital in Banbury, North Oxfordshire. These hospital sites, together, are supported by a range of community services across the county.

We provide a wide range of clinical services including; stroke, ambulatory medicine, oncology and surgery. The Trust also provides specialist services (including cardiac, cancer, musculoskeletal and neurological rehabilitation, and a full range of children's services including critical and new-born care) medical education, training and research.

Most services are provided in our hospitals, but over six percent are delivered from 44 other locations across the region, and some in patients' homes.

We have an extensive range of collaborations; including the University of Oxford and Oxford Brookes University which underpin the quality of the care that is provided to patients.

For more information about OUH NHS Foundation Trust: <http://www.ouh.nhs.uk/about/default.aspx>

<b>Job title</b>	Deputy Sister/Charge Nurse.
<b>Responsible to</b>	Sister/Charge Nurse
<b>Accountable to</b>	Matron
<b>Type of contract</b>	Permanent
<b>Hours per week</b>	37.5
<b>Budgetary responsibility</b>	None
<b>Manages</b>	Supports the Band 7s management of the Senior staff and Foundation nurses, the unregistered workforce and students.

## Trust Values and Expected Behaviours.

Over a thousand patients and colleagues assisted us in developing a set of values that will help us achieve our ambition of delivering compassionate excellence.

To help us live out those values in our work, we have defined the types of behaviours that will either ensure we met the high standards we have set, or will mean we miss the mark.

These are the values that should characterise all that we do and our behaviours with our patients and families and each other. Our values and expected behaviours are:

- **Compassion:** Putting patients at the heart of what we do and recognising different needs
- **Respect:** Encouraging a spirit of support, integrity, respect and teamwork
- **Excellence:** Taking pride in the quality of care we provide for our patients and customers
- **Learning:** Learning from successes and setbacks
- **Delivery:** Delivering high standards of health care for our patients and customers
- **Improvement:** Striving to improve what we do through change and innovation

These values and behaviours are extremely important to us and we expect everyone who works with us in any capacity, including employees, bank staff, contractors, agency staff, people who hold honorary contracts, students and volunteers to share and uphold these values and behaviours.

## The Oxford Model for Exemplary Professional Nursing and Midwifery Practice

The Oxford Model of Exemplary Professional Nursing and Midwifery Practice was developed by over 350 nurses and midwives with a passion to define the way forward for the professions of nursing and midwifery. In addition members of the multi-disciplinary team and academic colleagues from Oxford Brookes University and the Oxford Institute of Nursing, Midwifery and Allied Health Research (OxINMAHR) were also consulted. This work reflects a new chapter in

nursing and midwifery at Oxford and aims to provide clarity for the way ahead by being built on firm foundations created by countless individuals over 125 years of professional nursing at Oxford.

This professional practice model builds on the Trust's values and behaviours and blends those values with nursing and midwifery theories and expert input based on the lived experience of Oxford Nurses and Midwives. The model is consistent with the [Code: Professional standards of practice and behaviour for nurses and midwives, \(Nursing and Midwifery council 2015\)](#), [Care Quality Commission Key lines of enquiry \(CQC 2016\)](#), the Oxford University Hospitals Quality Priorities and the principles of the Magnet Recognition Program. The model comprises of,

- Exceptional transformational leadership
- Leading Edge research
- Practice and Career enhancing clinical education.

The aim of the model for the Trust is to provide focus and consistency to our approach to nursing and midwifery practice across the organisation. This will enable our nurses to clearly articulate their contribution and standard of practice for patient benefit.

## Scope of the role

- Provide exceptional patient care which is underpinned by evidence based practice and OUH values.
- Work in partnership with the patients' family and friends to be actively involved in the caring process on behalf of the patient.
- Manage, direct and evaluate the nursing care for a defined caseload of patients.
- Communicate effective information to patients/relatives/carers/ and all members of the multidisciplinary team.
- Demonstrate high standards of nursing care, reflecting the beliefs about professional nursing practice and patient care commensurate with The Oxford Model for Exemplary Professional Nursing and Midwifery Practice.
- Develop and maintain specialist knowledge of nursing practice relevant to the clinical area.
- Undertake the responsibilities associated with being a mentor and preceptor reflecting the beliefs about professional nursing practice and patient care commensurate with the Oxford Model for Exemplary Professional and Nursing and Midwifery Practice.
- Demonstrably contribute towards the continuing development of professional nursing practice in the department.
- Conduct oneself in a professional manner and be a role model to others at all times commensurate with The Code (NMC 2015).
- Work proactively to ensure every hospital visit meets the needs of the patient and that they are discharged in a timely manner ensuring effective communication with the family and/or relevant agencies as agreed.

## Clinical Practice

This job description outlines the core requirements expected of a Band 6 Deputy Sister/Charge Nurse and is aligned to the Trust's clinical nurse career ladder. The clinical ladder outlines the minimum requirements for progression against each of the nursing levels. The list below is not exhaustive and specific requirements related to any specialist area of practice will be outlined with the prospective post holder. These will be included as an addition to these generic descriptors as role specific prior to employment together with the clinical skills ladder as a point of reference for development and progression.

## Patient Care

- Demonstrate and promote a patient and family centred style of clinical practice.
- Be responsible for the assessment, planning, implementation and evaluation of patient care from admission to discharge, by demonstrating a collaborative approach through effective communication and decision making between the multi-professional team, patients and significant others.
- Ensure the safe custody and administration of drugs according to the Trust policy. Ensure patients and relatives are taught the correct method of administration, where appropriate.
- Accurately document and report to other members of the nursing team and multi-disciplinary team information regarding the care given to patients, communicating changes as they occur.
- Respond to emergency situations with composure, maintaining patient safety and seeking immediate support. Also supporting the patient, family and other staff as required.
- Identify and discuss patient needs with the team/staff, patients, carers and the multi-disciplinary team. Be able to plan own workload and those of others as required.
- Demonstrate a problem solving approach to effectively execute planning, implementation and evaluation of individualised plans of care based on a person centred model of care.
- Communicate complex and sensitive information effectively to patients, carers and other staff. Overcoming barriers to understanding and providing support during distressing or emotional events.
- Maintain patient dignity and confidentiality at all times.

## Professional Practice

- Ensure clinical practice is evidence based or peer reviewed “best practice”.
- Develop and maintain clinical skills and knowledge necessary to provide person centred, evidence based nursing care.
- Lead in a specific area of ward practice, as agreed, making recommendations, coordinating projects and developing practice guidelines and policies based upon robust evidence gained from risk assessment, audit and literature review.
- As negotiated with Sister/Charge Nurse set and maintain standards of practice, conduct and decision making.
- Be competent in the use of all relevant Trust information technology ( IT) systems including the use of electronic patient records, (EPR), email and associated professional media ensuring that data is entered in an accurate and timely fashion, in accordance with Trust policy and procedure.
- Engage in and promote a paper light approach to information management.
- Maintain the use of email and other modes of communication in order to keep abreast of information disseminated across the Trust.
- Demonstrate an awareness and understanding of Accountability, Responsibility and Duty of Care and work towards the provision of support and education for less experienced and non-registered staff on the implications for practice.

## Leadership and Management

- Promote effective interpersonal relationships with all members of the multi-professional team thereby ensuring a good team spirit, collaborative and person centred working practices.
- Deputise for the sister/charge nurse in his/her absence, demonstrating a sound problem solving approach to clinical and management issues, seeking advice from senior nurses as appropriate.

- Regularly act as shift coordinator, participating in the allocation of resources, ensuring effective patient care and safety on the ward.
- Be proactive in undertaking specific responsibilities as delegated by sister/charge nurse i.e. on a rotational basis with colleagues, take responsibility for off duty planning, work allocation and monitoring off annual leave and sickness/absence.
- Demonstrate knowledge and understanding of budgetary restrictions and their implications. Act as a budgetary signatory in the absence of the Sister/Charge Nurse.
- Ensure that electronic patient acuity and dependency and safe staffing tools are consistently and effectively inputted on a daily basis.
- Ensure compliance with the Health and Social Care Act regulations 2010 by adhering to the Care Quality Commission standards at all times raising concerns to Sister/charge Nurse or an appropriate senior person, ([CQC 2010 Guidance about compliance: Summary of regulations, outcomes and judgement framework](#)).
- Ensure the appropriate management of clinical and general waste.
- Ensure staffing resources are used appropriately when prescribing and implementing care and treatments.
- Report near misses and untoward incidents, complaints, clinical emergencies, injury or medicine administration errors as detailed in departmental and Trust protocols and procedures, assist the Sister/Charge Nurse Manager in investigating incidents as required. Be proactive in seeking a response to the issues raised in order to disseminate the actions identified and provide own account of events if asked to support an investigation.
- Demonstrate an awareness of and compliance with Health and Safety Regulations that apply to staff and patients. To escalate concerns to senior staff in an appropriate and timely manner.
- Be familiar with the Oxford Model of Exemplary Nursing and Midwifery Practice and ensure that key performance indicators are met.
- Maintain and contribute to the development of standards of practice, conduct or decision making in conjunction with team leaders/ward manager/unit co-ordinator.
- Discuss personal and professional development needs during an annual appraisal, developing, agreeing and documenting action points in the electronic recording and personal development plan.
- Ensure that a smart, professional image that enhances the public perception of the Trust and the professionalism of its staff is portrayed.

## Education and Training

- Be actively involved in the development, delivery and support of departmental education programmes as agreed.
- Complete or be working towards any local and Trust competency frameworks within a time frame agreed with the Sister/ Charge Nurse and with the support of a named mentor.
- Supervise, teach and support the nursing and non-nursing staff involved in direct patient care, ensuring they have the necessary knowledge and skills to undertake the planned care, within a conducive learning environment.
- Undertake all relevant Statutory and Mandatory (SM) training using the Trust E-Learning packages and study opportunities.
- Demonstrate a commitment to research based practice and clinical excellence and play an active part in the ongoing introduction of research-based change to improve patient centred care.
- Undertake the responsibilities of a mentor participating in induction and orientation programmes, guiding practice, assessing competence, enabling and supporting learning for pre and post-registration students.

## **Improving Quality and Developing Practice**

- Comply with post registration education and practice (Prep) requirements for NMC Revalidation or equivalent, identifying own learning needs and ensuring own professional development is maintained by keeping up to date with practice developments.
- Demonstrate a commitment to evidence based practice and clinical excellence. Using these skills works collegiately to promote innovation and work within the nursing team in the provision of an excellent standard of patient care in line with Oxford University Hospitals (OUH) values and The Oxford Model of Exemplary Nursing and Midwifery Practice.
- Develop and share own clinical knowledge with other members of the multi-disciplinary team and as relevant with practitioners locally.
- Act as a role model for the nursing/midwifery team promoting consistent professional and clinical excellence.
- Provide guidance for junior and less experienced staff to improve quality and develop practice.
- Engage in and promote Clinical Supervision in order to enhance one's own practice and that of others.
- Identify own development needs, aligning these to service requirements and personal aspirations. Proactively develop and improve own practice through appraisal the Trust's clinical development ladder and other available resources.
- Understand and contribute to the development, implementation, monitoring and evaluation of policies/protocols/guidelines relevant to the specialist area.
- Participate in the OUH culture of audit and research in practice.
- Keep up to date with professional issues that influence nursing practice relating to the area of clinical practice, management education and research.
- Promote and practice, evidence based nursing care, embracing new ideas and changes for the benefit of patient care.
- Openly question and challenge nursing practice in a constructive way so that standards of patient care are continually evaluated and improved.

## **Trust Statements**

### **Information Technology**

- Comply with all OUH electronic systems, including email, E-Learning, incident reporting, E-learning.

### **Risk Management**

- The management of risk is the responsibility of everyone and will be achieved within a progressive, honest and open environment.
- Staff will be provided with the necessary education, training and support to enable them to meet this responsibility.

Staff should be familiar with the:

- Major Incident Policy
- Fire Policy

And should make themselves familiar with the local "response plan" and their role within that response.

## Responsibility for Health and Safety

The post holder is responsible for ensuring that all duties and responsibilities of this post are carried out in compliance with the Health and Safety at Work Act (1974), Statutory Regulations and Trust Policies and procedures. This will be supported by the provision of training and specialist advice where required.

## Infection Control

Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA.

All staff employed by the OUH Trust has the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas and between each patient contact.
- Staff members have a duty to attend mandatory infection control training provided for them by the Trust.
- Staff members who develop an infection (other than common colds and illness) that may be transmissible to patients have a duty to contact Occupational Health.

## Children's Rights

The post holder will endeavour at all times to uphold the rights of children and young people in accordance with the United Nations Convention on the Rights of the Child.

## Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding children and vulnerable adults throughout the organisation. As a member of the Trust there is a duty to assist in protecting patients and their families from any form of harm when they are vulnerable.

## Information Governance

All staff must complete annual information governance training. If you have a Trust email account this can be done online, otherwise you must attend a classroom session. For further details, go to the Information Governance intranet site.

## Confidentiality

The post holder must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1984.

## Serious Incidents

All staff must report incidents and near misses so that the Trust can reduce the risk of harm by investigating and incorporating risk reducing measures to safe guard patients, visitors and staff, in accordance with the Trust Incident Reporting Policy.

## Equal Opportunities

The post holder must at all times carry-out his/her responsibilities with regard to the Trust's Equal Opportunities Policy.

## **Smoking Policy**

It is the policy of the Trust to promote health. Smoking therefore, is actively discouraged and is prohibited in the majority of the Hospital, including offices. However, there are designated smoking areas on both sites.

## **Data Protection Act**

All employees of Oxford University Hospitals NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff. In circumstances where it is known that a member of staff has communicated to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1984 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

## **Terms and Conditions of Employment**

This post is exempt from the Rehabilitation of Offenders Act 1974 and this means that any criminal conviction must be made known at the time of application.

The above will be reviewed on an annual basis, in consultation with the post holder. It is offered as a guide to the key responsibilities and duties, but does not preclude other issues that may arise between reviews of performance and review of the job description.

## Person Specification

*Evidence for suitability in the role will be measured via a mixture of application form, testing and interview*

Essential: **E**      Desirable: **D**

### Values and Behaviours

E	Able to demonstrate the ability to put patients at the heart of what you do and recognising different needs by encouraging a spirit of support, integrity, respect and teamwork.
E	Shows pride in the quality of care they provide for patients and learning from successes and setbacks.
E	Able to deliver a high standard of care for patients and always striving to improve on what you do through change and innovation.
E	Able to proactively support colleagues in the delivery of care commensurate with Trust values and behaviours.

### Clinical Practice

E	Articulate and knowledgeable of skills needed to deliver a high standard of care in the area of practice.
E	Able to work under own initiative within boundaries of role
E	Demonstrates awareness of importance of working as part of a team.
E	Able to document observations, results, decisions and actions etc. effectively in patient's notes and communicate these effectively to appropriate members of the multi-disciplinary team.
E	Able to communicate effectively with patients/relatives and

### Education, training, qualifications and experience.

E	Registered Nurse (Part 1. 8. 12 or 15 of register depending on area of practice) or National certification in area of Practice.
D	UK recognised Degree in Nursing relevant to post.
E	Evidence of ongoing professional development through maintenance of an ongoing NMC revalidation.
E	Minimum of 3 years acute care registered nurse experience.
E	Evidence of achievement on a Nursing and Midwifery, (NMC) approved Mentorship qualification.
D	Post-graduate qualification related to an area of practice.

### Leadership and Management

E	Excellent communication skills.
E	Able to prioritise own workload and that of others as appropriate.
E	Demonstrates ability to maintain and contribute to the development of standards of practice, conduct or decision making in conjunction with team leaders/ward manager/unit co-ordinator.
E	Acts as a role model and are able to lead by example to ensure the Trust's values and behaviours are reinforced throughout their area of practice.
E	Able to supervise non-registered and less experienced staff to

	carers and all members of the multi-disciplinary team.
E	Able to proactively contribute to the education of learners and non-registered and less experienced staff.
E	Demonstrates ability to manage, direct and evaluate the nursing care for a defined caseload of patients.
D	Competent to administer intravenous medicines
D	Competent in central venous access management

### Improving Quality and Developing Practice

E	<b>Understanding of professional and current issues related to area of practice.</b>
E	Demonstrates ability to keep up to date with professional issues that influence nursing practice relating to the area of clinical practice, management education and research.
E	Able to identify own learning needs and ensure own professional development is maintained by keeping up to date with practice developments
E	Able to lead the development, implementation, monitoring and evaluation of policies/protocols/guidelines relevant to area of practice.
E	Demonstrates ability to question and challenge nursing practice in a constructive way so that standards of patient care are continually evaluated and improved.
E	Previous evidence of leadership within practice and the multi-disciplinary team.
D	Recognition as having abilities for innovation within their sphere of practice.

	ensure effective care delivery.
E	Able to effectively and appropriately escalate concerns to reduce risk and promote patient safety.
D	Previous experience of managing clinical incidents and complaints.
D	Previous experience in the relevant specialty
D	Previous substantive management experience of specific clinical area

### Personal Qualities and Physical Attributes

E	<b>Motivated and able to articulate reasons for desire to work in the specific practice area</b>
E	Being self-aware and able to accept constructive criticism
E	Positive enthusiastic character
E	Resilient under pressure
E	Smart professional appearance
E	Pleasant personality
E	Good self-presentation
E	Able to undertake specific procedures involving physical skills commensurate with practice area.