

## JOB DESCRIPTION

**Job Title:** Patient Flow Manager – Riverside Mental Health Unit- HPBoS and Hillingdon Lighthouse lounge.

**Grade:** 7

**Hours:** 37.5 hrs p.w.

**Salary:** £46,836 - £52,849 per annum including HCAS

**Location:** Riverside Centre, Pield Heath Road, Uxbridge Middlesex. UB8 3NN

In order to meet the needs of the Trust's service, you may be required from time to time to work outside your normal place of work. The Trust reserves the right to change your normal place of work to any other location within the Trust.

Responsible To: Unit Matron/ Acute Service Manager.

Accountable To: Head of Adult Mental Services

Responsible for: Nurses and Health Care Assistants working on HPBoS Riverside.

Key Relationships: Police, Patients, carers and relatives. Riverside Unit management and multidisciplinary team members including medical staff, Trust Finance and HR staff, PALS Department, Governance Team,

### 2. Job Purpose:

The Health Based Place of Safety has three individual suites for clients brought in for assessment under section .The Manager is a key leadership role with responsibility for quality: ensuring patient safety and that clinical outcomes are achieved as well as working to improve the patient experience.

The Lighthouse lounge is a area designed to take up to 4 for patients, whom have been assessed in the Hillingdon Emergency Department for mental health difficulties, and are awaiting further assessment or transfer to a ward.

The Manager will provide forward-thinking clinical and professional leadership to nursing staff at all levels within the unit to ensure that nursing care is delivered to a high standard and that the nursing resource is managed effectively. The Manager will also contribute to the monitoring of quality and clinical performance indicators. The Manager will also ensure that consideration of the patient experience underpins all activity on the ward and ensures that nursing care is of the highest possible standard at all times with particular emphasis on dignity and compassion.

### 3. MAIN DUTIES AND RESPONSIBILITIES:

Patient Care You will be expected to:

- Build and maintain a caring, kind culture in the ward in which people respect each other and people are treated with dignity
- Be a role model and visible authoritative presence in the ward delivering compassionate care

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COMPASSION



RESPECT



EMPOWERMENT



PARTNERSHIP

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- Be a resource, providing experienced advice to the Unit.
- Promote excellence in nursing standards and clinical leadership and monitor patient care programmes in accordance with agreed policies
- Ensure ward staff effectively manage the reception, transfer and discharge of patients and adhere to Trust policies
- Ensure care is delivered development and auditing of care programmes and standards of care including meeting, for example, the requirements of key NICE guidelines and the National Service Framework
- Carry out and demonstrate nursing care and procedures in accordance with Trust policies and Best Practice guidelines at a higher clinical level.
- Work with Domestic Service staff to ensure that the ward environment is maintained in a clean order and ensure that any shortfalls in cleaning standards are rectified
- Liaise with Infection Control Team regarding auditing clinical areas and control of infection among patients in the ward
- Innovate and improve practice, showing courage and commitment and utilising experience and excellence in patient care
- Ensure infection control policies and recommendations are implemented
- Be active in resolving patient / visitors' problems, complaints and queries by liaising with the Patient Advice and Liaison Service and the Trust Complaints Department and implementing actions for improvement
- Liaise with the Patient Access Team and Lead Therapist about bed management and discharge plan

Communication Skills You will be expected to:

- Provide a visible accessible and authoritative presence within the ward in whom patients and their families can have confidence and to whom they can turn for assistance, advice and support
- Be visible and accessible on the wards on a daily basis, monitoring the team ethos and effectiveness of communication
- Build networks and relationships to engage and mobilise for excellence and improvement
- Cascade information to nurses and ward staff. Communicate information to managers, staff, patients and relatives which at times may be highly complex or sensitive and where there may be opposition to the message e.g. disciplinary matters, rostering conflicts etc.
- Resolve patient / visitors' problems, complaints and queries

- Liaise with the Patient Advice and Liaison Service and the Trust Complaints Department to resolve any concerns or complaints
- Liaise with other senior nursing colleagues to review best practice, implement statutory and national requirements and quality based initiatives within wards to improve the patient experience
- Staff management and development You will be expected to:
  - Ensure the suite is fully staffed with an appropriate ratio of registered nurses to health care assistants and substantive to temporary staff.
  - Provide line management to the Band 6 nurses on the Unit including undertaking their supervision and appraisal, development, management of sickness absence and performance management
  - Be responsible for overseeing the human resource management of ward staff through the line management structure and ensuring adherence to all HR policies
  - Ensure an effective learning environment to support pre-registration student learning needs and those of permanent staff and promote sharing of multi professional knowledge and expertise and lead development and teaching initiatives within the clinical area
  - Ensure that staff support systems are in place across areas of responsibility including supervision and mentorship
  - Ensure all members of staff undertake mandatory and statutory training in line with Trust policy.

Analytical and Judgement Skills You will be expected to:

- Be aware of the potential for vulnerability and abuse amongst service users and their families / carers and ensure all staff adhere to the local policy to inform appropriate personnel in line with Safeguarding Children / Safeguarding Vulnerable Adults and Trust policies.
- Be available for advice and support for all junior members of the clinical teams, to ensure that they develop in line with expectation. Support staff to complete the Trust competencies and work within a quality and evidence based method.
- Investigate serious incidents and make judgements and recommendations about outcomes, implications and action plans.

Financial and physical resources You will be expected to:

- Oversee the management of resources and supplies for the ward in accordance with budgetary limits and constraints, including staffing levels, annual leave, allocation and stock reviews
- Finalise duty rotas ensuring that appropriate for maximum service delivery, standards of patient care and human resources management in accordance with policy and guidance.
- Contribute to regular analytical reviews of establishment and skill mix to ensure appropriateness for clinical demands and case mix in order to provide a safe environment for both patients and staff. □ Ensure that all staff members follow Trust and NMC guidelines regarding the ordering, safe custody, use and recording of administration of medications.
- Ensure that staff on the unit maintain own and staff competency in the use, care and decontamination of special equipment and medical devices

## **RIDER CLAUSE**

This is an outline of the postholder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust.

### **4. CONFIDENTIALITY**

All information concerning patients/clients and staff must be treated as strictly confidential at all times.

### **5. SAFEGUARDING**

All staff have a duty to safeguard and promote the welfare of children and adults at risk of abuse. Staff should be aware of local safeguarding procedures and how to contact named professionals for advice and support as well as reporting any concerns. Staff are supported with the supervision and training needed to recognise and act on welfare concerns and to respond to the needs of children and adults. Staff have a responsibility to ensure they are up to date with any safeguarding training.

### **6. PROMOTING EQUALITY & VALUING DIVERSITY**

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end the Trust has a Valuing Diversity in the Workplace Policy and it is for each employee to contribute to its success. As a member of staff at Camden Provider Services (CNWL Trust) you have a personal responsibility to ensure and to support equality and value diversity. This means that you ensure that you do not discriminate, harass or bully or contribute to discrimination, harassment or bullying of a colleague, visitors or service users or condone discrimination, harassment or bullying by others. In addition, if you are a team leader, manager or director, you have a personal responsibility to promote and develop a culture that promotes equality and values diversity.

### **7. HEALTH & SAFETY**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

### **8. NO SMOKING POLICY**

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds. Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

### **9. DATA PROTECTION**

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

## **10. ACCESS TO HEALTH RECORDS**

All staff who contribute to patients' health records are expected to be familiar with, and adhere to, the Trust's Standards of Records Keeping Policy. Staff should be aware that patients' records throughout the Trust will be subject to regular audit. All staff who have access to patients' records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Trust's Confidentiality of Health Records Policy. All staff have an obligation to ensure that health records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient / client and staff confidentiality. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Access to Health Records Act 1998.

## **11. WASTE DISPOSAL**

All staff must ensure that waste produced within the Trust is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

## **12. INFECTION CONTROL**

Infection prevention and control is the responsibility of all provider services staff. All duties relating to the post must be carried out in accordance with the Trust hand hygiene and infection control policies and procedures.

## **13. IMPROVING WORKING LIVES (IWL)**

IWL is an NHS-wide initiative aimed at ensuring staff have good work/life balance, access to training, and support from their employer. The Trust is committed to maintaining a high standard of practice within IWL and, as such, staff have access to a wide range of flexible working options, childcare support, and many training and development opportunities.

## **14. PROFESSIONAL REGISTRATION**

i) If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member. ii) You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration. iii) Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment. iv) If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

## **15. RISK MANAGEMENT**

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required. All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions. All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff receive appropriate training, that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Governance Committee and Risk and Assurance Committee. Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Clinical Governance Committee or Risk and Assurance Committee if resolution has not been satisfactorily achieved.

**16. REVIEW OF THIS JOB DESCRIPTION** This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs

