
Job Title:	Ward Manager
Band:	Band 7
Hours:	37.5 Hours Per Week
Department:	Jim Birley Unit
Location:	Maudsley Hospital, Denmark Hill, Camberwell, London SE5 8AZ
Reports to:	Service Manager
Responsible for:	Nursing, OT & Admin staff

Job Purpose:

To have overall management responsibility for the delivery of care within the unit, in accordance with Trust policies and procedures. To lead a team of nursing staff in the delivery of high quality evidence-based practice, ensuring that regular supervision and appraisal take place. To manage administrative and operational resources in a cost-effective manner, evaluating the standard of service delivered. To co-ordinate multidisciplinary working, maintaining excellent communication and working relationships with all team members, and other services within the Trust, to ensure effective interface and continuity of care between disciplines and services.

The post holder will carry out nursing procedures to a standard that ensures safe and effective care, and complies with The Nursing and Midwifery Council's Code of Professional Conduct.

There is an expectation that the post holder will place the needs of service users at the centre of care delivery.

Our values and commitments:



Key Responsibilities:

(i) Management of Nursing Care and Practice

- Ensure that all nursing practice is developed using up to date evidence based practice, ensuring that all nursing staff have the appropriate skill base and supporting mechanisms to access training to work with the service user group.
- Oversee a service user's care pathway, utilising available resources and Patient Journey framework and lead the team in its implementation.
- Ensure systems are in place to support user and carer-centred involvement in the everyday activities on the ward.
- Ensure that nursing staff receive regular supervision and appraisal, and are offered essential and developmental training in accordance with their personal development plans, and the needs of the service.
- Ensure that all service users are made aware of, encouraged, and assisted to use all services available to them, in particular, those in the community.
- Ensure that the requirements of all mental health legislation are met with particular regard to the Mental Health Act 1983 (including amendments and Code of Practice) and Community Care Legislation (eg. CPA, Supervision Registers and Supervised Discharge etc), NSF, Child Protection and NHS Plan and ensuring that all practices are within the guidelines set by the NMC and are in accordance with Trust policy.

(ii) Management of Financial and Material Resources

- Ensure ward finances are managed within allocated budget, including recruitment of staff.
- All absences, bank and agency are managed within budget and Trust guidelines.
- Communicate to all staff how they can contribute to the efficient management of financial and material resources.
- Identify and deal with cost pressures which may have an impact on the financial expenditure of the ward. The post-holder will be expected to notify any such situations to the General manager if they cannot be dealt with at a local level.

(iii) Management of Clinical Standards

- Set, monitor and evaluate overall standards of care and practice on the ward in liaison with the General Manager, Head of Nursing and Quality, Matron/QSN, and other agencies.
- Ensure that all practices and interactions on the unit are based on the preservation and respect of service users' dignity, individual and cultural identity, wishes (whenever possible) and are in accordance with the maintenance of individuals' independence.
- Ensure that all staff are aware of the standards of professional behaviour expected on the unit by the Trust.
- Ensure that the service provides continuity out of hours, appropriately relating to the senior manager on-call and out of hours medical team.
- Work closely with the multidisciplinary team and involve them in all relevant day to day decisions, strategy and business planning, and maintain close liaison with the General Manager and Clinical Director when difficulties arise.

(iv) Management of Human Resources

- Maintain the efficient use of staffing resources on the ward, ensuring that staffing levels are safe, appropriate and contain the necessary skill mix on each shift, but recognising and supporting Improving Working Lives within the confines of a safe service.
- The post-holder will ensure that each member of staff is fully aware of their responsibilities and has a personal development plan which is based on a balance between the needs of the individual and the service.
- Manage the overall development of the ward team, encouraging staff to contribute their views and ideas as appropriate.
- Implement all Trust policies and Human Resource Management, and ensure staff are aware of how to access this information.
- Delegate duties and responsibilities to other staff as appropriate to assist in the operation of the unit and to aid the development of individual staff.

(v) Management of Information and Communication

- Develop and maintain procedures which result in good communication between the multidisciplinary team and other agencies.
- Arrange and in some instances chair relevant meetings involving other agencies, patients and carers when necessary to facilitate good communication.

- The post-holder will lead the team in setting, implementing and monitoring realistic and achievable objectives for the ward team in accordance with the aims and objectives of the service.
- Attend meetings and forums, representing the ward at various levels both within the Trust and with external agencies, ensuring that all staff are kept fully briefed on any new developments etc. The post-holder may be required to participate in specific inter-agency work relevant to the service.
- Ensure that all communication (verbal or written) between the ward and other departments or agencies is of a high standard both in its content and presentation.
- Ensure that all written and electronically stored information is accessible only to authorised personnel and is stored in accordance with the Data Protection Act.
- Ensure that administrative staff are aware of the importance of the collection of statistical data and ensure that this is collected and stored in an accurate and timely fashion.

(vi) Management of the Environment

- Ensure that the ward environment adheres to PEAT standards at all times. This will involve monitoring the services provided by other departments in accordance with the adopted procedures and will involve liaison with the Trust's Facilities Department and other relevant personnel.
- Ensure that the Health and Safety at Work Act is adhered to by all staff. The post-holder will have particular responsibility for ensuring that all staff receive any training necessary in order to meet the requirements of the Act. (eg. fire training, first aid, food hygiene, etc.).
- The post-holder will be responsible for taking immediate action to deal with any problem which might affect service user, visitor or staff safety. This will involve liaison with the relevant Health and Safety Co-ordinator.
- Ensure local response in managing incidents by using the Trust Incident Policy and implementation outcomes to change and improve practice.

(vii) Personal Development and Freedom to Act

The post-holder will:

- Be prepared to physically move between sites as needed.
- Ensure that they are fully aware of current developments and practice in their clinical area.
- Acknowledge their own limitations and discuss/identify their training and development needs with their line manager.
- Make effective use of supervision with their line manager on a regular and agreed basis.
- Be aware of the need to reflect on their practice both as clinician and manager.
- Manage their own time efficiently.
- Be aware of and adhere to all Trust Policies and act as a role model to other staff.
- Meet the NMC's requirements for Standards of Professional Practice, Code of Conduct and Post Registration and Practice (PREP).
- Recognise emotional and mental effort required to fulfil the post.

(viii) Other Responsibilities

The post-holder will also be responsible for:

- Undertaking site wide co-ordination roles as required, eg. DSN.
- Establishing and building on excellent working relationships between other services within and external to the Directorate.
- Ensuring that systems are in place which invite service users and their carers to comment on the quality of services they receive.
- Implementation of the complaints procedure including investigation, response, and resolution.
- Ensuring that their line manager is kept informed of all developments and changes within the ward environment.
- The safe storage and administration of medications.
- The creation and maintenance of an environment which is conducive to learning and which meets the educational standards required by Educational Institutions whose students are placed on the ward. The post-holder will be expected to facilitate actively the ward's involvement in the training and education of staff from a variety of disciplines.
- Participating in projects within the Unit and Trust as required by the senior management of the Directorate.

4. COMMUNICATIONS AND WORKING RELATIONSHIPS

COMMUNICATION WITH	FREQUENCY
Service users and carers	Daily
Nursing team	Daily
Other professional colleagues	Daily
Supervisor and supervisees	At least monthly
Other wards/departments	As required
Referring agencies	At least weekly
Police, probation, forensic services	As required
Support services	As required

Personal Specification:

Qualifications	
<u>Essential Requirements</u>	<u>Desirable Requirements</u>
Registered Nurse (Mental Health). A Mentorship Course. A PSTS training. A Evidence of continuing professional development. A Degree or equivalent experience. A	RGN. A Management course. A

Experience	
<p><u>Essential Requirements</u></p> <p>Experience of managing clinical practice at Band 6. A</p> <p>Experience of implementing and monitoring standards of care. A</p> <p>Experience of providing clinical and managerial supervision. A</p> <p>Experience of working within a multidisciplinary team. A</p> <p>Experience of working in a multi-cultural environment and knowledge of methods to develop culturally sensitive practice. A</p> <p>Experience of recruitment and selection of staff. A</p>	<p><u>Desirable Requirements</u></p> <p>Experience of working with other client groups and of using a variety of models and approaches to care. A</p> <p>Experience of managing non-clinical staff and other professionals. A</p> <p>Experience of staff performance management. A</p> <p>Experience of implementing significant changes in working practices. A</p> <p>Experience of project management. A</p>
Knowledge	
<p><u>Essential Requirements</u></p> <p>Specialist clinical knowledge relevant to the service, including evidence based practice. A/I</p> <p>Working knowledge of all relevant legislation associated with acute mental health care, including MHA, CPA procedures, Human Rights Act, NSF, Child Protection and NHS Plan. A/I</p> <p>Understanding of the role and function of other organisations providing services to people with mental ill-health. A/I</p>	<p><u>Desirable Requirements</u></p> <p>Knowledge of performance management procedures. A/I</p>
<p>Skills and Abilities</p> <p><u>Essential Requirements</u></p> <p>Skills in developing and changing clinical practice. A/I</p> <p>Ability to present ideas with clarity and in a persuasive and influential style. I</p> <p>Ability to communicate effectively both verbally</p>	<p><u>Desirable Requirements</u></p> <p>Proven ability to maintain a balance between strategic and operational management. I</p> <p>Ability to support, manage and advise the team through difficult and challenging situations. I</p>

<p>and in writing. A/I</p> <p>Ability to negotiate and reach compromises in verbal discussions in a manner which inspires. I</p> <p>Confidence and respect from others. I</p> <p>Ability to build and maintain high standards of professional links and communication channels with a variety of personnel and agencies. I</p> <p>Ability to enthuse others, co-ordinate and motivate a team. I</p> <p>Ability to analyse complex issues/problems, gather relevant information and exercise sound judgement in reaching the most appropriate conclusions. I</p> <p>Ability to manage own time effectively and to produce pieces of work on time and to a high standard. I</p> <p>Ability to delegate appropriately. I</p> <p>Ability to organise and plan ahead effectively. I</p> <p>Ability to manage change effectively. I</p> <p>Full commitment to equal opportunities. I</p>	<p>Ability to build and lead effectively, a large multi-skilled team. I</p> <p>Ability to manage conflict effectively. I</p> <p>Ability to manage effectively a revenue budget. I</p> <p>Appreciation of the complexities of variety of the Ward Manager's role and how to balance clinical and non-clinical responsibilities. I</p>
<p>A Application</p> <p>I Interview</p>	

About South London and Maudsley:

South London and Maudsley NHS Foundation Trust (SLaM) provide the widest range of NHS mental health services in the UK as well as substance misuse services for people who are addicted to drugs and alcohol. We work closely with the Institute of Psychiatry, Psychology and Neuroscience (IoPPN), King's College London and are part of King's Health Partners Academic Health Sciences Centre. There are very few organisations in the world that have such wide-ranging capabilities working with mental illness. Our scope is unique because it is built on three major foundations: care and treatment, science and research, and training.

SLaM employ around 5000 staff and serve a local population of 1.1 million people. We have more than 230 services including inpatient wards, outpatient and community services. Currently, provide inpatient care for approximately 5,300 people each year and treat more than 45,000 patients in the community in Croydon, Lambeth, Lewisham and Southwark; as well as substance misuse services for residents of Bexley, Bromley and Greenwich.

By coming to work at SLaM, you will gain experience of being part of an organisation with a rich history and international reputation in mental health care. You will have access to professional development and learning opportunities, and have the chance to work alongside people who are world leaders in their field. SLaM delivered more than 14,000 training experiences in 2014; providing an extensive range of learning opportunities for staff at all levels. In addition, our working

relationship with King's Health Partners allows those working at the Trust to get involved in academic research.

Trust Policy and Procedures:

Confidentiality:

Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.

Equal Opportunities:

Promote the concepts of equality of opportunity and managing diversity Trust wide.

Health and Safety:

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.

Infection Prevention and Control:

Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.

Professional standards and performance review:

Maintain consistently high professional standards and act in accordance with the relevant professional code of conduct. Employees are expected to participate in the performance review process.

Service/Department standards:

Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.

Finance:

All Trust staff will comply with the financial processes and procedures.

Safeguarding Children & Vulnerable Adults:

Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004 and the trusts safe guarding vulnerable adults policy.

Code of Conduct:

The post holder is required to adhere to the standards of conduct expected of all NHS managers set out in the Code of Conduct for NHS managers.

This job description will be subject to regular review and adjustment.

SUMMARY:

This job description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the post holder.