

Job Description

Role Title: Ward Manager

Band: 7

Contract: Permanent

Responsible to: Clinical Nurse Manager/ Modern Matron

Accountable to: Modern Matron

Location: Ward 53

Our Vision, Values and Behaviours

At University Hospitals Coventry and Warwickshire (UHCW) NHS Trust our vision is to be a national and international leader in healthcare, rooted in our communities. Our Organisational Strategy *More than a Hospital* (2022-2030) was shaped by the views of our staff, patients and stakeholders and sets a clear plan for improvements in healthcare.

We aim to deliver the best care for our communities, being exceptional in everything we do. We do this by providing proactive, joined up support for local people and we deliver specialised services for those with the most complex health conditions. We set out to create the best experiences for our staff and work positively in partnership with other organisations to achieve the best healthcare outcomes.

Our vision and purpose are underpinned by a clear set of values that reflect the culture we want to create: *Compassion, Openness, Pride, Partnership, Improve, Learn and Respect*. Developed by our staff, our seven values guide what we do daily. Whatever our role or level, we commit to uphold these values as we work together to deliver world class care.



Net Zero and Sustainability.

UHCW NHS Trust, by virtue of its Green Plan, is committed to ensuring that the way we provide services minimises the impact on the environment and the future health of the public e.g. zero waste to landfill, reducing our carbon footprint and increasing our recycling and reuse percentages.

Job Summary

A high profile, accessible and responsive leader with twenty-four hour patient, staff, service and resource responsibility. Able to make informed decisions within their own area and scope of professional practice, involving and public to ensure agreed standards and targets are met.

Main duties

1. Accountable for own actions in accordance with Code of Professional Conduct. Will contribute to corporate objectives, acting within local, Trust and statutory guidelines and policies at all times.
2. Highly developed communication skills enabling maintenance of high quality service and ensuring timely management and resolution of unexpected events and situations. Undertake bleep-holder responsibilities for the hospital on a regular basis.
3. A knowledgeable team leader and resource for staff, advising on national, local and Trust policy and procedures/guidelines, ensuring that clinical governance is embedded in practice. Will support staff and users in service and policy development within a defined area/specialty.
4. Responsible for identifying and assessing complex clinical and non-clinical issues, implementing resolutions and monitoring/auditing outcomes.
5. Responsible for interdepartmental/organisational activities including HR; budget management; complaints; hospital bleep-holder responsibilities and patient flow.
6. Demonstrate highly technical and/or practical skills to ensure optimum patient management including; complex patient monitoring; equipment management and administration of invasive tests/procedures.
7. Responsible for education and development of staff and service in an identified area through appraisal and business planning cycles
8. Utilise and ensure others utilise information and IT systems to secure accurate and timely patient, workforce and resource data available.
9. Regularly manage expected and unexpected clinical events requiring high but unpredictable levels of physical effort according to patient dependency/clinical need.
10. Support patients, carers and others during difficult situations arising in the clinical area, e.g imparting bad news or following an unexpected event.
11. Promote and monitor adherence to Health and Safety and Trust policy designed to protect healthcare staff and service users from known hazards.

As part of our commitment to patients and delivery of a world class service for all we have created the UHCW Improvement (UHCWi) System in partnership with the Virginia Mason Institute in Seattle; this involves a structured approach to removing waste and putting the patient first using a lean management system and methodologies. Our culture and ways of working reflect and embed the practices and methodologies of UHCWi. You are expected, where identified, to attend and complete relevant training and development opportunities to support this. This may include Lean for Leaders, Advanced Lean Training, and the Human Factors Programme, amongst others. Full attendance and completion of identified courses is considered essential and a pre requisite for this post.

Person Specification

Job Title: Ward Manager

Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • First Level Degree/Diploma • Current Professional NMC Registration • Evidence of CPD • Teaching and assessing qualification. • Leadership qualification or completion of leadership programme 	<ul style="list-style-type: none"> • Masters degree or working towards
Experience	<ul style="list-style-type: none"> • Understanding of budget management • Professional clinical experience in appropriate specialty • Highly developed communication skills • Ability to successfully manage people and change. • Experience of conflict management • A good understanding of HR policy • Experience in research and audit 	
Knowledge	<ul style="list-style-type: none"> • A knowledgeable clinician with the ability to apply evidence to practice. • An understanding of current issues relating to the NHS • A knowledge of professional policies and procedures • Knowledge of clinical governance & a commitment to clinical supervision and staff development 	

Skills	<ul style="list-style-type: none"> • Basic understanding of IT and technology • Able to prioritise and meet deadlines effectively • Good management of own and others time • Able to use initiative and make decisions • Analyses problems and implements effective and appropriate solutions • Strong leadership skills 	
Personal qualities	<ul style="list-style-type: none"> • Professional at all times • Motivated and able to motivate others • Calm and objective • Approachable • Good interpersonal skills 	
Commitment to Trust Values and Behaviours	<ul style="list-style-type: none"> • Must be able to demonstrate behaviours consistent with the Trust's values. <i>(As detailed in UHCW's Values in Action document below)</i> • Applicants applying for job roles with managerial responsibility will be required to demonstrate evidence of promoting equal opportunities through work experience 	

Contractual Responsibilities

- **Confidentiality:** The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other Health Services business.
- **Health and Safety:** All staff must be familiar with the Trust Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own health and safety and others.
- **Risk Management:** All staff need a basic working knowledge of risk management to enable them to participate in identification and control of all business risks they encounter in their area of work.
- **Equality and Diversity:** Everyone has the opportunity to be treated with dignity and respect at work and has a clear responsibility to comply with the detail and the spirit of the Dignity at Work Policy.
- **Infection Control and Prevention:** The Trust is committed to minimising risks of healthcare associated infection to patients, visitors and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies relevant to their area of work.
- **Safeguarding Vulnerable Adults and Children:** The Trust is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities in this area and to raise any concerns as appropriate.
- **Conflict of Interest:** The Trust is responsible for ensuring that the service provided for patients in its care meets the highest possible standard. Equally, the Trust is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Financial Instructions require any officer to declare any interest, direct or indirect, with contract involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.
- **Working Time Regulations:** The Working Time Regulations 1998 require that you should not work more than an average of 48 hours in each working week. For example, in a 26 week period you should work no more than 1,248 hours. Employees may choose to opt out by providing written notification as appropriate.

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. Any changes will be made in discussion with the post holder according to service needs.

Our values in action

We live our values in action in our work with patients, visitors and colleagues.

- ✓ Being polite and introducing ourselves to everyone we meet.
- ✓ Treating everybody as individuals and respecting their needs.
- ✓ Being approachable, caring and helpful at all times.
- ✓ Communicating with patients, visitors and colleagues, respecting confidentiality and privacy.
- ✓ Taking the time to actively listen and understand individual needs.
- ✓ Being open and honest.
- ✓ Acknowledging that we don't always get it right.
- ✓ Speaking out when we see things aren't right and supporting others to do the same.
- ✓ Giving praise and saying thank you for a job well done.
- ✓ Celebrating and recognising personal, team and organisational achievements.
- ✓ Using the skills, experience and diversity of staff to better deliver our objectives and services.
- ✓ Actively working with patients and visitors to improve services.
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW.
- ✓ Taking personal responsibility for our own learning.
- ✓ Keeping up-to-date with mandatory and professional development
- ✓ Developing ourselves and others, independent of our job role or profession
- ✓ Taking personal responsibility to make improvements by suggesting new ways of doing things
- ✓ Taking opportunities to learn with and from others
- ✓ Embracing change and supporting others through it
- ✓ Putting in place ways to receive feedback and acting to change things
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW
- ✓ Working across boundaries to improve the experience of patients, visitors and colleagues

