

Job Description

Post:	Deputy Ward Manager
Band:	6
Responsible to:	Ward Manager
Main Contacts:	Acute and Community Services Multi-Disciplinary teams

Job Summary

- To provide leadership and support to the inpatient nursing team, and in the absence of the Clinical Lead, to assume responsibility for the management and co-ordination of the ward / dept.
- To deliver a high standard of care to acute inpatient services users.
- To ensure the optimum level of safe and effective care within the allocated resources.

Main Duties and Responsibilities

- The provision of effective clinical leadership to and management of ward staff.
- To maintain personal contact with patients, their relatives and carers. Being sensitive to their needs for respect, privacy and dignity and to act as a senior point of contact on the ward.
- To assist in the formulation of staff rotas to ensure the most effective use of manpower and resources in relation to service user need and ward activity.
- To assist in the monitoring of all staff sickness, in accordance with Trust policies.
- To ensure that all staff follow the guidelines identified in the Trust and National policies.
- To participate in the investigation of patient complaints, as per Trust Complaints procedure, aiming to settle complaints with local resolutions at ward level. When unable to do so, to communicate without delay to the Ward Manager.
- To assist in ensuring that all clinical equipment is correctly maintained and that all appropriate staff are competent in its correct application.
- To deputise for the Ward Manager in their absence

Financial Responsibilities

- To assist the Ward Manager in ensuring the best use of resources and will ensure that expenditure is within the allocated budgets.
- To assist in ensuring that the ordering of all stock items, e.g. equipment, food stock and non-stock, are maintained to the agreed levels.

- To assist in the maintenance of an accurate and up to date inventory of all ward equipment.

Clinical Responsibilities

The post holder is responsible for assisting the Ward Manager in ensuring that all patients on the ward/dept. receive the highest standards of care.

- To assist in ensuring that the provision of nursing care is to the optimum standard achievable within allocated resources.
- To ensure that patients, their families and carers are directly involved in decisions which affect their care.
- To act as a resource to junior members of staff.
- To promote high standards of patient care by the application of a systematic care planning approach which utilises an appropriate nursing model.
- To initiate patient focussed interventions and developments, which reflect social, cultural and spiritual needs.
- To ensure that accurate and legible patient care records are maintained.
- To ensure that each patient has a comprehensive and holistic assessment of their care needs with a mutually agreed plan of care between the patient and the nurse.

Quality Responsibilities

The post holder will assist the Ward Manager in ensuring that a continuous programme of quality assurance is adopted within the ward/dept.

- To assist in the analysis of patient satisfaction surveys, the identification of service deficiencies and in response, the development of remedial action plans.
- To ensure that all staff act in a professional and responsible manner at all times, acknowledging that they are representatives of the Trust.
- To ensure that the ward / dept. environment is conducive to the wellbeing of patients and staff.

Professional Development and Education Responsibilities

The post holder will be responsible for maintaining their own personal development and will assist the Ward Manager to achieve the training and educational objectives of junior staff, including learners, in an environment which is conducive to learning.

- To take responsibility for own clinical and managerial development in support of the Ward Manager.
- To participate in the annual individual performance review of all ward/dept. staff and to assist in the formulation of personal development plans which reflect the individuals potential in meeting the ward/unit aims.
- To ensure that all staff receive education and training in accordance to the requirements of PREP and Scope of Professional Practice.

- To ensure that all newly qualified staff receive ongoing support, through preceptorship, for at least six months.
- To ensure that all learner nurses have access to their identified assessor.
- To act as a mentor for learner nurses

Recruitment and Selection Responsibilities

The post holder will participate in the recruitment and selection of staff as required.

- To participate in employment interviews for staff vacancies, Bands 1 to 5.
- To ensure that all newly appointed staff are introduced to the ward environment and receive a period of orientation and support to meet their individual needs.

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process.

General Duties of all post holders

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
- To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
- To be aware of and work towards the Trusts strategic goals.

Standards of Business Conduct

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.
- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.
- The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.
- The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders'

responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

Equality and Diversity and Equal Opportunities

- The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
- The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

Safeguarding

- Appointments to regulated and controlled activities require an enhanced DBS disclosure.
- All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.
- All staff should refer any safeguarding issues to their manager and escalate accordingly in line with the Trust Child and Adult Safeguarding Policies.
- All staff should familiarise themselves with the NICE Guidelines "when to suspect child maltreatment 2009."

Professional and Personal Development

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.
- The post holder will be involved in a formal IPDR/KSF review with their manager at least every 12 months. Once performance / training objectives have been set, the staff member's progress will be reviewed on a regular basis, so that new objectives can be agreed and set, in order to maintain progress in the service delivery.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Confidentiality and Information Governance

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.

- All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.
- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

Health and Safety at Work

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.
- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public.
- All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

Infection Control

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.