



University Hospitals Birmingham  
NHS Foundation Trust

# Join us at UHB



Building healthier lives

# Welcome from our CEO

Professor David Rosser



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

**Kind:** the kindness that people show to each other every day

**Connected:** the connections we build with everyone around us

**Bold:** the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A stylized, handwritten signature in black ink, appearing to be 'D. Rosser', written over a light blue horizontal line.

Professor David Rosser,  
Chief Executive Officer

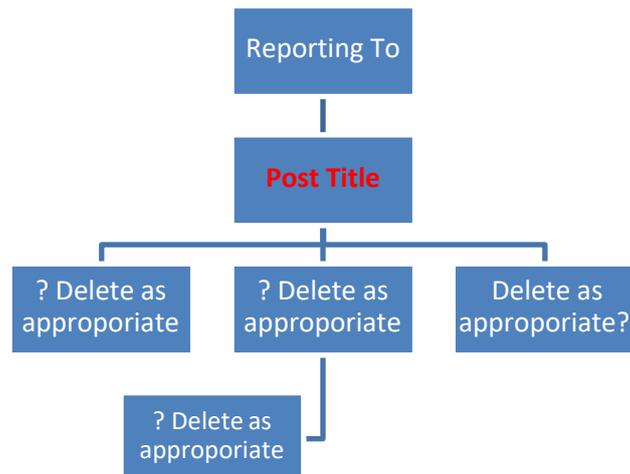
## JOB DESCRIPTION

|                                      |                          |
|--------------------------------------|--------------------------|
| <b>Job Title</b>                     | Sister/Charge Nurse      |
| <b>Pay Band</b>                      | 6                        |
| <b>Department</b>                    | TBC                      |
| <b>Division</b>                      | TBC                      |
| <b>Reports to</b>                    | Ward Sister/Charge Nurse |
| <b>Professionally Responsible to</b> | Ward Sister/Charge Nurse |

### JOB SUMMARY

The post holder will act as a role model for junior team members in the delivery of a consistent high standard of nursing practice. They will deputise for the Senior Sister / Charge Nurse and will support the leadership and management of the department with particular emphasis on quality and clinical standards. They will have continuing clinical responsibility for managing the wards/departments in the absence of the Senior Sister/Charge Nurse which will include: understanding finances, the deployment, delegation and supervision of all grades of staff and be visible and approachable for patients, staff and visitors.

### TEAM/DEPARTMENT STRUCTURE CHART



### KEY SKILLS

- The post holder will be professionally accountable for the maintenance of standards and professional practice as set by the NMC Code of Professional Standards of Practice and Behaviour and relevant professional guidelines,
- They will regularly take charge of the practice setting or defined area of the practice setting / group of patients and take responsibility for ensuring the coordination and direct provision of high standard of holistic, patient centred care by assessing nursing care and health education needs, and the development, implementation and

evaluation of programmes of care for each patient.

- To be designated to act as a deputy to the person holding continuing responsibility for the organisation and management of the practice setting.
- To demonstrate and facilitate others to develop the necessary skills and experience in ward/department management and provide leadership in the absence of the Senior Sister/Charge Nurse.
- Use a range of techniques to set and monitor standards of clinical practice, audit, research and teaching to continually improve standards of care and patient experience.
- To support the development and implementation of audit, quality and risk management initiatives.
- To teach and act as a facilitator/ mentor /assessor / preceptor to nursing students, junior registered and unregistered staff, volunteers and work experience candidates, as well as participating in clinical supervision programmes as appropriate.

#### KEY RESPONSIBILITIES

##### **Clinical leadership and team working**

- As a visible, clinical nurse leader, promote team work within a multi-professional environment. Leading and ensuring planning and delivery of care is aligned to the professional values of care, compassion and respect. Demonstrating critical analysis and decision making skills when undertaking, leading and or supervising the delivery of consistent high quality evidence based care. Ensures care is aligned to the professional values of care, compassion and respect. Influencing and facilitate change within the practice setting.

##### **Evidence – based, clinically effective practice**

- Responsible for carrying out clinical practice within designated clinical area(s) ensuring that high quality, current evidence based nursing care underpins all actions and interactions with patients.
- Act as a change agent, developing clinically effective practice through effective use and integration of evidence base practice, setting implementing and monitoring evidence based standards of care, policies, procedures and protocols through regular audit. Be accountable in ensuring all delegated clinical/ documentation/ activity and audits are completed and submitted in a timely manner, make changes to care delivery as required to sustain and improvement practice standards.
- To achieve and maintain clinical skills and competencies specific to the post / department / role, facilitating the development and achievement of competence in others.



- Advise on the promotion of health and the prevention of illness. Assess educational and information needs of patients, their families and carers and staff and devise plans to ensure needs are met.
- Use professional judgement to intercede and act as patient advocate to clarify plans of care and treatment. Observe changes in patient's attitude, behaviour and emotional state, physiological observations and report/escalate findings to other the relevant health care professionals.

### **Continuous quality improvement**

- Support and facilitate a culture of protecting patients from harm and deprivation of basic rights ensuring a safe and effective service with continuous quality improvement. Support the Senior Sister / Charge nurse in managing changes and improvement through the use of audit, patient and staff feedback and reflection on practice by self and others.

### **Patient safety**

- Promote a clean and safe environment for staff, patients and visitors by ensuring compliance with legislation / policies and procedures , health care associated infection prevention , clinical governance , including risk management and critical incident reporting. Take steps to act upon and escalate areas of concern or risk.
- Recognise and act to avoid situations that may be detrimental to the health and wellbeing of patients and escalate to senior nursing colleagues, as required.
- Have accountability for the correct administration and custody of medicines according to the Trust Policy to include the safe administration of medicines , controlled drugs , intravenous drugs, transfusion of blood and blood products where this is a requirement in the clinical area.
- Report incidents and near misses promptly and appropriately taking effective action to minimise future risks and document this. Support the Senior Sister / Charge Nurse to ensure that all risk registers are maintained. Support with the provision of assurance that investigations have led to systemic changes where required. Support the Senior Sister/ Charge Nurse to ensure that any changes in practice are communicated, actively monitored and sustained. Contribute to the drawing up and monitoring of action plans to minimise and manage risks. Lead/ support reflective learning from practice, undertaking root cause analysis / clinical and workforce investigations as required. Ensure and undertake the systematic process management of Datix and incident reporting forms.
- Ensure standards of care and record keeping is in accordance with, Trust and National policies, procedures, standards and guidance.
- Utilise the clinical and workforce dashboards in practice to support service improvement initiatives Use and promote the understanding and use of patient outcome metrics / measures and nurse sensitive indicators to sustain and improve practice with a range of practice areas which include, care delivery, effective clinical



assessment and timely administration of medicines. Monitor through audit, outcomes standards of care and take appropriate actions when standards fall below expected levels.

### **To enhance the patients experience**

#### **Co-ordination of the patient journey**

- Ensure effective and efficient patient's journey by supervising the planning and co-ordination of the admissions / discharges, outpatient review of the episode of care including the smooth transition to other settings, promoting safe, timely and effective discharge and optimising communication with multi-professional and interagency teams as required where appropriate..
- Ensure effective handover of patients between shifts / health care professionals using a range of communications aids such as verbal handover/written documentation/referral letters and requests.
- Ensure patients feedback is encouraged and utilised to improve patient experience. This role may be undertaken for one department or as part of working practice across a number of wards / departments ie: the Emergency Department and Clinical Decisions Unit / Critical Care

#### **Clinical Expertise**

- Co-ordinate nursing interventions and advise on clinical decisions and monitor the quality of patient care and experience through using expert clinical knowledge relevant to own field of practice, underpinned by theory and experience.

#### **Promote a culture of person centred care.**

- Within a multi-disciplinary team environment support the development of a culture of person centred care. Act as advocate for patients within the area, to ensure a patient focused compassionate approach to the delivery of care.
- Be highly visible within the ward / department, communicating regularly with staff patients, relatives and or carers to promote transparency of services for patients and staff, promote a caring environment which respects individuals values and beliefs and promotes, equality and diversity, ensuring patients are enabled to be partners in their care, management and treatment.
- In conjunction with the Senior Sister / Charge Nurse use patient and carer/ family feedback to develop and as required change care and services in response to, feedback, patient experience, complaints and comments. Ensure that staff are aware of concerns and complaints which relate to service provision and learning points/ actions are disseminated.
- Ensure people are treated as individuals and uphold their dignity; listening to and responding to their preferences and concerns, respecting the right to privacy and confidentiality whilst ensuring people are treated equally.

### **Networking**

- Network with peers across professional groups and clinical disciplines sharing knowledge, skills and resources.
- Attend and be a responsible representative at local, internal and external meetings and disseminate information from the meeting to the team you represent.

### **Service Development**

- Work cooperatively in partnership with others in planning, reviewing and developing the service / ward/ department, promoting the involvement of patients /public.
- Participate in and contribute to innovation and take a proactive approach to service redesign or review where required, ensure these are linked to organisational priorities and support improved outcomes.
- Support the Senior Sister(s) / Charge Nurse (s) and the wider team through the process of change, demonstrating tenacity, drive, professional integrity, balance and perspective. Be mindful of and ensure consistent application of any organisational policies and procedures required.
- Support the development of and be responsible for implementation of new ways of working, to include updated nursing practice and/ or standards.
- Seek opportunities for personal and team development.

### **Political and strategic awareness**

- Develop and maintain a working knowledge of local, national and professional strategy and policy. Ensure organisational goals are reflected in personal objectives and ward / service / departmental development plans.
- Contribute to policy and strategy development at departmental and organisational level.

### **Professional**

- Be fully conversant and wholly accountable for his / her practice as outlined within the NMC Code of Professional Standards of practice and Behaviour, as well as and associated national guidelines and abide by their guidance
- Take responsibility and maintain professional records for personal and professional updating (portfolio of practice) for revalidation, taking an active involvement in their own professional development review and personal development plan.
- Take personal responsibility for attendance at mandatory training and updating as per Trust statutory and mandatory training requirements and inform the manager if there is any deviance from training attendance at mandated intervals.
- Adhere to all Trust policies ensuring a high standard of personal and professional



behaviour is maintained at all times whilst acting as an ambassador for the Trust and a role model to others.

- Recognise the limits of individual competence and knowledge, undertake further training and academic qualifications as relevant to the role and service requirements.
- Maintain a high standard of personal behaviour and ensure effective communication with all members of the multidisciplinary team, patients carers and relatives.
- Provide and accept constructive feedback and use this to reflect on personal practice.
- Recognise the emotional impact of practice in self and others, and take appropriate action, escalating to line manager where this may be impacting on personal performance or the performance of others.
- Act with personal and professional integrity within professional, ethical and legal frameworks and process to maintain and improve standards of care and practice.
- Utilise opportunities to support ongoing professional development by undertaking delegated tasks for your line manager in his / her absence or representing them at meetings and forums.
- The post holder may be deployed/ expected to work in any part of the organisation should the need arise to ensure patient safety is maintained.

## **BUDGETARY AND RESOURCE MANAGEMENT**

### **Managing the practice setting**

- In the absence of the Senior Sister / Charge Nurse manage the practice setting or an area within the setting, sign staff time sheets, manage and coordinate nurse staffing rotas and demonstrate effective use of resources. Comply with Trust standing financial instructions and understand trends and expenditure, taking steps to support the local pay controls in place for all resources.
- Ensure the department has adequate resources / equipment to provide an effective service. Ensure equipment is safe and in working order by ensuring where required proactive and reactive maintenance contracts are in place i.e.: medical devices aligned to Medical Engineering Department.
- Support workforce planning and staff deployment by interpreting and monitoring trends, and through efficient staff rostering. Plan and maintain appropriate staffing levels and skill mix in line with the agreed funded establishment, taking into account role and competence of staff when planning and delegating work. Understand and mitigate any workforce risks associated. Utilise the clinical and workforce dashboards in practice to support service improvement initiatives with maintaining a safe practice setting being mindful of the patient dependency and acuity.
- Ensure registered health care professionals uphold and maintain professional standards of practice and behaviour and dress according the Trust dress code.

- Participate in the recruitment of staff. Engage in attendance and performance management of staff ensuring any concerns are identified, reported, actioned in accordance with the relevant Trust policy and procedure.
- Be aware of and take appropriate action in regard of deteriorating patient condition, clinical emergencies, cardiac arrest, fire and major or internal incidents which affect business continuity.

### **MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES**

- Act as a visible role model setting and maintaining expected standards of personal behaviour and appearance and ensure effective communication with all members of the multidisciplinary team, patients carers and relatives. Practice in a consistent manner which demonstrates clinical practice skills of the highest standard.
- Lead by example, develop yourself and other staff, influence the way care is provided, and be open and responsive to the needs of others. Work alongside staff to support their development in practice.
- Ensure that the nursing team take responsibility for the care they provide, communicate clearly, work cooperatively with others, share skills knowledge and experience with others in a manner which meets the requirements of organisational policies, procedures and guidelines.
- Undertake staff appraisal and when required and support staff to develop personal development plans which are effective. As required support staff to undertake professional revalidation processes.
- Support the Senior Sister / Charge Nurse in ensuring and maintaining robust communications process within and external to your team. Participate in and, as required, lead team meetings at an appropriate frequency. Where required record and circulate minutes of these and encourage the exchange of ideas and allow staff to contribute to the agenda. Take steps to ensure all minutes actions of meetings/ emails and circulars are read and communicated widely.
- Take all reasonable care of health and safety at work for you, your team and others and undertake delegated tasks required by the departmental manager in relation to Health and Safety record keeping, risk assessment and aspects of procedural compliance.
- Be proactive in risk assessment, management and mitigation whilst maintaining accurate records. Manage clinical incident reporting, ensuring staff are fed back to.
- Report and raise concerns about Safeguarding, accessing advice and support at the point of need. Be conversant with Trust policies, procedures and systems for safeguarding including the assessment of Mental Capacity, the process for consideration requests for Deprivation of Liberty Safeguards (DOLS) and application of the principles of Prevent (counter terrorism awareness).

- Develop and maintain a supportive working relationship with senior nursing staff responsible for the practice setting. Ensure they are made aware of changes to circumstances which may affect safe competent practice, which could impact on patient experience or adverse incidents.

### RESEARCH AND DEVELOPMENT

- Motivate, develop and support the learning and development of all staff including support staff, including mandatory and statutory training and education.
- Support the Senior Sister / Charge Nurse in creating a learning environment that supports effective learning for staff / students including provision of clear induction and orientation programmes for newly appointed staff. Utilise a range of support strategies, including mentoring, coaching and supervision to facilitate staff development and capability. Support the ongoing monitoring of training records for the team in conjunction with the Senior Sister / Charge Nurse.
- Participate in a training needs analysis to support standards of care and practice.
- Teach and supervise practice as required using proven and credible methods. Contribute to/ lead on the development of teaching materials as required.

### EFFORT

### TRUST VISION & VALUES

***DO NOT AMEND THIS SECTION***

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

**Kind:** The kindness that people show to each other every day

**Connected:** The connections we build with everyone around us

**Bold:** The ability to be bold in how we think, speak and act

### ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated: .....

**PERSON SPECIFICATION**

|   |   |
|---|---|
| <b>JOB TITLE:</b>   |   |
| <b>TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS</b>  |   |
| <b>ESSENTIAL</b>  | <b>DESIRABLE</b>  |
| <ul style="list-style-type: none"> <li>Registered Adult Nurse on the NMC register</li> </ul>  | <ul style="list-style-type: none"> <li>Health care management / leadership qualification</li> </ul> |
| <b>EXPERIENCE &amp; KNOWLEDGE</b>   |   |
| <b>ESSENTIAL</b>  | <b>DESIRABLE</b>  |
| <ul style="list-style-type: none"> <li>Substantial post registration experience working in a complex health care setting / Acute NHS care setting supervising / mentoring junior staff</li> <li>Evidence of professional /clinical knowledge in area supplemented by specialist clinical and or managerial training and CPD</li> <li>Can demonstrate understanding / experience / willingness to be a practice based supervisor / assessor as detailed in the Nursing &amp; Midwifery Council ( NMC ) standards for student supervision and assessment</li> <li>Professional portfolio which demonstrates continuing professional development, evidence of ability to maintain professional registration</li> <li>Relevant and recent clinical experience within the speciality /acute care setting, including the supervision /education of junior staff</li> <li>Experience of mentoring undergraduate students</li> <li>Evidence of ability to lead /coordinate a shift /area of department</li> <li>Experience in learning from incidents /complaints and supporting changes in practice.</li> <li>Demonstrable ability, experience,</li> </ul> | <ul style="list-style-type: none"> <li></li> </ul>  |

|  |   |
|--|---|
| <p>passion in the following:</p> <ul style="list-style-type: none"> <li>○ Leadership</li> <li>○ Team Building</li> <li>○ Managing resources</li> <li>○ Time management</li> <li>○ Role modelling</li> <li>○ Change management / clinical developments</li> <li>○ Clinical governance</li> <li>○ Audit and research</li> <li>○ Workforce planning / management</li> <li>○ NHS policy and political awareness</li> </ul>   |   |
| <b>SKILLS &amp; ABILITY</b>  |   |
| <b>ESSENTIAL</b>   | <b>DESIRABLE</b>                                    |
| <ul style="list-style-type: none"> <li>● Demonstrates specialist expertise underpinned by theory acquired through CPD</li> <li>● Evidence of involvement and leadership in teaching and mentoring learners</li> <li>● Competence in expanded clinical practice associated with the role</li> <li>● Excellent Communication skills /written / verbal / IT</li> <li>● Ability to work under pressure across competing demands</li> <li>● Ability to articulate the principles of safeguarding and mental capacity</li> </ul>   | <ul style="list-style-type: none"> <li>●</li> </ul> |
| <b>OTHER SPECIFIC REQUIREMENT</b>  |   |
| <b>ESSENTIAL</b>   | <b>DESIRABLE</b>                                    |
| <ul style="list-style-type: none"> <li>● Positive and enthusiastic attitude</li> <li>● Approachable and friendly</li> <li>● Supportive</li> <li>● Flexible</li> <li>● Well organised</li> <li>● Effective communicator</li> <li>● Sound clinical reasoning and decision making</li> <li>● Ability to perform in complex and challenging situations</li> <li>● Ability to inspire and lead a team</li> <li>● Ability to work flexible shift pattern, where required to include rotation to day /night duty and unsocial hours according to service need (E )</li> </ul> | <ul style="list-style-type: none"> <li>●</li> </ul> |

|                            |  |
|----------------------------|--|
| <i>(Amend accordingly)</i> |  |
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