JOB DESCRIPTION
Ward Manager 05-16

Job title: Ward Manager
Department: In Patient Unit - IPU
Responsible to: Director of Patient Services

JOB PURPOSE

The post holder is accountable for the professional management of the In Patient Unit at St. Michael’s Hospice (SMH) and will:

- promote and monitor safe and effective practice
- enhance the patient experience
- provide effective leadership and management skills
- contribute to the delivery of the organisation’s objectives

MAIN DUTIES AND RESPONSIBILITIES

- Develop and maintain a unit philosophy that has the patient at the centre of care delivery.
- Be the primary focus within the ward environment.
- Provide professional nursing leadership at ward level and work with the Quality and Governance Manager and Director of Patient Services to enhance nursing practice and strategy.
- To work in partnership with the Director of Patient Services and ensure accountability for the delivery of the quality performance agenda.
- Manage the ward and be responsible for ensuring 24-hour cover for the services provided and the skill mix required.
- Be a role model for all and contribute effectively to inter-professional team working.
- Facilitate evidence based care and act as a clinical expert at ward level.
- Evaluate the relevance of changes in clinical practice and then support and facilitate implementation in the clinical area.
• Develop a quality learning environment linking education and training with the delivery of high standards of patient care and retention and recruitment of staff.

• Undertake on call responsibilities within designated area.

General Duties: Leadership

• To lead inter-professional ward teams in the development of knowledge, ideas and work practice.

• To maintain and sustain the vision and objectives of improvements until they are firmly embedded into the culture and values of the team.

• To identify clear benefits, goals and processes for developing knowledge, ideas and work practice and to communicate these effectively to others in the work team.

• To support and encourage team members to:
  • understand their contribution.
  • offer suggestions, ideas and views
  • informally network with other
  • share achievements jointly with other colleagues
  • challenge tradition, take risks and express dissatisfaction.

Professional

• To act as a clinical expert, ensuring the delivery of high standards of patient care.

• To act as a role model, demonstrating clinical expertise.

• To lead on standard setting and quality improvement through the use of audit.

• To develop and audit yearly ward objectives.

• To liaise with the inter-professional team to enable care and treatments to be correctly carried out in accordance with SMH policy.

• To facilitate the reception of patients and their relatives in a calm, friendly, courteous and reassuring manner. To keep patients and relatives informed of progress and treatment and to keep them involved in decision making.

• To involve the Director of Patient Services in any untoward incidents and problems.

• To complete appropriate documentation in the nursing records and incident reports, ensuring lessons are learnt and practice change is sustained.
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- To develop a ward culture of patient involvement both informally and through the Clinical Management Team
- To actively contribute to the Clinical Governance Agenda.
- To be involved in and to action patient satisfaction feedback mechanisms staff and patient satisfaction surveys.

Managerial
- To be responsive and to address patient’s concerns at an early stage.
- To be able to demonstrate changes in practice as a result of complaints and incidents.
- To have an overview of resources required to deliver safe patient care.
- To maintain effective communication with other key stakeholders and colleagues.
- To monitor the rostering of the nursing staff to ensure best utilisation of the agreed workforce levels while maintaining an appropriate skill mix for the ward.
- To ensure that all staff promote safe custody of patients’ property and valuables.

Human Resources
- To be familiar with human resources policies and procedures and ensure implementation and adherence to policies.
- To lead on recruitment and retention for designated ward areas.
- To be responsible for the development of staff in preparation for succession planning.
- To supervise and counsel staff on professional and personal matters using support systems.
- To monitor and act on sickness and absenteeism according to SMH policy.
- To participate in the disciplinary procedure when appropriate.
- To ensure all staff are aware of and adhere to policies relevant to their area of work.
- To ensure all staff are appraised and where necessary, performance managed, in line with SMH policy.
- To ensure individual staff records are maintained in line with SMH policy.

Education and Training
Ensure all new IPU employees undergo a period of induction.
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Ensure all IPU employees have the necessary competencies to use the equipment pertinent to their area of work.

Ensure all staff are up to date with statutory and mandatory training requirements.

Actively create a ward environment that is conducive to learning and staff development.

Facilitate and supervise the practice of learners, mentors and other staff members.

Promote and be active in teaching of all inter-professional staff at ward and external level.

To encourage staff to be innovative in the development of patient care using evidence based practice.

To implement and maintain a ward training needs and competencies analysis framework incorporating all ward staff, linking the needs of the service and the personal aspirations of staff.

To promote the concept of work-based and inter-professional learning.

Finance

To work with the Director of Patient Services and the Finance department to manage IPU budgets and promote cost effectiveness.

To be responsible for working within budget parameters.

To be responsible for managing IPU stocks and supplies.

To be responsible for authorising payment of invoices within agreed limits.

To ensure accurate records are kept of resource use, both human resource and financial.

All clinical professionally regulated staff must abide by the codes of conduct issued by their respective regulatory bodies (e.g. NMC, GMC, HCPC) and ensure that they maintain updated registration as required by the role.

Health and Safety

You will take responsibility for your own personal safety and of others whilst at work. You will take appropriate action or report any concerns to address any health and safety issues that you or members of your team may be aware of.

Infection Prevention and Decontamination of Equipment

You will ensure that all IPU employees are aware of their responsibility to adhere to SMH Infection Prevention Policies, including policies for the cleaning and decontamination of equipment, in order to protect their own health and that of other employees, visitors and patients.
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Confidentiality

All employees need to treat all information, particularly patient, clinical and management information, as confidential.

Any employee who wilfully disregards SMH policies may be liable to serious disciplinary action including dismissal.

Regulatory Professional Bodies

All clinical professionally regulated staff must abide by the codes of conduct issued by their respective regulatory bodies (e.g. NMC, GMC, and HCPC) and ensure that they maintain updated registration as required by the role.

In addition, as a condition of employment, the post holder may be required to undertake various other duties and/or hours of work as may reasonably be required.

Reviewed by: Julie Spreadbury
Director of Patient Services
Date: May 2016

Signed by employee: Date: