

JOB DESCRIPTION

Deputy Ward Manager - IPU 02-21

Job title: Deputy Ward Manager

Department: In Patient Unit

Responsible to: Ward Manager



JOB PURPOSE

Support the Ward Manager with the professional management of the In-Patient Unit and will:

Promote and monitor safe and effective practice.

Provide effective leadership and management skills.

Contribute to the delivery of the organisation's objectives.

Contribute to ensuring the highest quality of nursing and holistic care is achieved for all patients.

MAIN DUTIES AND RESPONSIBILITIES

Managerial

Contribute to the development and maintenance of a Unit philosophy that has the patient at the centre of care delivery.

Provide professional nursing leadership and work with the Ward Manager, Quality and Governance Manager to enhance nursing practice and strategy.

Work alongside the Ward Manager to actively contribute to the Clinical Governance Agenda.

Support the Ward Manager in ensuring 24-hour cover, with the necessary skill mix, within the Unit.

In the absence of, and in delegation from the Ward Manager, effectively line manage staff in accordance with SMH Policies and Processes, working closely with the Human Resources Department.

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Provide, under the direction of the Ward Manager, line management responsibility for the Staff Nurses on the Inpatient Unit, including appraisals, staff meetings and performance management.

Assist and contribute to the management and development of the nursing and support team as delegated.

Provide feedback to the ward manager on individual staff progression and identify any concerns.

Manage allocated resources effectively. Ensure competency in the use of function of equipment – report malfunctions.

Supervise the work of junior staff, students and volunteers and challenge any problems. Be prepared to challenge unsatisfactory behaviour.

Ensure staff performance is effectively monitored and managed to encourage development, where possible, or to address issues or concerns.

Effectively contribute to inter-professional team working.

Education

Provide, under the direction of the Ward Manager, the planning and delivery of the professional development, training, and competencies for Staff Nurses working on the Unit.

Develop teaching skills within the speciality.

Act as a mentor / preceptor for pre- and post-registration staff

Participate in the teaching and support of staff, learners, and volunteers.

Ensure own specialist knowledge is updated to maintain evidenced best practice.

Attend all mandatory training and ensure that updates are booked in a timely fashion and agreed with the ward manager.

Contribute to the creation and the implementation of policies and procedures and ensure that the organisations policies are adhered to.

Clinical

Facilitate evidence-based care and demonstrate clinical expertise.

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Assess individual needs and care of the patient, be professionally accountable for patient care whilst complying with policies, procedures, and current legislation.

Maintain and share clinical expertise, ensuring the delivery of high standards of patient care.

Support the Ward Manager, and contribute to, setting standards and quality improvement through the use of audit.

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

Facilitate the reception of patients, their relatives, friends and carers in a calm, friendly, courteous, and reassuring manner.

Keep patients and, where appropriate, relatives, friends, and carers, informed of progress and treatment and ensure patients and relatives are involved in decision making.

Be proactive and lead the nursing team in discharge planning.

Foster good relationships with other departments, the multidisciplinary team, and visitors to the unit. Helps to achieve and maintain high morale for both staff and patients.

Involve the Ward Manager and Quality and Governance Manager in any untoward incidents and problems and complete appropriate documentation in the nursing records and incident reports, ensuring lessons are learnt and practice change is sustained.

Be involved and help to implement patient satisfaction feedback mechanisms and staff and patient surveys.

Be responsive and address any patient concerns at an early stage.

Support the Ward Manager in ensuring all Unit staff are trained in accordance with 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.

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

Be available to work evening and weekend shifts, where necessary.

Leadership

Act in a professional way and be a role model within the organisation.

Promote and uphold organisational values.

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Contribute to, maintain, and sustain the vision and objectives of improvements until they are firmly embedded into the culture and values of the team.

Support and encourage team members to:

- Understand their contribution.
- Offer suggestions, ideas, and views.
- Informally network with other professionals
- Share achievements with colleagues.
- 'Think outside the box', challenge tradition and question decisions.

Encourage staff to be innovative in the development of patient care using evidence-based practice.

Initiate quality and improvement projects (QIPs) and proactively support and encourage the team to participate.

Continued Professional Development

Positively contribute and respond to annual appraisals and performance reviews.

Identify professional development needs, submitting these to the Ward Manager for consideration.

Keep up to date on current practice developments and training, appropriate to the duties and responsibilities of the post.

Attend annual mandatory training.

General Responsibilities

- All employees must maintain confidentiality, particularly with patient, clinical and management information.
- Additional Duties – In discussion with the Ward Manager, undertake work, as and when required, in support of St. Michael's Hospice as an organisation.
- Public Relations – To represent St. Michael's Hospice in the community and public domain including Social Media, appropriately.
- To be conversant with and adhere to St. Michael's Hospice Policies and Procedures.
- Take responsibility for 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.

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- This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

This post is subject to a UK Disclosure and Barring Service check (DBS) and if applicable, overseas police clearances will be required.

Reviewed by:		Date:	
Signed by employee:		Date:	