



JOB DESCRIPTION

TITLE: WARD SISTER

LOCATION: WARDS

RESPONSIBLE FOR: SUPPORTING THE OPERATIONAL MANAGEMENT OF THE WARDS,
HIGHGATE HOSPITAL

REPORTING TO: WARD MANAGER

1. **JOB PURPOSE:**
- To provide clinical, professional and managerial leadership to the nursing and administration team
 - To ensure high standards of care are consistently delivered to patients that is both safe & cost effective.
 - To act as a role model and patient advocate, ensuring a positive patient experience for all
 - To act as a resource and lead nurse for the surgical activity on the ward

2. **KEY ACCOUNTABILITIES**

Standards of Care

- To ensure that the highest standard of evidence-based nursing care is delivered to all patients and their families.
- To act as patient advocate, ensuring privacy, dignity and confidentiality are met.
- To monitor and ensure patient satisfaction and be proactive in managing any issues that are identified
- To act as a resource of specialist clinical knowledge and information for nursing staff and ensure that all nursing practices are meeting the required standards
- To promote reflective practice and learning in order to ensure that nursing care is research based, appropriate and responsive to patient needs
- To ensure that all provision of nursing care is documented on a timely basis and accurately reflects the patient experience

- To work closely with the consultants for the achievement of effective patient management ensuring that individual consultant care protocols are followed.
- To ensure a high standard of infection control and the prevention of all avoidable healthcare associated infection on the ward
- To ensure the safe custody of all medications and controlled drugs, monitoring that all related policies and procedures are strictly adhered to.
- To support the Senior Sister/Charge Nurse in ensuring that all policies, procedures, guidelines and work instructions that relate to the wards are regularly reviewed and updated, as required
- To participate in the setting of standards with the Senior Sister/Charge Nurse and undertake clinical audits, as required.
- To discuss and promote innovations that will improve patient care with the Senior Sister/Charge Nurse.

Professional

- To complete the competency portfolios within allocated timeframes and ensure that all clinical training requirements are fulfilled according to local requirements and the Aspen framework.
- To successfully complete the Immediate Life Support course on an annual basis, as per the Aspen Group policy Cardio Pulmonary Resuscitation: GP Clinical 48, section 7.12 *'All nursing staff and ODPs should hold as a minimum a valid ILS provider certificate'*.
- To ensure personal continuing professional development (CPD) is maintained to comply with NMC registration and Revalidation requirements.
- To ensure that all mandatory training is attended and completed within the required timeframes.
- To maintain and demonstrate current awareness regarding developments in nursing and service.
- To attend Organisational meetings and functions, as required

Managerial

- To efficiently manage the wards in the absence of the Senior Sister/Charge Nurse, ensuring that resources are used effectively whilst maintaining high standards of patient care.
- To comply with all aspects of the Health & Social Care Act 2008 and ensure the wards meet the requirements of the Care Quality Commission (CQC).
- To support the Senior Sister/Charge Nurse in implementing any new service development or initiative that affects the wards
- To ensure that Customer Care standards are adhered to.
- To support the Senior Sister/Charge Nurse in investigating incidents, accidents, concerns, near-misses, non-conformities and complaints, ensuring that statements are collected within agreed deadlines and in accordance with Aspen's Clinical Governance Policy.
- To support the Senior Sister/Charge Nurse in ensuring with that all objectives and any actions identified for the wards are implemented and reviewed on a timely basis.
- To order supplies as required.
- To ensure that equipment on the wards is regularly maintained and where required, repaired or replaced on a timely basis.
- To complete activity figures and regular returns as required by the organisation
- To identify and discuss with the Senior Sister/Charge Nurse any potential areas for developing the service or for maximising financial opportunities
- To report to the Senior Sister/Charge Nurse any ward nursing issues of significance or concern

Staff Management

- To support the Senior Sister/Charge Nurse in exercising fair and firm leadership, establishing and maintaining high morale in the department.
- To monitor the level and standard of work produced by the staff and guide, coach and advise them as appropriate.
- To support the Senior Sister/Charge Nurse in facilitating the professional development of all ward staff to ensure that they are competent to provide the service required.

- To support the Senior Sister/Charge Nurse in identifying the training needs for ward staff ensuring that mandatory training requirements are met and documented.
- To maintain sound and effective working relationships and communication with all hospital staff and consultants.
- To ensure that ward staff are complying with all policies that are relevant to their role and area of working.
- To support the Senior Sister/Charge Nurse in producing staff duty rotas to meet the activity of the wards, ensuring that staffing levels appropriately reflect case mix and dependency levels.
- To participate in the recruitment process ensuring that all new staff receive an appropriate and completed induction to the hospital and wards that is documented
- To ensure that all ward staff participate in appraisal reviews as per Aspen Healthcare policy
- To support the Senior Sister/Charge Nurse in managing staff sickness, conduct and capability.
- To support the Senior Sister/Charge Nurse in ensuring that regular staff meetings take place and that minutes are circulated as per terms of reference.

Health and Safety

- To ensure the wards comply with all health and safety requirements and that appropriate policies and procedures are adhered to.
- To ensure the safety of all members of staff, visitors and patients
- To ensure that all near-misses or non-compliances are reported and appropriate actions taken, as required
- To undertake risk assessments and participate in Health & Safety audits, as required.

Financial

- To effectively manage the service and work closely with the Senior Sister/Charge in order to meet the financial targets for the wards and service.
- To ensure that agreed stock levels are maintained.
- To support the Senior Sister/Charge Nurse in ensuring that all ward revenue is identified and that any economies are highlighted and discussed.

- To be aware of the ward and nursing service budget and be conversant with the monthly departmental performance reviews (DPRs).

3. SUPPLEMENTARY INFORMATION

Our Values

We are proud to be 'Individually different. Altogether better' and it is only through our people that we will achieve our mission to:

“Provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families”

We do this by asking you to work within our core values:

- Beyond Compliance – Going above and beyond to improve our business
- Personalised Attention – Taking time to care for others
- Partnership and Teamwork – Inclusive and collaborative
- Investing in Excellence – Working to be the best
- Always with Integrity – Respected, admired and reliable

Code of conduct

- ✓ I will make the CARE and SAFETY of our patients my first concern and will always act to protect them from risk.
- ✓ I will always be respectful to the public, patients, relatives and carers, colleagues and business when representing Aspen Healthcare.
- ✓ I will always be honest and act with integrity.
- ✓ I will accept responsibility for my own work and if appropriate the proper performance of the people I manage.
- ✓ I will show my commitment to working as a team member with all my colleagues and the wider community.
- ✓ I will take responsibility for my own learning and development.
- ✓ If a member of a professional body, I will comply with the relevant professional code of ethics and conduct at all times

Equality & Diversity

Aspen Healthcare Limited is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, marital status, physical/mental disability, gender, sexual orientation, and age, responsibilities for dependents, trade union membership or offending background. The Company values the diversity of its work force as strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

Health & Safety at Work

You are reminded that, in accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, you have a duty to take responsible care to avoid injury to yourself and to others by your work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

Statutory & Mandatory Training

You are required to complete mandatory training as required, and if unable to attend ensure this is rectified with your line manager's support at the earliest opportunity.

Infection Prevention & Control

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control, either directly through personal contact or indirectly through supervision of practice.

It is the responsibility of all staff to fully co-operate with managers in achieving compliance with Infection Control policies and in adopting safe systems of work when undertaking activities that present a risk of the spread of infection.

Confidentiality

Information about any individual, which includes either some or all details of their identity is personal and is subject to the Data Protection Act (2018), the Human Rights Act (2000) and other Aspen Healthcare requirements such as the Caldicott principles.

- Patient information, in any form is confidential. This means that information should only be shared or accessed by someone with a legitimate reason, related to the care of the patient.
- Information about members of staff or others in relation to sensitive issues, such as appraisals, investigations, complaints or payroll details is also confidential.

All staff must always maintain confidentiality when dealing with sensitive material and information of this nature and immediately report any potential confidentiality issues that may arise.

Information Security

All staff is required to read and comply with all Aspen communications and policies that are issued relating to the electronic security of Aspen and patient information particularly in relation to:

- Saving data and information
- Password management and responsibilities
- Transfer of data and data sharing

Whistleblowing - Raising Concerns

It is the responsibility of all staff to raise any concerns to their line manager or the HR department if they reasonably believe that one or more of the following concerns is either happening, has taken place, or is likely to happen in the future relating to the company's business:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual

- Damage to the environment
- Deliberate attempt to conceal any of the above.
- any other legitimate concerns

Data Protection

All staff must be aware of the Caldicott principles, the Data Protection Act 2018 and the Human Rights Act 2000. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, Aspen Healthcare and the individual may be prosecuted. Disciplinary action will be taken for any breach.

Mobility/Flexibility

Your normal place of work will be as stated above, but as a term of your employment you may be required to work from any of the companies' facilities.

Safeguarding the Welfare of Children and Vulnerable Adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role

For all posts requiring professional registration

You are required by law to maintain professional registration for the duration of your employment and cannot be lawfully employed should registration lapse. Lapsing may render you subject to disciplinary action. You are also required to abide by the codes of professional practice as detailed by the professional body (Nursing and Midwifery Council, General Medical Council, Health and Care Professions Council etc.)

Other responsibilities

You will be required to be aware of and adhere to all relevant Company Policies and Guidelines.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time and where possible be in consultation with the post holder.

Review

The post-holder must act in such a way to promote a positive image of Aspen Healthcare UK Ltd at all times. This job description is not conclusive and will be regularly reviewed with the post-holder.

Ward Sister

PERSON SPECIFICATION

	Essential	Desirable
Educational qualifications:	Registered Nurse	ENB 998 or similar mentorship course CMS/DMS or similar first line management qualification
Specific training Skills Knowledge required:	<p>Up to date on current nursing practice, evidence of on-going professional development</p> <p>Awareness/understanding of current health/nursing issues.</p> <p>Knowledge of clinical governance & experience of clinical audit</p> <p>Effective leadership skills</p> <p>Excellent communication skills - Verbal & written</p> <p>Sound interpersonal & people management skills</p> <p>Sound organisational skills Proactive approach to standard setting/problem solving</p> <p>Meets deadlines</p>	<p>Understanding of private medicine and the relevant legislative frameworks</p> <p>Experience of financial management/budgets</p>
Experience	<p>Sound surgical experience</p> <p>Minimum five years qualified</p> <p>Experience of managing a team</p>	
General temperament:	<p>Enthusiastic</p> <p>Self-motivated</p> <p>Proactive</p> <p>Flexible</p>	

Author:	Kate Hoffmann	Date:	21-04-2020
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Agreed Post Holder:		Date:	
Agreed Manager:		Date:	