

# ST. MICHAEL'S HOSPICE

**JOB TITLE** Ward Manager/Ward Sister      **DEPARTMENT**      Nursing  
**Number doing this job:** 3      **Location(s)** Ward/Day Hospice  
**Reporting to:** Head of Nursing      **Date:** 4.07

## Main Purpose:

To be responsible for the provision of evidence based high quality specialist palliative nursing care to in-patients and day care patients through supervision and operational management of the Inpatient and Day Care Unit, adhering to statutory regulations and Hospice policies.

## Position in Organisation

(See organisation chart)

## Scope of Job      %Time/Importance

### Clinical

40%

- Provide specialist palliative nursing care in clinical practice, act as a role model and clinical leader and support the nursing team.
- Support the nursing team in the provision of specialist nursing care.
- Responsible for, and influence the assessment, planning, implementation, coordination and evaluation of evidence based nursing care within the Unit.
- Assist and oversee patients' admission, transfer and discharge.
- Skilled communication with patients, relatives and carers to establish and maintain trusting, effective relationships.
- Establish and maintain effective communications and working relationships with the multi-professional team within the Hospice and other health care settings, to ensure seamless care provision for patients and their families.
- Guarantee that there are opportunities for both formal and informal user feedback within the unit.
- Nursing voice is represented in ethical decision making.

### Management

40%

- 24 hour responsibility for the efficient and effective running of the Unit including managing the nursing rota and effective bed management.
- In accordance with organisational policy deal with incidents, accidents, complaints, or staff grievance.
- Participate effectively in the recruitment of staff.
- Manage staff performance through appraisal and facilitation of ongoing training/development.
- Monitor staff sickness/absence and address appropriately.
- In conjunction with the Head of Nursing plan and manage the unit budget.
- Purchase consumables and equipment within identified budget as required within the unit.
- Represent the nursing voice in development of criteria for service provision.
- Identify and manage any nursing skills gaps to ensure safe practice
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### Clinical Governance

10%

- Oversee safe storage and use of pharmaceutical and clinical supplies, and hazardous substances through risk assessment.
- Facilitate all staff attending mandatory training.

- Guarantee all staff follow infection control policy and procedures
- With the use of risk assessments ensure that all statutory requirements are met with regard to Health and Safety at Work.
- Guarantee that all staff are competent and up to date using equipment provided and that maintenance systems are in place.
- Develop, implement and monitor clinical policies, procedures and care guidelines.
- Initiate/facilitate clinical audit.
- Facilitate the ongoing implementation, monitoring and review of quality through Clinical Governance.
- Assist the Head of Nursing in reporting quarterly to the Care Quality Commission.

### **Education and development**

**10%**

- Create a positive learning environment using available knowledge and skills within the nursing team
- Actively contribute to informal and formal education, ensuring that all nurses, including visiting student nurses, are effectively supervised and developed.
- Plan, together with the Head of Education a suitable programme for students, care assistants and trained staff to support their development.
- Inform, advise and teach patients, relatives/carers on aspects of the patient's condition and care.
- Maintain and develop own knowledge and skills in palliative care and management, supported by current relevant research and best practice.
- Participate in and actively encourage clinical supervision.

### **Dimensions and Limits of Authority/Influence**

24 hour operational management of the unit.

Assisting in the planning and management of delegated budget.

In conjunction with the Head of Nursing responsible for recruitment of staff

Responsible for appraisal/performance management of staff

Responsible for purchase of consumables and equipment within identified budget

### **Skills/Activities Involved**

### **Indicator (A-D)**

Specialist palliative care and general nursing	A
Leadership and management qualities	A
Interpersonal and communication skills	A
Co-ordinate and prioritise own work load	A
Organisational skills and efficient time management	A
Prioritise and meet targets	A
Multi professional approach to care	A
Has personal and professional boundaries within multidisciplinary team	A
Share knowledge with others and influence practice	A
Self awareness and ability to identify personal coping strategies	A
Write succinct, accurate and contemporaneous records	A
Challenge practice/attitudes appropriately	A
Manage a budget in conjunction with Head of Nursing	B
Numerate	B
IT skills	B

### **Decisions/Recommendations**

Admission and safe discharge of patients, in liaison with the multi-professional team and community team.

Regularly give advice on symptom control and management issues to junior hospice doctors and primary health care teams, hospital staff, patients and families calling from the community.

Adjusting nurse/patient ratios to ensure safe environment for patients.

Ethical decision making in patient care

Initiating audit and potential change in practice

Reviewing, drafting and updating of policies

### **Communications (external)**

Patients, relatives and carers

Primary health care team; Macmillan team; acute hospitals; other hospices; social services; nursing homes; emergency services; funeral directors; voluntary organisations; suppliers and contractors; Health Care Commission

### **Allocation/Checking of Work**

Accountable for own professional actions.

Managed, not directly supervised, meet regularly with Head of Nursing.

Works within NMC code of conduct and organisational policies

Guiding the practice of others and monitoring performance.

### **Physical Effort**

On feet for significant proportion of shift, involved in manual handling of patient or and equipment e.g. hoists, beds (7 – 35 stone) (40%)

Work requires high level of concentration (60%)

Some computer work involved requiring repetitive hand movement and attention to VDU for moderate periods of time (10%).

### **Working Conditions**

Regularly exposed to hazards including drugs, chemicals, patients with infections, sharps. (20%)

Working at times with dirty and malodorous conditions (10%)

Need to wear recognised protective clothing as necessary (20%)

Required to respond to changing and unpredictable situations, including workload, patient's conditions and volatile emotional situations. (20%)

Frequent exposure to distressing circumstances, i.e. breaking bad news, difficult and complex conversations with patients, relatives and carers. (10%)

Frequent emotional support for staff and volunteers (10%)

Constantly exposed to the dying process and death (10%)

Day shift work and some weekends

### **Mental Ability (Qualifications/Professional) and experience**

RGN – 5 years post registration experience, two of which should have been in a specialist palliative care setting or evidence of transferable knowledge.

ENB 285/Diploma in palliative care or equivalent

Teaching qualification or equivalent or evidence of teaching.

Two years ward management experience.

Nurse Prescribing, or willing to undertake.

Health Assessor or willing to undertake.

Mentorship qualification and experience or willing to undertake