**B7 Ward Manager – Royal Hospital for Neuro-disability**

**Job Title:** B7 Ward Manager

**Department:** Continuing Care – Specialist Nursing Home

**Salary range:** £41,891 - £53,148 (dependent on experience)  
Incremental reviews take place on an annual basis

**Responsible to:** Matron for Continuing Care

**Hours of work:** 150 hours over a 4 week period (approximately 37.5 hours per week). A long shift is 12 hours. You also have the opportunity for enhanced payments for additional hours worked, and to join our ‘Flexible Workforce’ (Putney Bank).

**Location:** Putney, Southwest London

**Benefits:**

* 262.5 hours annual leave per year
* Free parking
* Situated outside the ULEZ and Congestion Zones
* On-site accommodation provided at extremely reasonable rates
* Blue Light Card and Discounts
* On-site cafeteria

Please note, to be eligible to apply for this role, you must have received both Covid-19 vaccinations, unless medically exempt, and have the Right to Work in the UK.

**Summary of position and the Royal Hospital for Neuro-disability**

We are seeking a Ward Manager to join our Specialist Nursing Home within our Continuing Care Service at the RHN. Your key responsibility is to deliver a high standard of professional clinical care to patients and residents of the hospital, and provide effective and specialist leadership of the ward including clinical, operational, and people management.

The RHN has a capacity of 230 patients and residents; 107 of these are cared for in the Continuing Care services in the specialist nursing home. We provide short and long-term specialist services for adults with profound or complex neurological injuries. We have 4 specialist continuing care wards which range in different skills and areas of expertise such as PDOC (prolonged disorders of consciousness), respiratory and slow stream rehabilitation.

Royal Hospital for Neuro-disability (RHN) is one of the oldest independent hospitals and medical charities in the UK. We provide person-centred care that focuses on enhancing dignity, independence and quality of life for our patients and residents. Our services span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education programme.

**Main Objectives of the role**

1. To deliver a high standard of care to the patient and residents of the hospital.
2. To provide leadership and direction to the nursing workforce in your ward.
3. To participate in complaints management within the framework of the hospital complaints policy; this will include undertaking investigations, incident reporting and investigating and root cause analyses including reviewing trends and reporting and monitoring
4. To actively contribute to creating a culture where quality is at the centre of everything we do and is delivered on all occasions to the highest level, in accordance with the appropriate CQC regulations and professional standards including the Nursing and Midwifery Council Code.
5. To work according to the NMC Code of Professional Conduct and relevant professional guidelines as a named nurse for a defined group of patients and take responsibility for:

* Protecting and supporting the health of individual patients and residents
* Assessment of care and health and social care needs
* Development, implementation and evaluation of programmes of care for individual patients and residents

**Experience and Qualifications Required:**

* Relevant Nursing degree
* NMC Registered
* Significant post registration experience with relevant speciality – minimum 18 months post-qualification experience
* Evidence of high level of nursing evidence based practice to support patient care delivery
* Experience in teaching, assessing and supervising others including Registered Nurses and Health Care Assistants
* Understanding of clinical audit, CQC, and Key Lines of Enquiry (KLOE)

**Desirable experience:**

* Experience in rehabilitation of people with neuro-disability who require ventilation support
* Leadership or management qualification
* Experience of working with people with learning disabilities

**Key Responsibilities**

**Clinical Management & Professional Practice**

* Maintain self and teams professional nursing standards in accordance with the NMC Code of Professional Conduct.
* To provide effective line management for ward staff ensuring adequate resources to ensure safe practice within their agreed establishment and budgets.
* To manage nurses and nursing services by organising the duty rota and patient allocation, anticipating requirements when clinical activity increases/decreases, assisting in forward planning of absences and the effective use of temporary staff ensuring correct grade and skill mix are in place to deliver care and in accordance to agreed establishment figures.
* Ensure effective communication and management of patients’ appointments and diary schedules.
* Ensure effective communication to ensure nursing staff are aware of operational procedures, policies and hospital developments to enable safe delivery of care.
* Provide clinical expertise and knowledge to the nursing teams, participate in the direct nursing care of patients and collaborate with relevant external and internal groups in this provision.
* To undertake internal /external assessments of patients to support the identification of appropriate placements.
* Demonstrate an awareness of disability by acknowledging and valuing the contributions of all patients, understanding of the needs of individuals and respecting the privacy and dignity of all patients at all times.
* Participate in the development of clinical and operational nursing projects and the development of policies and procedures to support practice.
* Represent nursing in appropriate meetings/forums as required by senior nursing teams.
* Provide deputy CNM cover to the organisation with bleep holding responsibility.

**Leadership & People Management**

* To provide consistent, clear, clinical and professional leadership and act as a mentor for all staff demonstrating professional awareness and accountability in care.
* Ensure strong levels of nursing staff engagement, providing visible leadership and direction.
* Assist with the orientation of all staff to the department.
* Manage direct reports effectively, delegating appropriately and holding them accountable for the delivery of specific objectives and targets, maximising their performance through regular performance coaching and review, and reflective practice, ensuring they meet the required standards in their current job whilst developing their skills and knowledge.
* Ensure that, where performance issues have been identified, personnel policies are adhered to and specialist advice is sought where required.
* Identify learning needs of nursing staff, act as a teacher and assessor for nurses and participate in practice development programmes for junior staff.
* Assist the Lead Nurse by identifying workforce requirements and participate in the recruitment and selection process in accordance with Hospital policies and procedures.
* Work closely with other members of the nursing team to deliver the successful implementation of key initiatives as appropriate, managing the impact of change within the team.
* Take responsibility for the clinical education and professional development of all the nursing team.
* Ensure all ward nursing staff, self-included, have attended the requisite mandatory training courses.
* Lead specific improvement projects as required.

**Communication**

* Ensure that all written documentation produced is legible, written in English, accurate and correct in detail, minimising jargon and abbreviations
* Ensure oral communication is accurate and clear and presented in a tone, manner, pace, sequence and style which is appropriate to the level, needs and capabilities of the target audience.
* Ensure that all communications and interactions entered into with external agencies are conducted professionally, thoroughly and effectively so that the organisation’s reputation and standing is promoted and enhanced.
* Ensure that conflicts, disagreements and misunderstandings are handled promptly and effectively.

**Integrated Governance & Risk Management**

* Ensure a culture within the ward that ensures consistent compliance with internal policy and external regulatory standards, through monitoring and driving improvements on clinical indicators for nursing.
* Co-ordinate compliance with standards in respect of all legislative requirements, including but not limited to CQC, DSE, Fire, COSHH, BLS, Manual Handling, Safeguarding Vulnerable Adults, Information Security and Infection Control.
* Monitor nursing effectiveness / success utilising monitoring systems such as clinical incident reporting; undertake investigations, identify and provide solutions to nursing issues and take action to deliver improvement at ward level.
* Ensure effective management of relatives and participate in complaint resolution.Ensure that learning from incidents and complaints takes place across the ward and organisation to prevent re-occurrences
* Implement quality and risk management tools and continually monitor their effectiveness within the ward area.
* Manage and participate in clinical audits of the department.

**Person specification: Essential and Desirable**

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| **Qualifications** | * Part 1 registration. * B.Sc. degree (or equivalent) * Teaching/assessing/mentorship qualification * Leadership course | Management Certificate |
| **Experience** | * Appropriate experience in a Sister/Charge Nurse role. * Evidence of continuous professional development. * Experienced in resource management * Experience of delivering, monitoring and evaluating training programmes with clinical staff. * Experience of successfully managing the implementation of change. * Experience in clinical audits. * Experience in the development of policies and protocols to support best practice. * Experience in incident and risk management * Experience in complaints management | Experience in research and development |
| **Knowledge** | * Knowledge of NMC Codes and guidelines and their implications for practice. * Knowledge of the Health & Social Care Act 2008 and Care Quality Commission Requirements. * Knowledge of Human Resources policies, processes and tools including interviewing, performance coaching and conducting performance reviews. * Good financial awareness and control. |  |
| **Skills and abilities** | * Excellent communication skills, written and verbal presentation skills & report writing. * Good analytical skills and ability to consider the wider picture. * Strong organisational, planning and budget management skills. * Demonstrates use of initiative. * Computer literate with good knowledge of MS word, outlook, Excel. |  |
| **Personality** | * Honest, open-minded, treats colleagues with dignity and respect. * Highly energetic, proactive and motivated to deliver high standards of nursing care. * Self-motivated and able to motivate others. * Capacity to work with staff at all levels. * Good interpersonal skills. * Pleasant and cheerful manner. * Supportive and approachable |  |

**Our values**

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| **Seeing the whole person** |
| Understanding who our patients and residents are and what their specific needs involve. Taking an interest in everyone at the RHN – staff, patients, residents and their families – seeing the whole person, with interests, hobbies and commitments. Providing high quality customer service, developing ongoing relationships and caring for patients as individuals.  Treating people as individuals, meeting and exceeding their expectations and treating them with respect, dignity and consideration. It is about providing an exceptional patient/customer experience. |
| **Delivery on promises** |
| Doing what we say we will do. Working together to deliver the best possible service for patients, carers and key stakeholders. Taking personal responsibility, being pioneering and sharing knowledge, ensuring clarity, compassion and respect. |
| **Willingness to learn** |
| Giving staff and volunteers the time, support and opportunities to develop both themselves and their roles. Developing new skills, knowledge and technologies, and taking the time to reflect on successes and setbacks.  Demonstrating a commitment to continuous professional and personal development and a flexible approach to working. Being aware of what is over the horizon, anticipating opportunities and having the vision to look forward. Accepting the need for change and developing a culture of continuous learning and improvement. |
| **Honesty and integrity** |
| Acting as a role model and setting an example that motivates and inspires others. Providing a clear direction that recognises and utilises the strengths of our people. Working with a positive attitude, being friendly, open and honest in interactions with others. When mistakes happen, talking honestly and openly about them, to make sure that they don’t happen again. |