**JOB DESCRIPTION**

**TITLE of POST: Ward Manager**

HOURS: average 38.5 hours per week including days, nights, w/ends and BH.

**REPORTS TO: Clinical Manager**

**Job Purpose**

* Be present and role model clinical leadership for all ward based staff, to deliver a quality therapeutic service.
* Manage clinical performance of the ward based nursing staff and ensure targets are met.
* Be a fully integrated member of the MDT to contribute to delivering a consistent approach to service user care.
* To work in adherence to the NMC code and meet the requirements of revalidation as required.
* To support the clinical manager in ensuring the ward has effective systems which promote safety and security.
* To participate in the manager’s on-call system to provide the first point of contact for ward based staff, outside of normal working hours.
* To ensure clinical audit takes place and that action plans are created and reviewed on a regular basis.
* To foster a culture of professional development, team support and excellent standards of care.
* Lead on the day to day clinical operational management of the ward, ensuring the ward is safe, effective, caring, responsive and well-led.
* Responsible for managing the ward budget and ensuring cost effective management of resources.
* Be aware and knowledgeable about the Cygnet values & behaviours and use them to provide a framework for your daily working.
* Responsible for recruitment and retention of ward staff.
* Ensure the ward implements Cygnet Health Care Policy and Procedures and maintains agreed levels of service, which meet the standards for the ward.
* Undertake any reasonable request.

**Duties and Responsibilities**

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| **COMMUNICATION** |
| This relates to effectively communicating the needs and requirements of service users and others to provide excellent care and service. Effective communication is a two way process.   * Lead communication for the ward with outside agencies to the highest standards and identify and solve issues that are brought to your attention. * Lead in managing medical and psychiatric emergencies and debriefing of staff following a serious issue. * Lead and communicate effectively with other members of the MDT to utilise resources to support service user needs. * Be able to identify and role model the impact of contextual factors on communication. * Be able to adapt communication styles to take account of others’ culture, background and preferred way of communicating. * Provide feedback to others on their communication style and effectiveness where appropriate. * Maintain the highest standards of integrity when communicating with service users, carers, relatives, colleagues and the wider public to build trusting and effective therapeutic relationships. * To provide accurate and appropriate information at all times, in all forms when required to and when necessary. * Ensure all interventions are documented clearly, accurately, comprehensively and contemporaneously. * Competently and confidently write reports and present & discuss information regarding service user’s care and treatment. |
| **SERVICE IMPROVEMENT** |
| This is about improving services in the interests of the users of those services and the public as a whole. The services might be services for service users or customers, or services that support the smooth running of the organisation.   * Initiate, develop, implement and evaluate new ideas for the improvement of services in conjunction with MDT and clinical manager. * Attend clinical audit meetings and lead on disseminating and support learnings from incidents to ward team. * Undertake effective Rota planning that meets the needs of the ward and the current budget. * Effectively manage the ward budget. * Role model the ability to adapt to new ways and make positive changes to own ways of working. * Be courageous and willing to question poor practice, process and behaviour at all levels. * Participate in providing training for staff as part of the hospital training programme. * Within teams discuss and support the likely impact of changing policies, strategies and procedures on practice. |
| **QUALITY** |
| This relates to maintaining high quality in all areas of work and practice, including the important aspect of effective team working.   * Role model the promotion of quality approaches by raising awareness within in the MDT. * Ensure the application of outcome measures and the achievement of targets set by commissioners such as CQUINs. * Ensure legal and professional responsibilities are met to ensure all mental health legislation is correctly implemented, * Where guidelines are not met, lead on investigating and responding in a timely manner and taking the appropriate action. * Ensure all service user rights are upheld. * Ensure all nursing practices that take place on the ward are within the guidelines set by the NMC and other professional groups and are in accordance with company policy. * Manage complaints from service users and relatives, investigate and escalate to the clinical manager as appropriate. * Responsible for the high quality delivery of assessment, planning, implementation and evaluation of service user’s care from admission to discharge within the service. * Assist the clinical manager to ensure that agreed standards of clinical care are met. * Responsible for overseeing individualized care packages are created and implemented for each service user to ensure the best possible outcomes. * Responsible for ensuring the correct reporting is done as per policy, such as CQC, MHAC, MOJ, RIDDOR and safeguarding. * Ensure all paperwork generated by the clinical team is accurate such as timesheets for payroll. * Responsible for ensuring service user records are maintained and that the information is of good quality and meets the requirements laid out by the commissioning and regulatory bodies. * Promote Cygnet Health Care positively and actively participate in marketing events for the hospital. |
| **EQUALITY AND DIVERSITY** |
| It is the responsibility of every person to act in ways that support equality and diversity. Equality and diversity is related to the actions and responsibilities of everyone (SU’s customers; work colleagues; employees, people in other organisations.   * Act as role model in own behaviours that foster and support equality and value diversity. * Ensure that the Service User’s rights and dignity are maintained at all times. * Always challenge bias, prejudice and intolerance if appropriate or bring it to the attention of clinical manager. * Always use plain language when communicating with others. * Consider and be aware of the impact of your behaviour on others. * Ensure that everybody is treated fairly, equally and with respect. * Encourage and support people to feel confident in speaking up if they feel there is bias in a system or process of if they feel they have witnessed bias, prejudice or intolerance. * Maintain your knowledge and that of others about what diversity is and why it is important. * Manage the team and apply internal policies and processes in a fair and equal way. * Maintain own knowledge and coach others about diversity and why it is important. * Always use plain language when communicating with others. |
| **HEALTH, SAFETY AND SECURITY** |
| This focuses on maintaining and promoting the health, safety and security of everyone in the organisation or anyone who comes into contact with it either directly or through the actions of the organisation. Promote, monitor and maintain best practice in health, safety and security.   * Monitor and manage any breaches in confidentiality for service users, staff and the organisation. * Demonstrate best practice techniques in managing the prevention of abusive, aggressive and challenging behaviour in line with least restrictive practices and PMVA. * Ensure legal and professional responsibilities are met to ensure all Mental Health Legislation is correctly implemented. * Inform the clinical manager about incidents and SIs ensuring the correct reporting procedure is actioned and used as a learning tool within the service. * Responsible for ensuring a safe and welcoming environment is provided for staff, service users and visitors. * Oversee and chair Integrated Governance Meetings and ensure learning is disseminated from incidents and oversee all audit processes and ensure actions are taken and reviewed. * Ensure that the clinical and operational polices are implemented and maintained. * Ensure that the service user’s rights and dignity are maintained by all staff on the ward. * Manage and investigate concerns regards care and treatment and promote the whistleblowing policy so staff are aware of how it works. * Ensure that infection control systems on the ward are maintained. * Ensure the actions of all staff on the ward reduces risks to health & safety. * Monitor and manage any breaches in confidentiality for service users, staff and the organisation. |
| **LEADERSHIP AND MANAGEMENT** |
| This relates to the development and promotion of the values and goals of the organisation/ unit through the effective leadership and management of the organisation its people and its processes.   * Provide clinical & professional leadership and expertise to team leaders on the ward to empower them to drive standards through team work. * Oversee all aspects of people management practices on the ward including recruitment, selection, appraisal, performance management, grievances and disciplinary. * Actively influence and persuade ward team and senior people where appropriate. * Ensure all ward staff receive their annual appraisal and personal development plans. * Always provide constructive feedback to ward staff and encourage the development of personal growth in line with their personal future career aspirations. * Role model taking ownership and being prepared to be held accountable for own actions and omissions. * Act as a role model for ethical behaviours in line with the NMC code and Cygnet core values. * Delegate effectively and ensure you are aware of the team member’s competencies and skills. * Ensure that Cygnet values and Cygnet culture as defined is upheld and demonstrated. * Lead in managing of serious incidents and subsequent debriefing and support of staff. |
| **PERSONAL AND PROFESSIONAL DEVELOPMENT** |
| This is about developing oneself using a variety of means and contributing to the development of others during ongoing work activities.  • Always strive to develop own skills and knowledge and provide information to others to help their development.  • Always seek practice related feedback from others about work to help identify own development needs and to   * Provide supervision and guidance to all direct reports. * Take responsibility for statutory and mandatory training as stipulated * Actively engage in supervision, annual appraisals and competency assessments in order to reflect on and develop own practice. * Always make the most of current opportunities to improve own practice and develop. * Maintain NMC registration via the revalidation process. |

**Person Specification**

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| SELECTION CRITERIA | ESSENTIAL | DESIRABLE | HOW ASSESSED |
| **QUALIFICATIONS** | 1st Level Registered Nurse  Evidence of post qualification personal and practice development    Mentor Preparation Course/ENB 998 or equivalent  Evidence of post qualification personal, practice development | Teaching/Assessing in Clinical Practice  Post registration qualification at Masters level in a related subject | Application form  Production of valid  certificates |
| **EDUCATION/TRAINING** | Evidence of Continuous Professional Development | Formal management development qualifications | Application form  References  Interview |
| **EXPERIENCE** | Substantial experience of equivalent management experience, at clinical team leader level or above  Evidence of recent practice in an inpatient setting  Substantial experience of working with an MDT and in an inter-agency setting.  Substantial experience of teaching and supervision.  Experience of complex investigation and disciplinary.  Experience of conflict management and negotiating skills.  Experience of challenging poor practice and demonstrate | Experience of working across a spectrum of mental health services.  Experience of turning around underperforming services.  Experience of change management and/or working in a changing environment  Evidence of ability to manage a project from inception to completion.  Experience of using Cygnet Health Care’s electronic systems | Interview/Assessment  References |
| **KNOWLEDGE** | The need for setting, monitoring and evaluation of overall standards of care and practice  NMC code of professional conduct  The needs of people within a care setting  Knowledge and experience in working with patients detained under the MHA 1983 (Amended 2007) |  | Interview  Assessment  References |
| **SKILL** | Ability to assess, deliver and evaluate quality care  Ability to demonstrate team working/leading and development of others  Ability to lead multi-disciplinary meetings, demonstrating knowledge of inter-agency and collaborative working.  Ability to deal sensitively with difficult situations and to manage conflict when it arises.  Confidence in own knowledge, skills and abilities  Good IT skills  Excellent written and verbal communication skills. Able to communicate with all stakeholders showing ability to share information where there could be barriers to understanding.  Able to demonstrate problem solving and decision making skills  Professional phone manner  Ability to plan and organise own time and workload and meet deadlines  Ability to think analytically and present points in a structured and reasonable manner verbally and in writing.  Ability to understand complex situations/information using assessment skills to decide the best course of action.  Ability to use clinical nursing assessment skills to make decisions in the hospital  Ability to support staff to help improve performance. |  | Application form  Interview/Assessment  References |
| **CIRCUMSTANCES/PERSONAL** | Demonstrate evidence of Cygnet Health Care Values  Commit to provide a service in more than 1 base and be flexible over working hours.  Able to travel efficiently across a geographic area and to attend corporate events and meetings.  To participate In an occupational Health assessment meet any requirements set  Be deemed as medically and physically fit for the role  Must undertake and pass full PMVA training course | Clean Driving License | Occupational Health  Interview  References  DBS Enhanced checking including appropriate ISA Barred List |