# TITLE OF POST : Ward Manager

**LOCATION : Castle Ward**

**REPORTS TO** : Clinical Manager

**ESSENTIAL QUALIFICATIONS:** RMN, RNLD, ENB 998 or equivalent, relevant experience

**HOURS OF DUTY** : 37.5

**Job Summary – To:**

* To provide the highest standard of nursing care, therapeutically based on a named nurse/team nursing approach and to ensure junior staff do the same.
* To co-ordinate clinical aspects of the clinic and to ensure a sound co-operation between the clinical departments in the interests of delivering an excellent service to patients.
* To be conversant with and implement all relevant policies, procedures and regulations, whether clinical or administrative or representing interface between the two areas. Where appropriate this will entail ensuring compliance by others of such policies, procedures and regulations.
* To ensure that company policies and procedures are adhered to. To update local documentation in consultation with other colleagues in accordance with company guidelines, NMC guidelines, legislation and current research.
* To support staff in delivering a high standard of care through regular appraisals, training and development of evidence/research based practice.
* 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
* The breach of a professional Code of Professional Practice is regarded as a disciplinary offence.
* To undertake any reasonable request
* Duties as detailed may vary from time to time. The Job description is not exclusive and is subject to annual review.

## Key Duties – To:

# Professional

* To participate and complete within agreed timescales Induction, Probation, Appraisal meetings , Exit interviews and On-Boarding meetings.
* To participate in and actively seek monthly Managerial and Clinical Supervision as per agreed supervision structure of Ward or Department. Any Disputes therein to be bought to attention of Ward or Department Manager at earliest opportunity.
* To maintain in confidence all medical records, correspondence and information pertaining to the clinic and its clients according to the NMC guidelines for record keeping, the NMC Code of Professional Conduct and Cygnet Healthcare policy and procedure.
* To promote constructive relationships with all colleagues, including Consultants and others not permanently based at the Hospital.
* To Promote Constructive relationship with Commissioners of Service.
* To Promote Constructive relationship with Service Users and Carers.
* To ensure Clinical Supervision occurs for each line managed member of staff monthly and achieve target of 95%.
* To observe the statutory legal requirements as laid down in the 1983 Mental Health Ac Revised 2007, the Code of Practice, the Health and Safety at Work Act 1974 and other relevant legislation.
* To ensure that all standards of nursing practice as a minimum meet the expectations laid down in the NMC Code of Practice and surpass the re-validation requirements.
* To ‘act up’ as required by the Clinical Manager.

**1.2 Clinical**

* To have overall responsibility for the safety of the ward environment.
* To ensure that nursing care/management plans are based on agreed team assessment of individual need, written to a high standard and evaluated regularly.
* To be aware of current trends in nursing through research findings and study with specific relation to the clinical area.
* To provide clinical leadership by sound decision making based on clear and fair judgement.
* To facilitate, where appropriate, discussion and understanding of clients needs/progress and nursing procedures between relatives and medical/nursing staff, and to facilitate appropriate visiting arrangements for relatives, Consultants and appropriate others.
* To take part in the Nurse-on call-rota.

# 1.3 Managerial

* To co-ordinate nursing activity over a 24-hour period – i.e. adequate rostering, including grade and skill mix provision.
* To promote continuous quality improvements through the setting of standards, monitoring and evaluating practice through use of audit.
* To take the lead in clinical audit, taking a key role in completion of the audit process and attend clinical governance meetings.
* To attend Morning meeting when on Duty.
* To attend Heads of Department meeting monthly or nominate an Individual to attend.
* To attend Integrated Governance monthly or nominate an individual to attend.
* To attend Security and Infection Control meetings bi-Monthly or nominate an individual to attend.
* To implement performance appraisals for identified staff and play a full role in monitoring, reporting and recording performance and conduct of staff.
* To assist in the induction of new staff to the clinic and their duties. To familiarise new, Bank and Agency staff and existing staff with relevant policies and procedures.
* To maintain discipline amongst staff with regard to company and national guidelines and legislation. To take appropriate action to promote good staff discipline through effective staff management and where necessary, the use of the company disciplinary procedure.
* To ensure all relevant equipment is in good working order through regular checks. To ensure security of the clinic premises. In both cases to remedy, if possible, any defects/damage or otherwise report such issues to the Clinical Manager/Maintenance Department for their attention.
* To represent the Ward at relevant meetings, both internal and external, promoting a positive image for Cygnet Health Care.
* To set and maintain clinical budgets in consultation with the Clinical Manager and accounts department. To provide information and advice pursuant to financial planning and to participate in relevant negotiations.
* To be a key person for enquiry handling.
* To ensure referrals are assessed within 72 Hours wherever possible and report sent to Commissioner within 5 working Days of referral and send report within 5 working days to referrer .
* To assist the Clinical Manager to formulate, co-ordinate and deliver responses to all complaints of a clinical nature.
* To liaise with relevant other individuals, officers and authorities as appropriate.
* To input Sales contact into electronic system as required.
* To report relevant incidences to CQC, SOVA, Corporate Leads electronically as directed by Clinical Manager.
* To assist the Clinical Manager with marketing of the service (e.g. co-hosting events).
* To do x3 Night visits to Ward/Unit per year minimum in liaison with Clinical/Estates Manager and other Ward Managers
* To ensure a balanced and fair Rota in place that maintains staffing quotas within required matrix.

# 1.4 Educational

* To ensure continuity of support and supervision for students based in the ward area.
* To remain up-to date with new theoretical and clinical practice.
* To provide both informal and formal teaching sessions for junior staff and students.
* To be a ‘self starter’ in all matters which pertain to personal development.
* To supervise all clinical staff in terms of personal development and continuing education. To report and agree needs with the Clinical Manager for implementation.
* Attend all statutory and mandatory training.
* Ensure your annual appraisal takes place in a timely fashion.
* To ensure that you and your staff attend all statutory and mandatory training and are booked in training spreadsheet to achieve 95% Compliance.
* To complete investigations into alleged misconduct or serious untoward incidents as directed by Clinical or Hospital Manager.
* To be responsible for the overall clinical training budget and to allocate it effectively in liaison with Clinical Manager.

1. **Dress code**

* In the interests of safety and comfort of all, employees are expected to dress appropriately whilst at work.
* As Ward Manager you will be responsible for ensuring all staff on the Ward maintain agreed dress code.
* All employees will:
  + Present a neat and tidy appearance.
  + Comply with any specified local dress code or uniform requirements.
  + Wear a name badge at all times.
  + Keep jewellery to a minimum, and avoid items, which create a hazard to safety or health.
  + No Hoodies to be worn

1. **Telephone Calls**

* All employees will from time to time find themselves answering an incoming call; it is essential all calls be answered in 3 rings and a professional image is maintained at all times, as the answered call is the first point of contact for any potential referrer or patient.
* As Ward Manager you will be responsible for ensuring all Staff on Ward answer phone within 3 Rings and deal with call professionally and pro-actively.

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***This Job Description is not definitive and will be reviewed periodically in the light of developments within Cygnet Health Care, in consultation with the postholder.***

Jobholder ……………..…………… Signed ……….......…… Date: ……………….

Manager …………..……….………..Signed ……….….….….Date: …..…….………