



JOB DETAILS:

Job Title	Wound Service Team Leader
Pay Band	Band 7
Hours of Work and Nature of Contract	37.5 hours/week Permanent
Division/Directorate	Primary & Community Care Group
Department	Specialist Nursing Services
Base	TBC

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Senior Nurse Primary & Community Care Group
Reports to: Name Line Manager	Senior Nurse Primary & Community Care Group
Professionally Responsible to:	Head of Nursing Primary & Community Care Group



Our values and behaviours are fundamental to the way we do things at Cwm Taf Morgannwg University Health Board. They are everything we stand for and aspire to. That includes the way we behave, how we perform our roles and the way we recruit new talent. We look forward to exploring how your values align with ours. This is how we work:

We listen, learn and improve
We treat everyone with respect
We all work together as one team

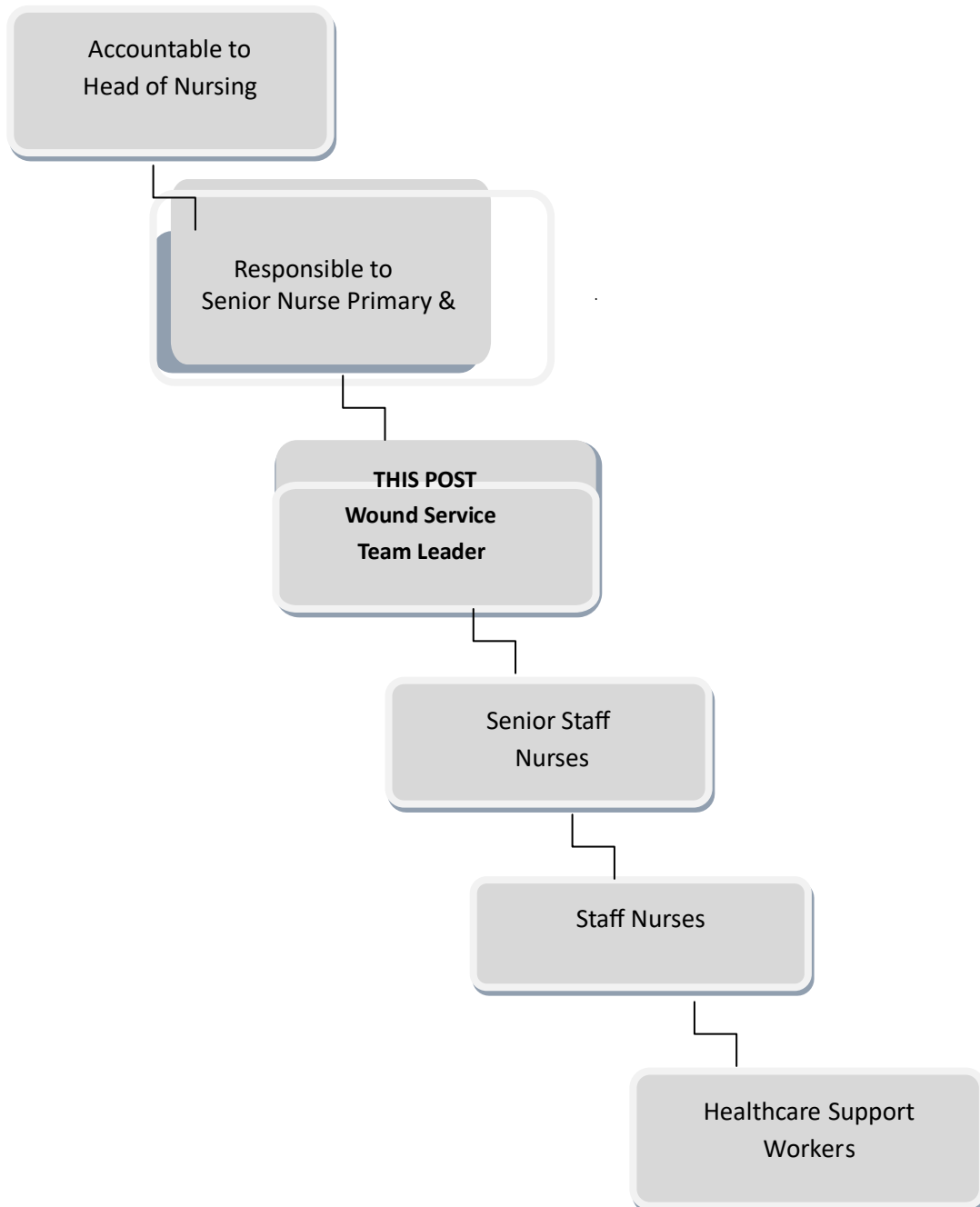
To find out more about our values, visit: <https://cwmtafmorgannwg.wales/we-are-cwm-tafhttps://cwmtafmorgannwg.wales/we-are-cwm-taf-morgannwg/morgannwg/>

Job Summary/Job Purpose:

The Wound Service Team Leader will be responsible for overseeing the clinical leadership, development and direction of the nursing team across the Cwm Taf Morgannwg University Health Board (CTMUHB) footprint.

This will include the operational management of the wound service, nursing team and allocated resources.

Organisational Chart



DUTIES/RESPONSIBILITIES:

Principal Duties

The post holder is :

- Responsible for maintaining adequate skill mix/staffing levels within the team to ensure an efficient and effective service delivery to the practice population. This will

include overseeing the utilisation of appropriate delegation amongst team members.

- Be responsible for the line management, support and development of the Wound Service staff.
- Responsible for managing the performance of individual team members supported by the PDR process, ensuring all action plans are implemented and evaluated.
- Be responsible for the efficient and effective use and deployment of all allocated resources.
- Participate in project developments within the Wound Service including assisting with the implementation of agreed changes to practice.
- Responsible for the evaluation of initiatives by use of methods as discussed and agreed with Senior Nurses e.g. audit.
- Develop, review and audit compliance to relevant guidelines/protocols.
- To participate in the investigation of clinical incidents, critical incidents, complaints and claims in line with University Health Board processes and policy.
- Responsible for the operation of community based Leg Clubs if future development within CTMUHB.

Skills & Responsibilities

- Demonstrate excellent communication and negotiation skills in situations that may be highly sensitive and emotive. All communication will be underpinned by the principles of data protection, dignity and confidentiality.
- Adopt and promote the highest level of verbal, non-verbal, written and electronic communication skills.
- Be open and honest, act with integrity and uphold the reputation of the profession as directed by the Nursing Midwifery Council (NMC, 2015).
- Take responsibility for initiating and/or engaging in open discussion with statutory and voluntary agencies and all members of the wider multi-disciplinary team as appropriate.
- Be responsible for cascading relevant professional, clinical, organisational and operational information to team members.
- Actively source patient/relative/carer views and feedback on their experience of Wound Clinic Services in order to influence and inform future service provision.

- Prepare relevant written reports as required for Senior Nurses, Heads of Nursing Locality Managers.
- Communicate highly complex and highly sensitive information to staff, patients

and others as required.

- Be responsible for promptly addressing any Safeguarding issues utilising agreed process and policy.
- Undertake supervision of staff that work with highly sensitive and contentious information.
- Manage possible exposure to hostile environments while undertaking supervision and support of team members.
- Must facilitate and actively participate in the mentorship of students and others to develop their competence and confidence.
- To supervise the prescription, implementation and evaluation of nursing care of patients attending the wound care clinics.
- Critically appraise research to influence best practice.
- Be responsible for the review and monitoring of Datix reported incidents.
- Responsible for ensuring all team members achieve clinical competency as relevant to their post.
- Oversee referrals and triage to ensure they are appropriate and relevant to the Wound Clinic Service. Monitor and report any significant increase in referrals to the Senior Nurse giving consideration to the complexity of the referral.
- Oversee the assessment of health needs of patients and their families and implement appropriate health promotion interventions as required.
- Have the knowledge and skills to recognise safeguarding issues and have the ability to initiate the formal safeguarding process taking into account the Deprivation of Liberty Safeguards and Mental Capacity Act requirements.
- Responsible for the investigation of informal complaints in line with University Health Board policies and procedures including the development of action plans as required demonstrating lessons learnt.
- Responsible for identifying any issues of concern regarding workload/staffing pressures and inform the Senior Nurse as required.
- Ensure that potential risks/incidences are identified and managed both efficiently and effectively therefore avoiding unnecessary escalation.

- Ensure all staff within the team are skilled in the ability to recognise potential risks and/or clinical incidents and are able to demonstrate sound knowledge in relation to the relevant processes/action when reporting and recording the incidents.
- The post holder will have the overall responsibility for the planning and organisation of all activities within the operational management of the wound service team taking into account annual leave, planning of working patterns, study leave and

sickness.

- Be responsible for the management of resources to ensure the equal distribution of the workload across the relevant Wound Clinic teams therefore maintaining safe staffing levels.
- Will oversee delegation of activities to ensure fair distribution of workload and that the outcome of delegated activities will meet standards expected by the University Health Board.
- Take responsibility for promoting team morale and manage any conflict within the team by adopting an open and honest approach in order to seek resolve.
- In conjunction with the multi-disciplinary team, plan and implement programmes, which promote and protect health, for example, immunisation, chronic disease management and health promotion.
- To provide evidence-based, highly skilled nursing care encompassing a broad range of clinical interventions to all adult patients including the transitional cohort of fourteen to eighteen year olds. The anticipated outcome in all cases will be a promotion of both quality of life, maximising independence and minimising the effects of debilitating conditions.
- Clinical interventions range from minor wound care activities to complex interventions i.e. dehisced wounds.
- Be physically able to undertake activities that require fine dexterity e.g. keyboard skills, computer skills/IT literacy and some specialised aspects of wound care, etc.
- The Team Leader will have the overall responsibility for delivering a wound care service for their agreed area, ensuring that all patients/carers/relatives are treated with respect and dignity. They will also ensure that all team members act as an advocate for those in their care particularly those who lack capacity or the ability to consent and are deemed vulnerable. There may be a requirement to seek advice from the wider multi-disciplinary team.
- To oversee and participate in the assessment of patients/relatives/carers, ensuring the assessment process is holistic, accurate and comprehensive referring to other agencies as appropriate.

- The Team Leader must recognise and work within the limits of their competence actively seeking the appropriate skills for all members of the nursing team. This will ensure that knowledge and skills acquired are evidence-based and therefore able to provide a safe and effective level of practice to enable patients with complex requirements to be discharged safely into the community setting.
- Facilitate clinical supervision to staff as required.
- To be proactive in the development, implementation and audit of policies, guidelines and procedures, some of which will impact on other multi-disciplinary

team disciplines, ensuring practice is evidence-based and patient centred.

- Responsible for identifying opportunities within remit for wound clinic services provided to the practice population in liaison with the Senior Nurse.
- Responsible for ensuring the implementation of all University Health Board policies/guidelines and procedures within the nursing team:
 - Clinical policies/procedures.
 - Corporate policies/procedures.
 - Financial policies/procedures.
 - Facilities policies/procedures.
 - Human Resource policies/procedures.
 - Infection Control policies/procedures.
 - Risk Management policies/procedures.
 - Safeguarding policies/procedures.
 - IT policies and guidelines.
- The post holder will have overall responsibility for all equipment provided to the team by the University Health Board.
- Ensure the cost effective requisition of stores whilst maintaining minimum and maximum stock levels for NWSSP.
- Demonstrate financial accountability when providing a written prescription.
- Will take responsibility for overseeing equipment requisition ensuring that regular reviews are undertaken and equipment is upgraded or downgraded to meet the changing clinical need.
- The post-holder will ensure individual/team completion and timely submission of positive returns and travel expenses.

- The post holder will line manage the wound clinic team.
- To ensure personal development and education and the maintenance of own expertise by attending relevant study days, courses and undertaking self-directed learning.
- Be responsible for the professional development of the nursing team.
- Responsible for ensuring a comprehensive induction programme is implemented for new staff members.
- Responsible for undertaking Personal Development Reviews (PDR's) and relevant development plans for all members of the nursing team identifying training requirements individually and within the team in line with NMC Revalidation and

Pay Progression requirements.

- Responsible for providing a suitable learning environment for both pre- and post registration nurses adopting the role of "sign off mentor" as required.
- To identify and provide learning opportunities for patients/relatives/carers and pre- and post-registration students providing instruction and demonstration of nursing interventions as appropriate.
- Participate in interviews for recruitment and selection of staff to the nursing team as requested by the Senior Nurse/Professional Support Nurse.
- Take responsibility for dealing with complaints in line with the University Health Board Concerns procedure.
- To maintain accurate patient records, both written and electronic, in accordance with NMC guidelines and UHB Policy having regard to information governance, confidentiality and safekeeping.
- To input statistical information by electronically recording daily activity onto a central Patient Information Management system.
- Take ownership of learning needs in relation to all aspects of clinical and managerial requirements related to the role.
- Develop and utilise appropriate teaching methods to deliver agreed clinical training advising the Senior Nurses of any barriers to effective learning/implementation.

- Will participate in research and development projects within the clinical field, embracing opportunities to develop knowledge by undertaking further study whilst sharing initiatives with others.
- Critically analyse literature to underpin clinical practice.
- To contribute to the development, implementation and audit of policies, guidelines and procedures ensuring practice is evidence based.
- Participate in the development of an audit schedule for the Wound Clinic Service and wider University Health Board as directed.
- To work in collaboration with the Practice Development Nurse to report on trends of patient related incidents.
- Demonstrate autonomy and critical decision making in relation to responsibilities of the role.
- As a professional the post holder is personally accountable for their actions and omissions in clinical practice and as Leader of the team must be able to justify decision-making.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Registered Nurse.</p> <p>Nursing Degree or equivalent skills, knowledge and experience, plus hold a relevant postgraduate Community Health specialist qualification.</p> <p>Hold Nurse Prescriber qualification.</p> <p>Broad in-depth knowledge of all aspects of health issues.</p> <p>Provide evidence of both “continuing professional development” and completion of Core Skills Training.</p> <p>Mentorship qualification.</p> <p>Demonstrate working knowledge of risk management, safeguarding, concerns and wider governance related issues.</p>		<p>Pre-employment checks</p> <p>Application</p> <p>Interview</p> <p>References</p>
Experience	<p>Experience as a Band 6 Community Nurse.</p> <p>Confident and competent in a wide range of clinical skills including complex wound management.</p>	<p>Experience of working within health and social service systems.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
Aptitude and Abilities Skills	<p>A high level of interpersonal and communication skills.</p> <p>Ability to engage members of the public.</p> <p>Ability to deliver complex/unpleasant sensitive information.</p> <p>Analytical and judgemental skills enhancing the decision making process to resolve complex issues /situations.</p> <p>Ability to work independently and as part of a team.</p> <p>IT literacy with standard keyboard skills.</p>	<p>Local knowledge of statutory and voluntary services.</p> <p>Teaching and Presentation Skills.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

Personal Qualities	<p>Ability to diffuse difficult/threatening situations.</p> <p>Ability to manage complex/stressful situations.</p> <p>Able to work in a multidisciplinary/multi agency arena.</p> <p>Responsible for advising and managing staff.</p> <p>Excellent leadership skills, ability to implement change in response to local/national developments/research.</p> <p>Excellent organisational skills.</p>	<p>The ability to speak or learn Welsh to a satisfactory level.</p>	<p>Interview References</p>
Circumstances	<p>Flexible working pattern.</p> <p>Ability to travel throughout the UHB in a timely manner.</p> <p>Satisfactory DBS clearance.</p>		<p>Application Form Interview Occupational Health Questionnaire</p>

GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Welsh Language:** In line with Welsh Language legislation and in compliance with the Welsh Standards, the health board must actively seek to employ staff with Welsh language skills to meet the needs of the Welsh speaking public. Please click [here](#) to assess whether a post requires staff to speak Welsh. Alternatively, prospective employees should be encouraged to learn Welsh to a satisfactory level if Welsh skills are deemed necessary to the job requirements. For further information on Welsh language skills requirements, please contact the health board's [Welsh Language Unit](#)
- **Confidentiality of Information:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This

will in many cases include access to personal information relating to service users. The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and

Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age. disability. gender reassignment. marriage and civil partnership. pregnancy and maternity. race. religion or belief. sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect without bias. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients / service users / children / vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate. The post holder does not require a DBS Disclosure Check. *Delete as appropriate.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

➤ **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Signed: (Post Holder) _____ Date: _____

Signed: (Line Manager) _____ Date: _____

Signed: (CSG Manager) _____ Date: _____

Date Job Description compiled: _____

Date for Review: _____

Job Title: Wound Service Team Manager

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Be required to exert frequent, moderate, physical effort, including bending, stooping and kneeling e.g. when undertaking specific treatments and interventions.	Daily	Most of Day	
Be required to travel in a timely manner, and transport an electronic mobile device, nursing bag, equipment and supplies as necessary to the role.	Daily	Dependant on number of visits	

Occasionally travelling during extreme and inclement weather including snow, icy conditions and excess heat.	Occasional	Weather dependant	
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Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out nonclinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Adopt a safe system of work by utilising Safer Handling Guidelines in relation to using a mobile device within the patients' home.	Daily	Ongoing	
Frequent requirement for concentration e.g. application of complex wound treatments, undertaking assessments and occasionally working under stressful conditions.	Daily	Most of Day	
Be frequently interrupted and may be called upon at short notice to deal with and manage an untoward incident.	Few times a week	Up to 1hour	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Will experience frequent exposure to highly distressing emotional circumstances from a patient and staff perspective.	Occasional	Up to 1 hour	
Ability to manage complex or stressful situations e.g. caring for bereaved relatives and dealing with safeguarding issues.	Occasional	Up to 1 hour	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations -

***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Be frequently and unavoidably exposed to unpleasant working conditions e.g. wound care, contact with blood and bodily fluids.	Daily	Most of Day	
Occasionally required to visit patients living in unkempt housing.	Occasional	Varies	
Regular use of display screen equipment and an electronic mobile device, often in environments that are ergonomically challenging.	Daily	Most of Day	Used to record patient outcomes following appointments/visits.