



Job description

POST:	Sister / Charge Nurse for the Emergency Department
BASE:	Chesterfield Royal Hospital NHS Foundation Trust
SALARY RANGE:	Band 6
REPORTS TO:	Department Leader
ACCOUNTABLE TO:	Senior Matron

Supporting our vision and values

Our vision: Exceptional patient care provided by exceptional people.

Our mission: To bring our people communities and partners together – providing patient care we can all be proud of. We all play a part in achieving this, by living up to the values we promise to our patients and each other. As members of staff, we will always be guided by our Proud to CARE Values:

- **COMPASSION** - Treating everyone with kindness – welcoming diversity and inclusion, considering individual needs; and challenging inappropriate behaviours outside of our values.
- **AMBITION** - Aspiring to be the best – reaching high standards, providing exceptional care and services; and achieving measurable improvements in people's health and wellbeing.
- **RESPECT** - Valuing and appreciating everyone – listening, learning and acting on their experiences, being open and honest; and recognising that working with others brings benefits.
- **ENCOURAGEMENT** - Opportunities for all – supporting education and development, helping people to bring their improvement ideas to life and speak-up; and getting everyone involved in our future.

Leading the Chesterfield Way

The Sister / Charge Nurse is a vital role within our organisation. Leading the Chesterfield Way supports the Trust's priorities and ambitions – and sets out the behaviours and characteristics that leaders are expected to adopt and that all staff can role model, to make the Trust an even better place to work; and to support the delivery of exceptional patient care. It provides a framework for leadership and supports individual progression through appraisal, career progression and personal development. As a Sister / Charge Nurse you will use Leading the Chesterfield Way and its principles to:

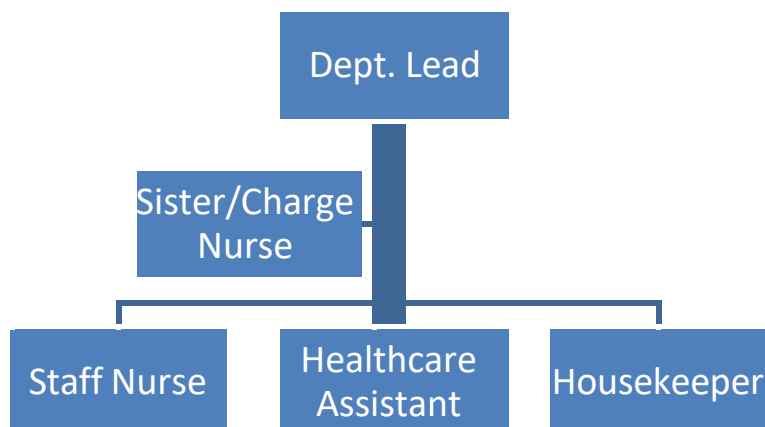
- **Inspire a shared sense of purpose** – encouraging your team to take pride in what they do, improve the care and services they provide; and enable them to understand how they contribute to the success of the organisation.
- **Lead with care** – showing colleagues compassion and care by listening – and offering empathy and understanding to help create a supportive workplace.
- **Evaluate and use information** – be alert to what is happening around you; and evaluate the information you hear, receive, or discover to take actions and decisions that improve both patient and staff experience.
- **Work with others to connect services** – using the opportunity to link up with different colleagues, leaders, and partners, building relationships that can help everyone to deliver effective and efficient healthcare and services.
- **Engage with your team** – respecting every member of staff, valuing their diversity, and making sure every member of your team feels that their contribution is appreciated and valued.
- **Hold yourself and others to account** – be clear about what’s expected at work, giving honest feedback, and acting quickly and fairly to support others who are struggling to meet expectations.
- **Develop capability** – take opportunities to develop your own skills, take-up training and education that will help you in your role and keep up to date with the essential training that applies to you.
- **Influence what happens** – by acting as an ambassador for the Trust, sharing good news and good practice with your team, contributing to debates, having a say, and leading improvement – all ways of influencing what happens to our services in the future.

Job Purpose

To take a lead role in the coordination, planning and delivery of individual care provided by the multidisciplinary team in the department by ensuring the effective management of the department in the absence of the department leader. To provide professional nursing leadership, guidance, and clinical advice to staff members.

To assist in the effective operational management of the department and flow of patients within the hospital, concentrating on the provision of quality care for patients.

The Team



Key Result Areas

1. To act as a role model, mentoring, coaching, and supporting all staff
2. To promote the role of elderly care to stakeholders
3. To foster a culture of networking in an open and transparent approach to both internal and external stakeholders
4. Monitor and improve quality care indicators relevant to the department
5. To help promote and recruit into nursing vacancies

Practice

1. Act as clinical expert in topics relating to the department
2. Prioritise, facilitate and monitor the delivery of care to patients, ensuring continuity of care
3. Participate in clinical supervision
4. Be aware of and participate in the complaints/incidents procedure
5. Be aware of and participate in the Trusts strategy for managing clinical risks and clinical governance
6. Act as a professional and clinical role model to all staff, patients and the public at all times
7. Promote the development of new services within the department and assist the department leader to implement change
8. Maintain efficient and effective communication with the multidisciplinary team on issues relating to patient care

People Management

The post holder will have responsibility for the day-to-day management of staff in accordance with the Trust's policies and procedures.

This will include:

1. Performance review and development planning
2. Clinical supervision
3. Duty roster monitoring
4. Day to day skill mix adjustments
5. Deal with complaints and direct to appropriate person/area
6. Initial sickness/absence review
7. Participate in the recruitment, selection and induction of junior staff
8. Co-ordinate the ED

Education and Staff Development

1. Ensure own compliance and the compliance of others with regard to mandatory training and NMC/Professional re-registration requirements
2. Responsible for maintaining own and others up to date evidence-based skills, knowledge and competence is maintained for the role requirements

3. Act as clinical resource, mentor, coach, supervisor for staff as required, challenging unacceptable behaviour
4. Work with the Clinical Educators to ensure that education is provided for the team and is appropriate for staff to be both confident and competent to perform their roles safely
5. Accepts designated responsibilities from senior leaders and actively contributes to performance reviews and the appraisal process

Research and Audit

1. Ensure that the delivery body of care to patients meets the standards required by the regulating bodies, for examples to CQC, NMC.
2. Ensure that the highest standards of Infection Prevention and Control (IP&C) are practiced at all times
3. Promote, develop and implement patient and public involvement activities in the department leading to service improvement
4. Ensure that all nursing staff practice in accordance with the NMC code of professional conduct
5. Participate in service redesign projects, effecting change and new ways of working

Quality Assurance

1. Support the Department Leader in daily assurance reviews
2. Respond to concerns/complaints in a proactive and supportive manner
3. Support the Department Leader in the nursing care audit and evaluate results
4. Ensure all incidents are reported and answered in a timely manner
5. Active participation in chosen Champion/Link Role

Personnel and Industrial Relations

1. Work with the budget holder to undertake cost improvement ideas
2. Support the Department Leader with the use of the rostering system to ensure maximum use of resources are used, to enable the highest standard of care
3. Ensure that staff are aware of what to do in the event of an emergency

General Responsibilities

1. The act in line with the Trust's CARE values
2. To maintain patient confidentiality at all times
3. To actively participate in the staff appraisal process
4. To be familiar with relevant Operational, Personnel, Health and Safety policies and procedures, including Fire, COSHH, No smoking and Alcohol
5. It is the responsibility of every employee to actively help the Trust prevent and control infection by washing their hands effectively, carrying out their duties in a way which minimises infection, attending appropriate training and maintain up to date knowledge and skills in IP&C as relevant to their post.

PERSON SPECIFICATION

Post Title: ED Sister / Charge Nurse

Assessment Criteria	Essential	Desirable	How Assessed
Qualifications and Training	<ul style="list-style-type: none"> • Adult Registered Nurse • Mentor / Assessor Training 	<ul style="list-style-type: none"> • Degree • ALS course • Recognised Leadership Course • Minor Injuries (ENP) Course or willingness to work towards 	Application / CV
Experience	<ul style="list-style-type: none"> • Minimum of 3 years experience at Band 5 or above 	<ul style="list-style-type: none"> • Previous experience of working in an Emergency Department • Manchester Triage System • Experience working with Paediatrics 	Application / CV / Interview
Skills and Knowledge	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Risk management awareness • Time management skills • Leadership qualities • Mentoring / Teaching skills 	<ul style="list-style-type: none"> • Corporate awareness • Negotiation skills • Audit / Assurance skills • Awareness of service improvement • Developed clinical skills 	Application / CV / Interview
Personal Attributes	<ul style="list-style-type: none"> • Able to manage personal emotions and stress • Motivated and able to motivate others • Team player • Motivated • Flexible • Sensitive • Decisive • Confident • Articulate 		Application / CV / Interview / References
Demonstrates the Proud to CARE Values	<ul style="list-style-type: none"> • Compassion, Ambition, Respect, Encouragement 		Application / CV / Interview / References