Senior Charge Nurse - Surgery, HDU and Day Surgery Unit  
Band 7  
Full or Part Time/Job Share Opportunity (up to 37.5 hours per week)  
Salary Range £30,460 - £40,157 per annum pro rata  

Relocation Assistance of up to £8000 available

The Gilbert Bain Hospital is based in Shetland’s main town of Lerwick and provides general medical, surgical, rehabilitation and maternity inpatient services to a population of approximately 22,000. The hospital also has an extensive outpatient department which is supported by Visiting Specialist Consultants, A&E facilities and is the base for the majority of Allied Health Professionals.

Our surgical care ward provides care to adult and paediatric patients from a wide range of specialities including ENT, ophthalmology, Max Fax, Dental, orthopaedic, as well as general surgery. The ward has 26 beds including 2 for high dependency care patients.

You will manage a team of nursing staff on this ward, including Registered Nurses, Healthcare Support Workers and student nurses. You will also provide nursing leadership and expertise and contribute to the education, training and support of fellow health professionals.

You will be a Registered General Nurse with extensive post registration experience including working at Band 6 level within a surgical ward. You should have or be working towards a degree level qualification or be able to evidence working at an equivalent level through experience and professional development. A broad knowledge of surgical care and high dependency experience, excellent communication skills, experience of mentoring/preceptorship and the ability to work on your own initiative are essential. Skills in audit and policy work would be desirable.

Rise to the challenge and enjoy the opportunity - Shetland is a wonderful place to live and work. Shetland offers low pollution, low crime, excellent schools, great leisure facilities, unique wildlife and amazing scenery, whilst still only a short flight away from the UK mainland. To find out more about living and working in Shetland go to www.shetland.org

For an informal discussion, please contact Ms Carol Colligan, Assistant Director of Nursing (Planned Care) on (01595) 743000 Ext 3190 or Mrs Morag Douglas, SCN Ward One/ HDU/ DSU on (01595) 743000 Ext 3359

Please quote reference number D4R/SHOW.

Closing date: 9am on Tuesday, 28 May 2013
Interviews will be held in Shetland week commencing 10 June 2013

In addition to salary, all posts qualify for a Distant Islands Allowance of £1,654 per annum (pro rata for part-time and fixed term positions).

For more information and an application form, please visit our website www.shb.scot.nhs.uk. Alternatively, contact the Human Resources Department, Brevik House, South Road, Lerwick, Shetland or telephone: (01595) 743067 (24 hour answerphone), quoting the appropriate reference number. All applications must be on our standard application form – CVs will not be accepted.

In promoting equal opportunities, we welcome applications from all sections of the community.
1. JOB IDENTIFICATION

Job Title: Senior Charge Nurse
Responsible to: Assistant Director of Nursing (Planned Care)
Department(s): Ward 1/ High Dependency Unit/ Day Surgery Unit
No of Job Holders: 1
Last Update: 05.04.13

2. JOB PURPOSE

The post holder carries 24 hour continuing responsibility for their ward/department and will provide clinical leadership to the nursing team. The post holder will lead and develop the nursing team in the provision of care for surgical patients on the Surgical Ward, High Dependency Unit and the Day Surgery Unit and will manage the team of nursing staff that includes trained nurses, Healthcare Support Workers and Pre-registration nurses.

In addition the post holder will:

- Lead the nursing team in the provision of safe and effective clinical practice.
- Enhance the patients’ experience of care.
- Manage and develop the performance of the team.
- Contribute to the delivery of the organisational objectives.
- Budget management for ward / department.
- Co ordination of care within the multidisciplinary team.

Manages Ward 1 which includes the High Dependency Unit and Day Surgery Unit

Whilst this appointment is attached to this particular department it does not exclude the post holder being required to work in another ward or department as the service demands.
3. DIMENSIONS

The post holder is the line manager for the nursing team on the Surgical Ward, High Dependency Unit and Day Surgery Unit and has responsibility for the nursing team and will:

- Manage the ward / department budget within available resources by ensuring the delivery of high quality cost effective care and appropriate utilisation of the nursing resource.
- Be responsible for the professional development and line management of the nursing team, which encompasses both registered and support staff.
- Create an environment in which effective learning can take place.
- Co-ordinates and advises on nursing care and the involvement of the multidisciplinary team within designated areas.
- Be responsible for the delivery and management of clinical quality indicators including collection and collation of data.
- Be responsible for ward/department audit activity.

4. ORGANISATIONAL POSITION

```
  Director of Clinical Services
     Director of Nursing
        Assistant Director of Nursing (Planned Care)
            Senior Charge Nurse/ Sisters
            Senior Charge Nurse/ Ward1
            Specialist Nursing Sisters
            HDU/DSU
```
5. ROLE OF DEPARTMENT

Ward 1 provides care to surgical patients of all ages in Shetland. The ward has 26 beds, which includes 2 High Dependency beds and 6-day case beds within a Day Surgery Unit adjacent to the theatre suite.

The ward area provides care for both inpatient and day case patients. Patients from a wide range of specialties receive care on the Ward/DSU. These include ENT, Ophthalmology, Max Fax, Dental, Orthopaedic as well as General Surgery.

6. KEY RESULT AREAS

Within the governance framework the post holder will focus and lead on the following key result areas:

1. SAFE AND EFFECTIVE CLINICAL PRACTICE

   - Clinical Leadership and Teamwork
     Demonstrate critical analysis and decision-making skills to lead the delivery of a clinically excellent, high quality service within a multidisciplinary team environment, influencing and facilitating change within ward/department and where appropriate the organisation.

   - Evidence Based Clinically Effective Practice
     Acting as a change agent develop clinical practice through the effective utilisation and integration of evidence into practice; setting, implementing and monitoring evidence based policies, procedures and protocols.

   - Continuous Quality Improvement
     Develop a culture that improves quality by ensuring continuous review and development of practice through the use of audit, patient feedback and reflection on practice by self and other members of the team.

   - Patient safety
     Responsibility for promoting a safe and clean environment for staff, patients and visitors by ensuring compliance with legislation, policies and protocols e.g. Health and Safety, HAI, risk management and critical incident reporting and analysis, assessing and managing actual and potential risks to health and well-being.

     Ensure high standard of record keeping in accordance with NMC, national legislation and local standards, facilitating effective communication with multi-professional team regarding patient care.

2. PATIENT EXPERIENCE

   - Coordination of the Patient Journey
     Responsible for ensuring the planning and co ordination of the patient’s episode of care
including the smooth transition to other settings, promoting effective discharge and communication with interdisciplinary and interagency teams as required.

- **Clinical Expertise**
  Responsible for co-ordinating nursing interventions, influencing clinical decisions and monitoring the quality of patient care provided through utilising and maintaining expert clinical knowledge relevant to own field of practice, underpinned by theory and experience.

- **Promote a Culture of Person Centred Care**
  The post holder will be highly visible within ward/department and communicate regularly with patients, relatives and/or carers and within a multidisciplinary team environment be a credible leader promoting equality and diversity through person centred approaches to care.

Identifies opportunities to develop care and services by ensuring that there are effective systems in place to ascertain patient and carer experience/feedback and complaints are managed in line with organisational policy including the dissemination of learning points.

### 3. EFFECTIVE CONTRIBUTION TO ORGANISATIONS OBJECTIVES

- **Networking**
  Through successful networking with peers promote the exchange of knowledge, skills and resources.

- **Service Development**
  Working in partnership with a range of clinicians and managers, ensure the valuable contribution of nursing in the planning or development of Ward 1/ High Dependency Unit/ Day surgery promoting the involvement of patients/public.

- **Political and Strategic Awareness**
  Develop and maintain a working knowledge of local, national and professional strategy and policy, demonstrating the ability to contribute to policy and strategy development at a departmental and organisational level and, where appropriate national level.
  The organisational goals will be reflected in the post holders’ personal objectives. The post holder will ensure the organisational objectives are reflected within the ward/department development plans.

### 4. MANAGE AND DEVELOP THE PERFORMANCE OF THE TEAM

- **Role Model**
  As a role model, create a supportive ethos to empower staff to contribute to the delivery of high quality patient centred care.

- **Learning and Development**
  Create a learning environment that ensures effective learning opportunities for all staff and students, facilitating a range of clinical support strategies e.g. mentoring, coaching, clinical supervision and action learning.
Support the career pathway of individual team members by ensuring all staff have Individual Performance Review and Personal Development Plans and they maintain an up to date knowledge of current clinical and professional issues and legalities.

Identify and plan training and development requirements of nurses, students and support staff, ensuring the provision of appropriate orientation and induction programmes, ongoing mandatory training and education opportunities.

- **Manage the Practice Setting**

  Ensure effective workforce planning by monitoring workload and, through efficient rostering, maintain appropriate staffing levels taking account of role and competence of staff when delegating work.

Manage the nursing team by ensuring compliance by self and others with professional standards, legislation, national and organisational policies, leading recruitment and selection, attendance management, ensuring grievance and disciplinary matters within own department are identified, actioned and reported to appropriate manager.

### 7a. EQUIPMENT AND MACHINERY

The post holder is expected to have a knowledge of all equipment used in the area however may not have daily clinical involvement.

The post holder will be required to manage the use of the following equipment for the reasons stated:

- Moving and Handling equipment to assist patient mobility and promote comfort.
- Medical and Technical equipment to record vital signs and administer treatments.
- IT equipment to read, analyse, record and transmit information.

### 7b. SYSTEMS

The post holder will work with or contribute to:

- Maintenance of patient nursing records in accordance to NMC guidelines and NHS Shetland standards
- Check and authorise payment via SSTS for payment of staff salaries.
- Complete all documentation related to staff changes and recruitment and forward to payroll, personnel and line manager as appropriate.
- Maintain records re staff attendance at all training events and including mandatory training, blood transfusion training, violence and aggression training, moving and handling training, leave and absences
- Completion of PDP’s and appraisals
- Develop, monitor and revise office and ward systems.
• Formatting and populating data bases i.e. census reporting as required

8. ASSIGNMENT AND REVIEW OF WORK
Workload is determined by the needs of the service. The post holder will be responsible to the Assistant Director of Nursing (Planned Care) for clinical guidance and professional management, work review and formal appraisal of performance.

Accountability for budgetary responsibilities will be directly to the Director of Nursing.

9. DECISIONS AND JUDGEMENTS
The post holder will be constantly required to make judgements involving a range of facts or situations which require the analysis of data from various sources and comparison of a range of options, and to review the judgement of others. The post holder will be clinically and professionally expected to make autonomous decisions on a daily basis, including staffing issues, provision of advice on a range of issues to nursing staff and supporting multi-disciplinary team (including medical staff) in clinical decision making.

In addition the post holder will:
• Make autonomous decisions in planning and prioritising patient care and delegating to team members
• Recognise own limitations in the provision of clinical care and urgency of patient needs referring to other health care professionals accordingly
• Has the authority to alter hours of employment on a temporary basis with ward budget
• Plans and alters the duty rota and rosters bank staff
• Agrees team members training needs via PDP and reviews
• Identify need for/respond to suggestions from staff re operational management of ward/department e.g. shift patterns.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB
• Managing the demands of direct patient care within existing resources
• Management of change, service and practice
• Management of people, confronting unsatisfactory performance and behaviour
• Negotiating packages of care with other disciplines/agencies who work within different cultures, different response times and budgetary constraints
• Complexity of responding to the need of a large group of staff
• Managing unrealistic expectations of staff and patients
• Managing the range of patients that are cared for from a large range of specialties including: psychiatric, paediatrics, cardiac, diabetes, elderly care, and vascular disease.
• Co-ordination of care with a wide range of specialist staff utilising their skills effectively.
• On Call senior nurse of the hospital
11. COMMUNICATIONS AND RELATIONSHIPS

Establishes and maintains robust communication networks. Communication will be both informal and formal and consist of written and verbal reports and presentations to a range of audiences.

Internal
The post holder will be expected to communicate and liaise with:
- Patients, their relatives and the multidisciplinary team in the provision of care.
- Junior nursing staff – patient care, allocation of work, workload issues
- Other departments e.g. Estates, Supplies, Human Resources, Fire Officer, Infection Control, Staff Organisations

External
- Discharge liaison nurses
- Social services regarding patient discharge
- Other relevant agencies regarding patient care

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical skill
- Manual handling skills
- Keyboard, word processing skills
- Administer intravenous injections and intra – muscular injections, syringe pumps and infusions
- Insertion of urinary catheters
- Removal of sutures
- Change of dressings using aseptic technique

Physical effort needed for the post:
- Moving equipment
- Manipulating patients
- Working in cramped and/or restricted position
- Walking for majority of the shift

Mental effort
- Concentration required when checking documentation/patient notes and calculating drug dosages. Due to the nature of the Senior Charge Nurse role there may be frequent interruptions from patients, relatives and team members. Concentration required when observing patients, which may be unpredictable.
- Workload can be unpredictable e.g. emergency admissions, emergency situations, staffing issues
- Frequent Interruptions to normal working day
Retention and communication of complex issues and knowledge to multidisciplinary team and other external organisations as appropriate.

**Emotional demands**
- Communicating with distressed/anxious/worried patients/relatives.
- Caring for the terminally ill
- Caring for patients following receipt of bad news
- Supporting staff in the work environment

**Environmental and working conditions**
- Working with bodily fluids, faeces, and emptying bedpans/urinals, catheter bags daily, several times in each shift.
- Exposure to verbal/physical aggression daily.

### 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- First level nursing qualification with evidence of continuing professional development and extensive post registration experience including at least 1 year at Band 6 in a surgical ward.
- Educated to degree level or working towards a degree level qualification or able to evidence working at an equivalent level through experience and professional development
- A broad knowledge of surgical care and high dependency experience
- Mentor Qualification and preceptorship
- High level of clinical expertise within relevant speciality developed through post registration qualification or though professional development and experience
- Evidence of leadership and management development
- Ability to maintain professional and personal credibility across staff groups
- Personal motivation and enthusiasm for the development of nursing, patient care and the enhancement of the patients experience of care
- Computer literate with ability to word process documents operate national data bases as required
- Excellent communication skills with ability to negotiate with a range of personnel
- Proven ability to manage change
- Time management skills
- Ability to work on your own initiative
- Ability to participate in an on call commitment (HDU) and act as on call senior nurse of the hospital
- Skills in audit and policy work would be desirable
14. JOB DESCRIPTION AGREEMENT

<table>
<thead>
<tr>
<th>A separate job description will need to be signed off by each jobholder to whom the job description applies.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Holder's Signature:</td>
</tr>
<tr>
<td>Head of Department Signature:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date:</th>
<th>Date:</th>
</tr>
</thead>
</table>

L:\R&S - Job Descriptions\Nursing\Hospital\Ward 1 (Surgical) - Critical Care & Day Surgery\Band 7 - Senior Charge Nurse - Ward 1-HDU-Day Surgery (updated April 2013).docx