

JOB DESCRIPTION

1. JOB DETAILS

Post Title:	Charge Nurse
Grade:	Equivalent to experienced Band 5 and Band 6
Hours:	40 plus break. Flexibility will be expected and shift work will be required from the postholder.
CAG:	Child and Adolescent Mental Health Service (CAMHS) Adult Mental Health, Addictions, Intellectual Disability, Mental Health of Older Adults.
Reports To:	CAG Ward Manager
Accountable to:	Chief Nursing Officer

2. JOB PURPOSE

The Charge Nurse will be responsible for the delivery of safe, effective and patient-centered services, directing staff to maintain high standards of professional conduct. They will monitor the quality of clinical care, including safety, outcomes and patient feedback; and develop staff to strive for the delivery of excellence. With the CAG Ward Manager, they will set the standards and act as role models for an effective multi-professional culture. They are responsible for the delivery of agreed operational objectives, key performance indicators, driving quality improvements, and supporting the CAG accreditation programme, through values-based leadership, establishing a strong culture of accountability.

3. FACTS AND FIGURES

Staff directly managed: Registered Nurses

4. ORGANISATIONAL POSITION – The post holder will report to the Ward Manager, Maudsley Health Hospital.

5. KEY OUTCOMES

The post-holder is expected to achieve the following outcomes:

Clinical Skills

- Working autonomously within the parameters of the role leading and supporting junior staff and wider care team to implement the delivery of quality nursing care, contributing to the physical, psychological, social, recreational and spiritual care in a recovery-focused way through therapeutic engagement and activities, and taking steps to address any issues that arise.
- Leading on and undertaking activities to ensure that the fundamentals of care are met - nutrition, hydration, hygiene, comfort, emotional and social support:
 - Co-ordinating and evaluating collaborative patient centred care; getting feedback and improving plans with the multi-disciplinary team (MDT).
 - Providing accurate information about care in an accessible format to patients and their relatives / carers.
 - Liaising and working positively with members of the multi- disciplinary team and partner organisations.
 - Administering, and monitoring the side-effects of, medication; monitoring service user compliance.
 - Safety; safe custody of medicines, sharps, clinical equipment, report all incidents following policy.
- Leading and supporting/teaching junior staff on risk assessment and risk management that involves making decisions based on knowledge of the research evidence, knowledge of the individual service user and their social context, knowledge of the service user's own experience and clinical judgment.
- Supporting and supervising junior staff to develop the management of care needs through:
 - Initial data collection
 - Monitoring of individual service user / patient progress
 - Feedback and discussion
 - Producing reports and in-care reviews
 - Devising a plan of care and interventions in partnership with service user, carer and MDT
- Coordinating junior staff and the wider care team in providing hands-on care to service users and evaluating processes of care delivered. This will include:
 - Undertaking 1-1 engagement with service users in an honest, open and non-judgmental way.
 - Recognising and valuing service users as individuals, acknowledging the importance of maintaining the service user's respect and dignity at all times and ensure that the care provided respects equality and diversity.
 - Developing care plans that reflect service user needs and relevant patient care documentation working in partnership with service users, wider MDT and family/carers.
 - Ensuring the monitoring and recording service user clinical observations are undertaken, such as physical observations and vital signs and treating or escalating as appropriate any signs or symptoms of deterioration or that does not fulfill the personal parameters to the relevant professional for treatment.
 - Promote healthy lifestyles and give health promotion advice and support.
 - Implementing the principles of 'recovery': encouraging and supporting service users to engage with healthy lifestyles, facilitating psychosocial activities and

other activities of their interest. Where appropriate contributing to psychological interventions.

- Escorting service users, as required, in line with relevant policies.
- Advocating for service users' needs and rights within local policy. Encouraging and empowering service users to have an optimum level of responsibility for their individual programme of care.

Communication, Risk and Governance

- Contributing to an effective communication process with appropriate and accurate information to patients, carers, family, friends and colleagues.
Engaging and listening carefully and actively and responding using appropriate language and accessible communication methods and skills. Developing communication skills to enable and support difficult conversations, acknowledging religious and cultural differences and professional boundaries.
- Demonstrating effective clinical communication and documentation to internal and external stakeholders ensuring effective verbal and written handover of relevant and objective information. Demonstrating ability to determine key information, ability to recognise and describe effectively symptoms of mental illness, distress or of a deteriorating patient, and ability to escalate issues of concerns effectively and in a timely manner.
- Contributing towards the on-going quality of service and care by managing the patient caseload, organising care including delegating tasks and duties appropriately to staff with relevant competency, identifying and mitigating any risk issues in relation to the service users' health and social care. Informing the relevant Health care professionals if there are any significant:
 - Changes in the service user's physical or mental state
 - Factors relevant to the service user
 - Incidents related to the service user
- Maintaining timely and accurate service user written/electronic records in line with local policy. Use care plans, pathway documents and electronic medical records system appropriately and in a timely manner.
- Reporting, without delay, any safety or security concerns to maintain the safety of service users, carers, staff and others in line with local policy.
- Understanding and contributing to the local risk assessment policy, including being aware of the need to follow all safeguarding procedures; being aware of the necessity to safeguard and promote the welfare of children, young people and vulnerable adults at all times when working with service users. Supporting junior staff to respond appropriately if there are any significant factors, or incidents relating to the safeguarding service user.
- Maintaining confidential information in accordance with local policies.
- To implement, embed and operationalise the new UAE Mental Health Law.

Professional and Clinical Leadership

- Protecting service users, self and others by maintaining a clean and healthy environment in accordance with health and safety and infection control policies.
Ensuring safe working practices and working environment including monitoring and maintaining cleanliness of the service area and report, without delay, all hazards - real and potential. Leading audit and compliance activities and reports.
- Working in ways that support shared responsibility within the team: demonstrating support, respect and courtesy towards colleagues; working in a professional manner, respecting the boundaries of the relationship with service users/patients, carers and staff.
- Leading, attending and participating in team meetings and contributing ideas to multi-professional team discussions.

- Participating in supervision, including annual review of performance as part of the appraisal system. Providing and coordinating and overseeing the supervision of other nursing staff.
- Demonstrating and promoting a clear leadership role to others and acting as role model to others at all times.
- Lead on clinical or governance reviews of the team's activity and the monitoring of performance and collating and disseminating the information to the appropriate individual. Contributing to relevant audit practice development on research activity that may be taking place in the work area.
- Contributing in training and development programmes of staff and supporting the clinical placements of student nurses.

Management

- Staff within the CAG are appropriately led and supported to deliver to their full potential, and deliver the outcomes for which they are responsible.
- Developing the clinical practice of junior members of staff, including newly qualified nurses.
- Acting as a point of contact for all enquiries, working in partnership with the CAG Ward Manager and the wider MDT to coordinate the activities of the unit.
- Patient care is delivered to the highest standards, and there is continual oversight and monitoring of process and outcomes.
- Making recommendations about resources required to ensure the care is of a high standard.
- Ensuring the team is safely staffed, prioritising and deploying resources within parameters and escalating concerns to management where appropriate in accordance with relevant policies and procedures.
- Supporting the Ward Manager/CAG Service Manager to investigate incidents and complaints: compile reports and disseminate this information to senior management.
- Recognising nursing practice that needs improvement and to work in partnership with the Ward Manager/CAG Service Manager to ensure appropriate action is taken to address it.
- Ensure mandatory and statutory training are up to date for all staff.
- Facilitating the induction of new staff and students.
- All nurses within the service are competent as measured against expected continuing professional development standards and requirements for appraisal and supervision.
- Nurses within the service are aware of their professional Code, and any serious contraventions of the Code are dealt with swiftly.
- Expert nursing advice is accessible, and professional standards are consistently maintained without unacceptable variation.
- The post-holder maintains a full knowledge of new and emerging development in nursing policy, practice and education and leads on their introduction into clinical services.
- The post-holder will act as a credible clinical leader to CAG staff, visibly role modelling excellent nursing care and demonstrating professional boundaries with service users and carers.
- The post-holder actively contributes to the delivery of the agreed contract, this may include assuming agreed responsibilities at a hospital-wide level that contribute to the success of the contract.
- The post holder ensures a license to practice is obtained and also to retain the license. Support through the initial process would be provided along with advice about retention of the license
- To act with integrity and honesty and to uphold the reputation of Maudsley Health, MACANI and South London and Maudsley NHS Foundation Trust

6. COMMUNICATIONS AND WORKING RELATIONSHIPS

COMMUNICATION WITH	FREQUENCY
Service Users / Carers	Daily
Nursing / Medical Team	Daily
Ward Manager	Daily
CAG Service Manager	2/3 Times Week
Supervisor / supervisees	Monthly
Other Agencies	As required
Support services	As required

7. OTHER INFORMATION

General

The post-holder is required to follow hospital policies and procedures including:

Confidentiality

Confidentiality/data protection regarding all personal information and hospital activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Information Governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.

Equal Opportunities

Promote the concepts of equality of opportunity and managing diversity service-wide.

Health and Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.

Infection Prevention and Control

Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with policy.

Professional Standards and Performance Review

Maintain consistently high professional standards and act in accordance with the relevant professional code of conduct. Employees are expected to participate in the performance review process.

Service/Department standards

Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.

Finance

All staff will comply with the financial processes and procedures.

Safeguarding Children

Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004.

Code of Conduct

The post holder is required to adhere to the standards of conduct expected of all NHS managers set out in the Code of Conduct for NHS managers.

This job description will be subject to regular review and adjustment.

SUMMARY

This job description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the hospital and its services, as well as the personal development of the post holder.

PERSON SPECIFICATION

Charge Nurse

		Where Tested
Qualifications Essential • Bachelors Degree in Nursing/Mental Health Nursing/Intellectual Disability Nursing • Evidence of Continuing Professional Development • NMC registration/License from home country without any restrictions to practice. Desirable • Master's Degree • Completion of senior leadership programme • PSTS/PMVA Training		App App App App /Int App /Int App
Skills Essential • Excellent analytical and evaluative ability, able to make judgements involving highly complex facts or situations, or incidents, which require the analysis, interpretation and comparison of a range of problems, data and conflicting options. • Able to give specialist nursing and assurance advice and express complex technical issues, both orally and in writing in an easily understood manner for a range of audiences. • Able to express sensitive or contentious information and findings on the subject of issues such as serious incidents, staff behaviour and attitude. • Able to establish credibility and good relationships with internal management and staff, and representatives of external agencies and partners and manage those relations with sensitivity and diplomacy. • Strong leadership skills with an open and participative management style. • Able to influence, persuade, negotiate, and motivate. • Able to manage individual and team performance effectively. • Ability to communicate and present effectively both verbally and in writing, presenting ideas with clarity in a persuasive and influential style, for a variety of audiences including external inspectorate bodies, and large audiences of staff and other stakeholders. • Well-versed with IT systems and MS office.		App/Int App/int App/int App/int App/int App/int App/int Int Int
Knowledge Essential • Knowledge of nursing, clinical governance, and mental health care processes and reporting. • Knowledge of quality improvement methodology. • Knowledge of clinical pathways, evidence-based care, and service delivery in area of speciality.		Appt/Int App/Int App/Int

	• Knowledge and practical understanding of systems and structures of governance and assurance as they relate to the provision of clinical services	App/Int
Experience Essential	• Experience of clinical service management, working effectively with multi-professional teams • Experience of supporting and supervising junior staff and students. • Experience of working in a multi-cultural environment and knowledge of methods of develop culturally sensitive clinical practice. • Experience of using QI methodology to develop highly effective clinical services. • Experience of working flexibly within complex systems to deliver against a range of outcomes. • Experience of commitment to equal opportunity, fair access and service user empowerment.	App App/Int App/Int App Int Int. Int