

JOB DESCRIPTION

Job Title	In-Patient Ward Manager
Department	Fair Havens In-Patient Unit
Reporting to	Head of Adult Services
Location	Fair Havens Hospice
Purpose of Role	<ul style="list-style-type: none"> Under the direction of the Head of Adult Services, and Director of Care, to manage the running of the Fair Havens In-Patient Unit and all nursing and volunteer staff employed in the In-Patient Unit on a daily basis and to ensure that the highest possible standards of nursing and general care are delivered to patients and their families. To fulfil a wider and co-ordinated management role for the In-Patient Unit ensuring that the Unit is effective and efficient in-service delivery and that it responds to changing circumstances and demands. To ensure the care for in-patients is effective, safe, responsive, caring and well-led.
Main Duties & Responsibilities	<p>This job description does not provide an exhaustive list of duties and the post holder may be required to carry out other incidental duties within the scope, spirit and purpose of the job or other reasonable duties as requested by the line manager.</p> <ul style="list-style-type: none"> To be the Team Leader for the Nursing Staff of the In-Patient Unit. Facilitating good communication and acting as a role model. To manage, direct and support all nursing and volunteer staff working in the In-Patient Unit on a daily basis, delegating tasks and responsibilities accordingly. To plan, direct and evaluate nursing and general care in the In-Patient Unit having regard to the physical, spiritual, social, emotional and psychological needs of individual patients and to have an appropriate level of involvement in direct nursing care including leading, as appropriate, in new clinical procedures / practices. To ensure safe staffing levels are maintained in the ward according to NG31 standard and agreed establishment levels. To foster a learning environment where all staff are encouraged to generate quality improvement ideas and successfully implement them. To work closely and maintain good and effective working relationships with the Head of Adult Services, medical and other professional staff in service delivery, both internal and external to the hospice. To ensure that effective communication is maintained with patients and their families and that appropriate support is provided through illness, death and bereavement. To maintain an awareness of clinical and other developments / research in palliative care and in conjunction with Head of Adult Services.

- To take a lead in the development of strategies for the implementation of appropriate therapies / policies / procedures in the In-Patient Unit and to respond to changes in accepted practices.
- In conjunction with the Head of Adult Services and Medicines Management Link Nurse, to ensure that, at all times, there is complete security of drugs and to administer them safely in accordance with Fair Havens policies and legal requirements.
- To take responsibility for ensuring adequate stocks of drugs.
- To participate in the education of other professional and non-professional staff in conjunction with the clinical education department.
- Be prepared to mentor students from education establishments or clinical placements in conjunction with the education officer.
- To participate in the programme of education provided by the hospice both internally and externally.
- To take a lead in any regular audit and quality assurance procedures that are undertaken in the In-Patient Unit.
- To ensure that patient and family feedback is collected and used to improve service delivery
- To ensure that Health & Safety procedures and policies are in place and observed in the In-Patient Unit and that risk assessments are undertaken regularly to maintain a safe working environment.
- To lead weekly multidisciplinary team meetings and daily referrals meeting where appropriate.
- To work closely with the Head of Adult Services to constantly review and develop new systems of care.
- To maintain accurate records in line with Information Governance guidance.
- To uphold confidentiality at all times.
- To uphold and maintain the philosophy of the hospice and to foster a warm, friendly and supportive atmosphere for patients and staff.
- To undertake clinical shifts on a regular basis and when necessary, as agreed by the Head of Adult Services.

Staff Responsibility

- To lead and develop the staff in the IPU team, encouraging effective communication, setting objectives and helping to foster a positive team spirit through regular team meetings.
- To ensure that the department is adequately staffed at all times, including days off, lunch breaks, and holidays in order to maintain levels of service and ensure cover for own holiday periods.
- In association with the Head of Adult Services, recruit, train, support and coordinate the work of the staff in accordance with Havens Hospices policies and procedures.
- Conduct appraisals and performance reviews as and when required
- To be responsible for the day-to-day health & safety and welfare of staff, visitors and customers.
- To ensure that staff are adequately trained to enable them to fulfil their duties effectively.

Managerial Responsibilities

- To demonstrate effective management skills through the efficient and cost-effective management of resources and by utilising the skills and

	<p>expertise of staff of staff. This includes (in conjunction with the Head of Adult Services and Education Departments as appropriate):</p> <ul style="list-style-type: none"> • Providing support, coaching and timely advice • Setting and directing work priorities. • Assisting team members to plan and deliver projects. • Identifying training needs for individual members of staff group and discuss the meeting of these needs with the Head of Adult Services, Deputy Ward Sister and Education Departments. <ul style="list-style-type: none"> • To work in partnership with other Departments in the organisation and to engender and develop a service ethos within the In-Patient Unit that regards other Departments within the organisation as its customers. • In conjunction with the Deputy Ward Sister to ensure clear direction and development of the Link Nurses associated with the In-Patient Unit. • To participate in the on-call rota for Fair Havens. <p>Summary of Other Responsibilities & Duties</p> <ul style="list-style-type: none"> • To actively follow the organisation’s policies and procedures, particularly in relation to Health and Safety, Equal Opportunities and Finance. • To attend staff meetings and training as required. • To be prepared to develop skills and competencies to meet the changing demands of the role as it naturally evolves over time. • Abide by the legal requirements and NMC Statutory Codes of Conduct and Practice. <p>Supervision and co-ordination of Volunteers</p> <ul style="list-style-type: none"> • In association with the In-Patient Volunteer Lead, recruit, train, support and coordinate the work of the staff and volunteers in accordance with Havens Hospices policies and procedures and ensure that volunteers have a clearly defined task, sufficient direction and work to do in the support of all team members. <p>Team / Organisational Work</p> <ul style="list-style-type: none"> • To foster a ‘can do’ culture by actively seeking solutions to problems • To foster a good working relationship with all Trustees, Executive and department staff with whom the job interacts. • To be responsible for conforming to the policies and procedures as set out in the staff handbook, including health & safety requirements and attending courses as directed. • To attend staff meetings as required. <p>Personal Development</p> <ul style="list-style-type: none"> • To participate in annual appraisals. • To identify own on-going educational needs and discuss with the Director to achieve those development needs. • To be prepared to develop skills and competencies that are required to meet the demands of the role as it evolves over time period. • To always conduct yourself in a professional manner. • To carry out all aspects of your role positively and with enthusiasm.
<p>Personal Specification & Skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • Registered Nurse. • Experience running a ward or large team of people. • Experience managing rotas and competing demands.

- Intermediate keyboard and IT skills, working with Word, Excel and outlook, PowerPoint and MS teams.
- Numeracy skills.
- Excellent customer service.
- Willingness to learn and develop new skills.
- Ability to communicate sensitively and diplomatically with a wide range of people.
- Ability to work on own initiative and work effectively within a team.
- Ability to multitask and manage a busy and varied workload, working methodically and paying attention to detail.
- Friendly, caring attitude towards people.
- Committed to maintaining confidentiality.
- Committed to Equal Opportunities.
- Enthusiasm.
- 'Can do' attitude.
- Able to work weekends and evenings with a flexible approach to the working day.
- Car owner / driver or have access to own transport.

Desirable

- Palliative care experience in a healthcare environment.
- Palliative Care degree or equivalent.
- Experience of working in the Charity sector.
- Experience of working with Volunteers.

Expected Behaviour (Competencies)					
Core Competencies	Level 1	Level 2	Level 3	Level 4	Level 5
Working with Others				X	
Planning and Analysis			X		
Managing Change			X		
Customer Focus					X
Communication, Drive & Impact				X	
Advantage Competencies	Level 1	Level 2	Level 3	Level 4	Level 5
Managing Ambiguity				X	
Influencing, Negotiating & Decision Making				X	
Leadership				X	
Copy of Job Description Issued to Current Job Holder					
I have received a copy of the above job description and agree that this gives an accurate overview of the main duties and activities of my job role. I understand that the Company will review job descriptions on a regular basis and that my job role may change or be amended in order to meet the needs of the business.					
Safeguarding statement					
Havens Hospices is committed to safeguarding and promoting the welfare of children, young people and adults at risk. Havens expects all staff and post holders to share this commitment. References: A minimum of two referees must be obtained, one of which should be the current or most recent employer and both should be able to testify to the suitability for the role and whether there is any known reason why any candidate should not work with vulnerable groups. The charity will request a check via The Disclosure and Barring Service (DBS) for roles that require contact with children, young people and vulnerable adults and these must be obtained prior to commencing employment with the charity.					
Name			Date		

Last Update: