

## JOB DESCRIPTION

### JOB INFORMATION

**Job Title** Ward Sister  
**Department** Fair Havens In-Patient Unit  
**Reporting to** Head of Adult Services  
**Location** Fair Havens Hospice

### PURPOSE OF ROLE

**To provide clinical leadership and support to the hospice in-patient unit ensuring that the highest standards of palliative nursing care are provided to patients and their families.**

- To fulfil a wider and coordinated 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 both from internal and external influences to ensure patient care is always a priority.
- To support and lead the inpatient unit staff during this exciting time of change and impending move to New fair Havens.

### MAIN DUTIES AND RESPONSIBILITIES

**The following list is not exhaustive and is intended only to indicate the range of activities that the post holder will be required to undertake. Further duties and responsibilities may be added as identified from time to time and it is expected that the post-holder will accept all reasonable requirements and developments of the job.**

To be the Team Leader for the staff of the In-Patient Unit. Facilitating good communication and acting as a role model to ensure patients and families receive the highest quality palliative nursing care and support.

To manage, direct and support all nursing and volunteer staff working in the In-Patient Unit, 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 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. This would include H@H Sister, The J's clinical lead, Hospital palliative care team, community palliative care team.

To maintain an awareness of clinical and other developments / research in palliative care.

To 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 Deputy Sister, Advanced nurse practitioner and Head of Adult services 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 participate in the education of other professional and non-professional staff in conjunction with the Learning & Development department.

Be prepared to support IPU staff to mentor students from education establishments or clinical placements in conjunction with the Learning and Development team.

To take a lead/and or support IPU staff in regular audit and quality assurance procedures that are undertaken in the In-Patient Unit.

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.

In conjunction with the In-Patient Co-ordinator, participate in 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 and 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 act as a role model and lead to maintain high standards of nursing care**

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

To 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 competent 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 expertise of staff of staff. This includes:

- 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 Learning & Development department.

In conjunction with the Deputy Ward Sister to ensure clear direction and development of the Link Nurse roles associated with the In-Patient Unit.

### Summary of Other Responsibilities & Duties

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.

### Supervision and co-ordination of Volunteers

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

### Team / Organisational Work

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

### Personal Development

To identify own on-going educational needs and discuss with the Head of Adult Services 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

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.

### Expected Behaviour (Competencies)

<b>Core Competencies</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>
Working With Others				X	
Planning and Analysis			X		
Managing Change			X		
Customer Focus					X
Communication, Drive & Impact				X	
<b>Advantage Competencies</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>
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.

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<b>Name</b>	<b>Date</b>
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PERSONAL SPECIFICATION			ASSESSMENT METHOD		
Requirements	Essential	Desirable	Application	Interview	Test
<b>Qualifications and Experience</b>	4 years palliative care experience in a healthcare environment		X	X	
	RGN / Palliative Care degree or equivalent		X	X	
	Experience in managing a team		X	X	
		Experience of working in the Charity sector	X	X	
		Experience of working with Volunteers	X	X	
<b>Skills and Abilities</b>	Ability to multi task and manage a busy and varied workload, working methodically and paying attention to detail		X	X	X
				X	
	Ability to communicate sensitively and diplomatically with a wide range of people		X	X	X
				X	
	Intermediate keyboard and IT skills, working with Word, Excel and outlook, powerpoint		X	X	X
	Experience of using Systmone			X	X
Numeracy skills					
Willingness to learn and develop new skills				X	X
<b>Attitudes and</b>	Friendly, caring			X	

<b>Values</b>	attitude towards people  Committed to maintaining confidentiality  Respectful of Haven's Christian ethos and care philosophy  Committed to Equal Opportunities  Enthusiasm  'Can do' attitude			X  X  X  X  X	
<b>Personal Circumstances</b>	Able to work weekends and evenings with a flexible approach to the working day  Car owner / driver or have access to own transport		X	X	