**Job Description:**

**Deputy Ward Manager - Inpatient Unit**

**Department**
Care Services - Inpatient Unit

**Responsible to**
Director of Care Services

**Reports to**
Ward Manager - Inpatient Unit

**Key working relationships:**
Advanced Palliative Care Nurse Practitioners, medical teams, Practice Educator and all members of the multi professional teams

**Salary grade**
CA5A-C.

**Hours of work**
37.5 hours per week worked on a shift basis, will include weekend working and the occasional nights to oversee night time working/practice

**Criminal Record Disclosure required (DBS)**
Enhanced with barring (adult)

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**Our Vision**
A world where everyone can face death informed, supported and pain free.

**Our Mission**
Pioneering standards in expert support and care, for anyone facing death and bereavement.

**Our Values**
Our values define who we are and how we act. We are:

**Human:** We treat people with understanding, patience, respect and above all dignity. We are the welcoming smile, the talk over a cup of tea, the human touch.

**Courageous:** We stand firm, we do not flinch in the face of hard news, but always with humanity, sensitivity and respect for our community.

**Energetic:** Whether we’re out running a fun run or at the hospice greeting our patients, we bring the energy and optimism to make the most of every day.

**Connected:** We are not an island, we thrive on partnerships and working with others, we believe we are better and stronger together.

**Expert:** We are looked up to by our community and our peers as the organisation to go to for knowledge, training, best practice and latest techniques.
JOB PURPOSE
Working with the Ward Manager you will provide leadership and effective operational management of the inpatient unit nursing team at St Catherine’s Hospice. You’ll ensure timely, responsive and high quality service is maintained and well organised for patients, their families and visitors to the hospice.

You’ll provide professional leadership, management and expertise to the inpatient unit and wider multi professional team (internal and external).

Engendering a positive working environment with an emphasis on professionalism, team work and co-operation. You will take responsibility for creating and maintaining a culture of continuous improvement, ensuring high quality standards of care are maintained.

It is anticipated that the work plan will be 60% clinical, 35% management, 5% education and training.

MAIN DUTIES AND KEY RESPONSIBILITIES
Leadership and Management
- Assist the Ward Manager to lead and manage the IPU nursing service (24/7), ensuring a high quality of care is maintained to patients and their families and by being a visible presence
- Provide effective leadership to the inpatient unit team, act as an ambassador for best practice and with honesty and integrity
- Provide professional clinical expertise to all nursing staff within the inpatient unit, providing advice, coaching and mentorship.
- As directed, or in the absence of the Ward Manager, ensure the appropriate and equitable allocation of work and resources, including the IPU rotas, ensuring appropriate skill mix and agreed staff to patient ratio, annual leave, study leave monitoring, sickness and absence in the work place, or delegate as appropriate.
- As directed, or in the absence of the Ward Manager oversee the line management for IPU staff, conducting and ensuring effective and timely performance management (including competence) of individual staff members in line with the hospice’s policy.
- As delegated by the Ward Manager to investigate and provide reports (with conclusions/recommendations) following incidents and complaints
- Participate in the recruitment of nursing and care staff
- Participate, contribute, and lead as required, in multi professional meetings, acting as the patients’ advocate and representing nursing.
- Maintain effective clear communication systems to keep staff informed and facilitate and encourage two way communication.
- Be an effective change agent.
- In the absence of the Ward Manager, oversee volunteers within the inpatient unit and work with Volunteer Development Manager.

Clinical service
- To ensure the appropriate, timely and effective admission and discharge of patients
- To ensure the continued co-ordination of the content and delivery of the inpatient units patient’s care plans, and ensure the overall quality and provision of nursing care of patients and their families.
- To assess the needs of patients and their carers and identify their respective physical, psychological, social, cultural and spiritual needs.
- To work within a team framework, collaborating with colleagues and members of other disciplines.
To use a proactive and sensitive approach with patients and relatives to enable involvement in advance care planning.

- To assess people's information needs and provide relevant information to meet those needs
- To ensure provision of appropriate nursing interventions.
- To offer bereavement support to carers in collaboration with the Patient and Family Support Team, or refer them onto the appropriate service.
- To participate in the out of hours Senior Nurse on call rota
- To follow the hospice and Nursing & Midwifery Council (NMC) standards on Medicines Management.
- To ensure that all relevant information is recorded and documented in the hospice's professional notes system - electronic and/or paper.
- As directed to deputise as lead for infection control within the Inpatient unit
- To liaise and communicate professionally with colleagues from the members of the MDT.
- To participate in Clinical Audit and research programme.
- To foster positive working relations with other health care professionals and lead by example.
- Undertake own clinical supervision and management coaching.
- Take a collective lead in clinical governance, initiating areas of audit to improve practice.
- As required, attend and contribute to the writing of clinical policies and be an active member of clinical working groups.

Quality and Service improvement

- To ensure personal awareness of new developments in palliative care, nursing practice and research.
- To participate in nursing and inter-disciplinary audit projects and research.
- To be a role model and expert practice resource for all colleagues.
- To participate in the hospice Clinical Governance procedures.
- To ensure adherence to hospice and professional policies and procedures.
- To promote and engage staff in new ways of working, such as the use of technology.
- To participate in, and contribute to the ongoing educational programme of the Hospice.

Development

- To ensure personal and team compliance with hospice compulsory training requirements.
- To identify training and education needs for IPU staff in line with service provision with the ward manager, providing facilitation and support in their development.
- To act as a role model for employees and volunteers, participating in personal development initiatives as appropriate.
- To ensure and assist in orientation of new colleagues, volunteers and visitors.
- To participate in mentoring of colleagues and student nurses.
- To keep abreast of advances in nursing practice and research and take responsibility for your personal continuous professional development and registration.
- Through the performance development process, to plan your continuing professional and self-development, attending in-house study days and courses as appropriate.
- To participate in clinical supervision, debriefing and reflective practice sessions.

- To support colleagues, volunteers and students in managing bereavements, including the 'day after death' meetings and provide support for distressed patients, bereaved relatives and visitors.
- To support and educate colleagues in tissue and organ donation matters.
This is an outline job description designed to give an overview of the responsibilities of the role. We expect the job holder will work flexibly, responding to organisational need and changes as they occur. You will also contribute to the wider corporate and organisation needs of St Catherine's such as supporting our fundraising efforts.

Policies and Procedures
In addition to your professional code of conduct, you must familiarise themselves with, and adhere to St Catherine's policies and procedures as listed in your team induction schedule, including the following:

- Information Governance
- Data Protection
- Risk Management
- Raising a Concern
- Complaints
- Safeguarding
- Mental Capacity
- Health and Safety at Work
- Equal Opportunities
- Infection Control
- HR Management
- Incident Management

You have a duty to undertake the relevant e-learning modules as detailed in the Compulsory Training programme.

If you manage staff and/or volunteers it is your responsibility to ensure that your team are made aware of and understand the policies and procedures relevant to their work.

Information governance and confidentiality
Employment by St Catherine's often involves access to personal information relating to patients, carers, staff, volunteers and supporters. This information is confidential and must not be disclosed to anybody, other than when acting in a official capacity. Non authorised use, access of records or disclosure of personal or confidential information is a dismissible offence, and in the case of computerised information could result in prosecution for an offence or action for civil damages under the Data Protection Act 1998.

Safeguarding and Mental Capacity Act
All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Health and Safety at Work Act
You have personal responsibility to take care of your own health and safety and that of others who may be affected by your actions at work. Ensure you observe the Health and Safety procedures, and carry out your work as instructed.

Infection control
All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable 'Health Care Associated Infection'.
**Conduct**

Employees are ambassadors for St Catherine's, each responsible for promoting, maintaining and upholding the reputation of St Catherine's at all times in line with our values.

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**Person Specification**

**Deputy Ward Manager**

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### Education, Qualification and Training

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>• Relevant professional qualification and registration/RGN</td>
<td>• Masters degree in palliative care or similar, or willingness to undertake</td>
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<td>• Appropriate degree level qualification</td>
<td>• Degree/degree modules in leadership/management, or willingness to undertake</td>
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<td>• Post registration degree level qualification in palliative care or other relevant degree/diploma</td>
<td>• Teaching qualification</td>
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<td>• Evidence of continued professional development</td>
<td>• Mentorship qualification or a willingness to undertake</td>
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<td>• Advanced communication qualification</td>
<td>• Research qualification</td>
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### Knowledge, Skills, Ability and Experience

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<td>• People management experience which includes performance management, workforce planning and recruitment.</td>
<td>• Experience of working with care homes</td>
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<td>• Significant post registration experience and expertise, including management and leadership</td>
<td>• Experience of working with dementia programmes</td>
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<td>• Organisational and planning skills</td>
<td>• A knowledge of hospice and national initiatives relating to palliative care</td>
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<td>• Excellent communication skills</td>
<td>• Ability to travel independently throughout the locality with access to suitable vehicle for business purposes</td>
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<td>• Excellent interpersonal skills with the ability to effectively communicate in writing, in person and by telephone</td>
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<td>• Listening negotiation and influencing skills</td>
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<td>• Experience of developing and teaching others.</td>
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<td>• Experience of work in an inpatient care unit.</td>
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<td>• Demonstrable computer literacy with knowledge of databases Microsoft (or similar), use of email and an aptitude to learn computer packages essential to the role</td>
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<td>• Demonstrable knowledge and awareness of quality and governance</td>
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- Demonstrable knowledge and awareness of research and audit
- Experience of ensuring continuous improvement
- Willingness for rotational working
- Good presentation skills
- Experience of delivery of formal education
- Experience of contributing to the development of governance frameworks.
- Ability to lead and effectively manage teams in a professional and collegiate manner
- Operational management ability
- Proactive and motivational leader
- Ability to act as agent of change

### Attitude and Behaviours

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<td>A positive attitude to all aspects of work including influencing, managing and supporting change</td>
<td>Proactive, influential and motivational leader.</td>
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<td>Quality focused 'customer care' ethos</td>
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<td>Ability to work on own initiative, independently and as part of a team</td>
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<td>Confident and self aware of own limitations and professional boundaries</td>
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<td>Resilient practitioner and decision maker with the ability to work under pressure from time to time</td>
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<td>Ability to foster positive relationships</td>
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<td>High standard of diplomacy, integrity and reliability</td>
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<td>Professional, confident and compassionate approach to work</td>
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<td>Demonstrable commitment to St Catherine's vision, mission and values</td>
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<td>Ability to operate in multidisciplinary environment.</td>
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