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| **Job Title** | Deputy Manager |
| **Department** | Ward |
| **Reports to (job title)** | Head of Patient Care |
| **Direct and Indirect Reports** | No |
| **Job Grade** | TBC |

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| **Who we are** |
| At the Healthcare Management Trust, we are obsessed with achieving our **Vision**, “*to be the most innovative and best quality provider of niche health and social care services.”*  Our **Purpose** is*, “to make every contact count, ensuring every resident and patient receives the best possible experience and outcome.*  *We aim to provide services which value collaboration and place our residents, patients and people at the heart of all we do. We will always do the right thing for our residents, patients and people.*  *We will be outwardly connected to the most innovative practices and service offerings in the market. We will do things differently and will be bold with our ambition to change things for the better.*  *We are passionate about what we do and so are our people. Bringing their most authentic selves to work and seeking joy and fun in what we do.*  *We will deliver care and clinical interactions compassionately and tailor them to individual needs.”*  We achieve this by living our business **Values** each and every day:   * We are **caring** * We are **enterprising** * We are **resourceful** * We are **authentic** * We are **accountable** |
| As a result, we are able to give back to the people and communities we serve by delivering on our **Charitable Mission** to, *“Provide quality and innovative care solutions to those with complex needs within marginalized community settings.”* |

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| **What you’ll be doing (your job purpose)** |
| The post holder will support the operational management responsibilities for the department which will include staff appraisal, staff personal development, management of absence, recruitment and disciplinary and grievance processes. The post holder will have designated time to undertake Deputy management duties alongside hands-on patient care.  The postholder will participate in the Hospital on-call rota  The postholder will support with the management of the team and provide visible leadership and supervision using advanced nursing knowledge and evidence-based practice, to provide clinically appropriate nursing care to patients, and where applicable, support their families and carers.  They will support the Head of Patient Care in their management duties with a focus on; leadership, role modelling, day to day management duties, training, programmes of improvement and change management.  The post holder will delegate tasks as appropriately, ensuring a learning environment within the Ward/Day unit department.  The post holder will support the representation of the department in both internal and external meetings ensuring feedback is provided as necessary. They will delegate to Senior Staff Nurses where required.  The post holder will participate in self-development by maintaining CPD. Attend events to update on current practice and research, such as relevant study days and conferences. Maintain and use clinical skills where necessary to assist in the smooth running of their department, use such opportunities for teaching and leading by example.  The post holder will act as a role model ensuring the highest standards of communication across the department and between the multi-disciplinary team.  The postholder will support Head of Patient Care in the management of concerns, including complaints/grievances in accordance with HMT policy  The postholder will develop work rosters that provide safe levels of staffing with an appropriate skill mix, including the use of bank and agency staff. |
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| **Your key accountabilities and responsibilities** | |
|  | Feedback information from meetings to inpatient team. Organise and chair departmental meetings, inviting colleagues external to the department as pertinent |
|  | Provide advice and support on assessment approaches and conclusions to colleagues and others, proactively and on request. |
|  | Identify potential communication differences, relevant contextual factors and the risk of communicating or not communicating information at that time. |
|  | Communicate information in a manner that is consistent with the level of culture, background, understanding using patients preferred method. |
|  | Communicate information in a manner that acknowledges the purpose and is appropriate to the complexity and context, applying Duty of Candour as per NMC requirements. |
|  | Recognise and reflect on barriers to effective communication and improve the process through change in environment, method and modification of content and structure of communication. |
|  | Proactively use a range of skills and styles of communication with others to improve long terms goals. |
|  | Promote and model good practice consistent with legislation and HMT/SMH policies and procedures. |
|  | Communicate within the hospital network to ensue good practice, learning and improving self and others helping to build consistency across HMT/SMH. |
|  | Establish and maintain communication with various groups on complex and potentially stressful topics across a range of situations. |
|  | Maintaining confidentiality and integrity of information in line with data protection and GDPR. |
|  | The post holder must at all times work in accordance with the NMC code of conduct |
|  | Demonstrate knowledge and skills related to evidence-based practice |
|  | To maintain confidentiality surrounding patients’ admissions and treatment at all times |
|  | To promote the Health care Management Trusts (HMT) image to all individuals, groups and organizations both within the hospital and to the community at large |
|  | To ensure that all patient care is documented, all the relevant documentation is completed accurately within agreed timescales using approved patient documentation, in line with NMC and local standards |
|  | To actively participate in the unit framework of clinical governance |
|  | They will ensure the cost-effective availability of supplies and equipment for the department in conjunction with the Stores/Purchasing Controller. |
|  | Participates in key developments relating to specialty so that high quality patient focused services are promoted |
|  | Attend and participate in multidisciplinary team meetings |
|  | Set, monitor and review standards of care on a regular basis and initiate corrective action plans. |
|  | Support the management of the department, utilising appropriate support as necessary from senior staff |
|  | Support the management of allocated resources effectively and efficiently. This includes maintaining the correct skill mix of staff for patient dependency, utilisation of time and equipment. |
|  | To assist in ensuring the safety of the department and the risk management process by actively participating in clinical risk and quality issues, including the reporting and management of clinical incidents |
|  | To undertake written risk assessments and to contribute positively to the HMT and hospital risk management strategy. |
|  | To complete workforce planning, MAPS and other unit-based IT systems as delegated or as appropriate in conjunction with the staff team contribute to developing and maintaining a unit philosophy and model of care |
|  | Efficiently support the management of a delegated budget |
|  | To participate in planning the duty rota taking into consideration the needs of the service and in conjunction with the parameters set by the Head of Clinical Services |
|  | Support and co-ordinate team projects and team building activities |
|  | To participate in events and publications that promote the hospital nursing service |
|  | Collect interpret and analyse data relating to Wards/Day units use such data to inform decision and plan systems/updates |
|  | Monitor and assess budgetary requirements, adjusting supplies and staffing accordingly and safely, to run the department in an economically efficient, yet viable manner. |
|  | Exhibit advocacy and decision-making skills autonomously in relation to patient care |
|  | Provide a plan of care for patients, using evidence-based practice to the specific needs of the patient, relatives, and carers, including information about clinical needs and conditions, health promotion, providing support and advice where necessary. |
|  | Be able to identify and react appropriately to changing demands, situations and pressures in the department and prioritize accordingly, working as part of the team to be flexible and accommodating as appropriate. |
|  | To act as a clinical role model for all members of staff |
|  | To actively plan staff rotas, and study leave, monitor absences in line with HMT policy. |
|  | To plan any required use of bank or agency staff in line with the requirements of the departmental budget. |
|  | Support the development of departmental policy/update existing policy as necessary and to reflect current guidelines and evidence-based practice. |
|  | Hold clinical supervision and support learning opportunities for staff. |
|  | To investigate accidents, incidents and complaints, producing high level reports |
|  | To support the HR processes of staff in line with HMT policy (sickness management) ensuring full compliance with staff training |
|  | To be competent in the administration of medication, including intravenous routes |
|  | Comply with local Infection Prevention and Control policy and procedure; promote excellent IPC practice within the department. Attend annual IPC training and promote IPC activities within the department. Take responsibility for action necessary in the department with regard to IPC findings. |
|  | To be competent in the use of all relevant client IT systems ensuring that all data is entered both accurately and timely, in accordance with HMT policies |
|  | To ensure that all patient care is documented, all the relevant documentation is completed accurately within agreed timescales using approved patient documentation, in line with NMC, HIW and local standards |
|  | Support and oversee a departmental training programme. |
|  | Act as a role model in promoting health, safety and security and engage in appropriate exercises and training and investigations to update and extend knowledge. |
|  | Ensure a consistent approach with the application of legislation, policies and procedures and that they are correctly applied within the perioperative team. |
|  | implementation making the necessary changes as a result of feedback and contextual development. |
|  | Recognise, communicate and reward achievements. |
|  | Ensure appropriate delegated duties, checking completion and provide feedback for learning and improvement. |
|  | Support staff induction in to the department |
|  | Support the department’s audit plan |
|  | To demonstrate a professional approach to work and act in accordance with the NMC Code of Conduct at all times and to ensure that team members do likewise |
|  | To ensure the provision of appropriate supervision and support to members of the team |
|  | To be a resource for students and junior colleagues, facilitating their development Provide a challenging supportive environment for education within the unit Supervise and orientate learners, temporary staff and staff new to the clinical area |
|  | Maintain own professional development and mandatory training |
|  | to maintain confidentiality surrounding patients’ admissions and treatment at all times |
|  | To promote the Health care management trusts image to all individuals, groups and organisations both within the organisation and to the community at large |
|  | Understand the correct use and assembly of required equipment, understand safety precautions and ensure appropriate cleaning of equipment, reporting faults |
|  | To provide a safe environment for the safety and welfare of patients and staff by complying with:  -Health & Safety at Work Act  -Fire Prevention and Management  -COSHH |
|  | Use risk assessment processes to ensure patient safety is maintained including staff and visitors in the department |
|  | Comply with manual handling principles, techniques, policy and guidelines |
|  | Comply with Infection Prevention and Control principles, techniques, policy and guidelines. |
|  | To demonstrate awareness and compliance with HMT policies, procedures, guidelines, standards and core behaviours |
|  | To be aware of HMT framework of clinical governance and patient safety walk rounds within the department Identify and report clinical risks to the appropriate department so that action can be taken in accordance with HMT risk management policy |
|  | To provide a suitable and safe environment for the physical, psychological and spiritual wellbeing of staff, patients/clients and their relatives/carers, seeking guidance or advice where necessary |
|  | Record and report all incidents/complaints involving staff, patients and visitors in accordance with HMT policies and lead or assist in any investigations as required. |

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| **Your knowledge, skills and experience** | |
| 5 years post registration experience including | Essential |
| Knowledge of budgets/financial control | Essential |
| Knowledge of complaints management | Essential |
| Experience in the Clinical governance agenda, with excellent report writing skills | Essential |
| Ability to work under pressure and provide high care standards | Essential |
| Experience in people management and clinical supervision | Essential |
| IT skills | Essential |
| Experience in teaching peers and junior staff | Essential |
| Able to prioritize and meet deadlines effectively | Essential |
| Able to deal effectively with challenging situations and challenging individuals | Essential |
| Ability to gain the confidence of colleagues and peers. | Essential |
| Delegate appropriate activities to other staff and ensure objectives are met. | Essential |
| Time management skills | Essential |
| Ability to use initiative and make decisions | Essential |
| Analyses problems and implements effective and appropriate solutions | Essential |
| Effective leadership skill | Essential |
| Excellent communications skills, written and oral | Essential |
| Able to motivate and support others and encourage effective team working | Essential |
| Understands the importance of confidentiality and dealing with sensitive information. | Essential |
| Project management experience | Desirable |
| Involvement in business planning | Desirable |
| Knowledge of complaints management | Desirable |
| Patient Partnership working | Desirable |
| Registered Mentor | Desirable |

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| **Your training and qualifications** | |
| Registered Adult Nurse Part 1 NMC Register | Essential |
| First degree or equivalent in health-related subject | Essential |
| Evidence of continuing professional development | Essential |
| Surgical nursing experience | Essential |
| Teaching / Mentoring experience and /or qualification | Desirable |
| Master’s degree, or equivalent experience | Desirable |

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| **The way we do things at HMT (our Behaviours)** |
| *\*See Appendix 1 attached* |

***Note:*** *This job description is an outline of the job, setting out general responsibilities and tasks the job holder may be required to undertake. It is not an entire reflection of the role and you may be required to carry out other duties and responsibilities from time to time. The job description will also be subject to change in-line with the needs of the business.*

*Team members will be expected to carry out their duties in line with their terms and conditions and contract of employment, the standards stated in the employee handbook and Health & Safety guidelines and will be required to follow HMT policies and procedures.*

*We require that mandatory training is current and will expect you to participate and undertake further developmental training specific to the role.*

I have received a copy of this Job Description; read it, understood it and agreed to it.

Signed............................................................................. Date....................................

Job Holder