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| Job Title | Ward Manager |
| Equivalent band | Band 8a |
| Area | Wards Two & Three |
| Accountable To | Director Of Nursing/ Matron |
| Reports To | Deputy DoN/ Deputy Matron |
| Direct Reports | Ward Sisters  Junior sisters  Night sisters |
| Hours | Full Time 37.5 Per Week  Usual Mon – Fri – may be occasional requirement for weekends, nights. |
| Key Working Relationships: | Patients And Relatives, Ward Staff, Allied Health Professional, Hotel Services, Front of House, Stores, Catering, Medical Teams, Governance Team, Infection Control Team, Heads Of Departments. |

# Job summary

The Ward Managers role is to manage the wards effectively and efficiently in order to improve the patient experience and outcome as follows:

1. Full responsibility for the wards over the 24 hours.
2. Be a visible role model in the ward areas and act as an expert resource for both staff and patients/carers.
3. To manage staff and resources to ensure that high quality, effective, individualised care is provided to all patients by assessing care needs and developing, implementing and evaluating them without supervision
4. To monitor standards of nursing care and take appropriate action to maintain and improve them whilst complying with regulatory and statutory requirements and King Edward VII’s Hospital’s Policies and Procedures.
5. Manages the full nursing team; to include annual appraisal, staffing rotas, performance and sickness management, recruitment and selection and the supervision of students
6. Budget management for the wards, together with the Deputy DoN, making recommendations regarding cost improvements, revenue opportunities and to forecast capital expenditure/equipment requirements, staffing level and skill mix requirements.
7. To take responsibility for the overall management and administration of the Hospital in the capacity of Duty Manager (Matron’s Office) on a rotational basis and as required.

# Job role

## Professional

1. Be aware of and comply with NMC The Code (2015) and Hospital Policies.
2. Maintain own professional and personal development in accordance with The Code (2015), standards and professional guidelines.
3. To keep up to date with current developments in nursing and ensure evidence based practice
4. Ensure that Hospital’s Nursing Strategy is reflected in the nursing teams’ objectives and in ward plans.
5. Promote awareness and compliance amongst colleagues regarding Hospital policies, procedures, guidelines and standards and national standards including CQC frameworks.
6. Promote a culture of continuous quality improvement (QIP) through the use of audit, patient feedback and reflection on practice by self and other members of the team.

## Clinical

1. Act as a clinical expert within your sphere of work and undertake nursing procedures at an advanced level
2. To ensure the assessment, planning, implementation and evaluation of evidence based, individualised patient care to agreed standards within the ward in accordance with hospital policy and procedures.
3. Acting to improve the management of discharge planning as the patient’s advocate, liaising with community health teams and hospital multidisciplinary teams, ensuring patients have access to high quality care.
4. Manage and supervise staff, both registered and unregistered in the delivery of patient care.
5. Ensure all staff maintain accurate clinical observations of the patient using early warning indicator if indicated, document relevant clinical information in multidisciplinary notes and act accordingly
6. Have responsibility for the correct administration and custody of medicines according to Hospital policy and patient group directives including on-going monitoring and assessing staff practice and competence.
7. Assess the needs of patients, relatives and carers and provide them with information as requested
8. Manage concerns raised by patients, visitors and staff in a proactive, timely fashion and take remedial actions as necessary
9. To promote and maintain professional confidentiality at all times in accordance with the Data protection Act 1998.
10. To liaise with ITU Fellows, Resident Medical Officers and Consultants to ensure that appropriate care is provided.
11. To work with the hotel services team to maintain the highest standards of cleanliness and patient environment.
12. To work with the Infection Control Team to prevent and control hospital acquired infection on the ward.
13. Ensuring inpatients’ nutritional needs are met by working with hotel services, catering team and dietician.

## Management

1. Take responsibility for the organisation and management of the Wards.
2. To ensure that hospital policies and procedures are adhered to, and that the highest professional standards are upheld by all the Ward staff.
3. Assist in the management of the nursing teams work load ensuring most effective use of time and resource.
4. Compiling duty rosters to ensure appropriately trained staff are available to deliver safe, high quality patient care and take immediate action to rectify if this is not the case.
5. Ensure that temporary staff are only used when absolutely necessary and that their use does not affect the expected quality of care.
6. Management and handling of complaints and possesses the ability to escalate concerns where appropriate as per Hospital Policy.
7. Participate in investigations into complaints, clinical incidents and medication and blood transfusion incidents as they occur and provide written reports when required
8. Attend relevant hospital meetings or send representative and impart necessary information to ward staff.
9. Maintain a safe ward environment ensuring Health and Safety guidelines are implemented and adhered to
10. Ensuring the availability of appropriate resources for patient care through controlling ward stock
11. To ensure equipment is regularly maintained and that all staff are competent and able to use equipment safely and correctly.
12. To give concise, relevant verbal and written reports to ensure effective communication.
13. To share responsibility for issues relating to the ward budget with the Clinical Nurse Manager and show a commitment to effectively managing resources.
14. To be involved with cost improvement programmes for the wards.(CIPs)
15. To actively contribute to the Hospital’s Digital Transformation which aims to create better outcomes for patients, enable better experiences for staff, and offer opportunities to make working practices more efficient.
16. Undertake and support audit and act on findings to develop action plans to address and rectify any areas falling below target
17. To participate in the analysis, assessment and management of actual and potential risks within the ward environment, including responsibility for risk assessments i.e. General, Pregnancy, Clinical, Manual Handling, COSHH.
18. Deputise for the Deputy DoN as required

## Education

1. To encourage and support nursing staff to undertake personal and professional development.
2. Assist in the management of study leave appropriately and ensure equitable access to teaching and development opportunities for the nursing team helping them to achieve their learning outcomes.
3. Act as a role model, mentor and preceptor to the nursing team
4. Ensure all new staff and students receive a full orientation to the ward or department
5. Ensure the achievement of ward targets for statutory mandatory training and staff training requirements.
6. Encourage and maintain a suitable continuous learning environment for all nursing staff.
7. To ensure staff competencies are up to date.

## Human Resources

1. To strive for high staff morale through sound leadership and organisation.
2. Communicate effectively at all times and maintain a harmonious working environment, demonstrates an understanding of conflict resolution in order to promote a strong, motivated, integrated team at all levels.
3. Assist the CNM in the interviewing, recruitment and selection of appropriate nursing staff in consultation with HR.
4. Manage the performance of staff effectively and take appropriate remedial action when necessary addressing under performance proactively.
5. Develop and maintain a positive working environment by demonstrating flexibility, enthusiasm and reliability.
6. Promote the health and well-being of staff and observe for any signs of ill health or stress factors and refer to OH as appropriate.
7. To lead the ward staff annual appraisal process and ensure all staff have an individual performance review and a personal development plan in place.

## Other

1. The post holder, as senior nursing representative, will take part in the Hospital’s duty manager on call rota
2. General observations of Hospital with regard to cleanliness, tidiness, health and safety and security and rectify any issues which do not meet the required standards.
3. Provide first aid whenever necessary.
4. Co-ordinate effectively any emergency situation in the Hospital in the absence of the designated Executive team members and act as Incident Controller.