



KING EDWARD VII's HOSPITAL

King Edward VII's Hospital

Acute and Critical Care Nurse Manager

Job Description

Job Title:	Acute and Critical Care Nurse Manager
Department:	Critical Care Unit/Outreach Service/Acute Medical Unit
Job Type:	Permanent
Hours:	37.5 Monday to Friday
Reports to:	Head of Nursing

Key Working Relationships: Patients, Visitors, Relatives, CCU Team, CCU Fellows, RMO, Clinical Nurse Specialists, Nursing and Allied Health Professionals, Consultants, Support Staff, Governance, Infection Control Team, Clinical Management Team, Heads of Department, Heads of Service, and Executive Directors

About Us:

King Edward VII's Hospital is a leading 56-bed acute hospital dedicated to providing exceptional patient care. Our facility features a 4-bed Critical Care Unit (CCU), comprising both Level 2 and Level 3 care capabilities supported by a 24/7 outreach Service. We are growing our Acute Medical Unit which sits beside CCU. We offer a variety of surgical procedures, including elective orthopaedic, gynaecological, cosmetic, vascular, and urology surgery. We pride ourselves on our commitment to compassion, excellence, and respect, ensuring every patient receives the highest quality of care.

Position Overview:

The Acute and Critical Care Nurse Manager will oversee the daily operations of our 4-bed Critical Care Unit including Outreach service and our growing Acute Medical Unit. This role is suitable for a band 7 nurse with experience in a CCU and of outreach services, or a dynamic band 6 looking for career progression with an interest in providing leadership to our Acute Medical Unit. Both the CCU and the Acute Medical Unit are situated beside each other.

The role requires the delivery of a high standard of clinical care and patient safety. This role also involves managing staff, coordinating patient care, and working closely with multidisciplinary teams to provide optimal patient outcomes.

Key Responsibilities:

- **Provide professional leadership and managerial responsibility** for the clinical staff within the Critical Care Unit and Acute Medical Unit to ensure high-quality care and operational efficiency.
- **Lead the Critical Care Outreach Service**, collaborating with inpatient nursing teams to improve patient outcomes and enhance the quality of care.
- **Remain visible and accessible** to consultants, staff, patients, and carers to foster open communication and support collaborative care.
- **Act as a role model**, offering guidance, advice, and support to staff to ensure the fundamentals of care are delivered to the highest standard, keeping patient care at the centre of all activities.
- **Collaborate with the nursing and multi-professional teams** to support clinical governance, service development, and improvement initiatives to enhance patient care and departmental performance.
- **Manage nursing and financial resources effectively**, ensuring the department operates within the agreed budget and that resources are utilised efficiently.
- **Support the Chief Nursing Officer** by providing day-to-day clinical leadership and operational direction to ensure seamless service delivery across the hospital's clinical departments.

Operational Duties

1. Maintain a professional approach to consultants, staff, patients, visitors, and colleagues. Treat all equally and with dignity and respect.
2. In collaboration with service users evaluate and improve the patient's experience of care.
3. Participate or lead in multi-professional programmes of audit by selecting appropriate audit activities. Ensure audits are completed as part of the audit cycle, incorporating learning, change and sharing of best practices.
4. Develop networks with senior nursing staff locally and nationally, ensuring the dissemination of best practices.
5. Be aware of, and adhere to, corporate, hospital and departmental policies and procedures.
6. Provide advice to the Critical Care and Acute Medical team to influence policy and strategic development within the sphere of responsibility.
7. Maintain a safe environment for themselves and others, taking reasonable care to avoid injury.

8. Act as an ambassador for The King Edward VII Hospital in the wider community.
9. Ensure effective communication with other departmental teams.
10. Translate key organisational targets into unit team objectives.
11. Achieve financial balance; keep staffing within budgeted productivity measures, manage other costs and ensure revenue recapture is optimised.
12. Work with the Health and Safety Lead to implement the risk management policy, ensuring systems to identify actual or potential risk, and actions to minimise risk, are implemented.
13. Actively participate in the local resolution of complaints, coordinating investigations as directed by the Chief Nursing Officer, constructing written responses, and ensuring lessons are learnt from complaints.
14. Maintain registration and nursing competencies and comply with the NMC Code of Professional Conduct and related documents.
15. Sustain and improve own professional development through personal study, work-based learning activities, and by using opportunities provided by the Hospital.
16. Participate in the Management Team on-call rota and the Site Manager rota as required.
17. Take part in the Hospital Silver on-call rota.

Clinical Leadership Duties:

1. Demonstrate clinical credibility in leading and supporting the development of clinical practice, research, and scholarly activities. Provide specialist advice and act as an expert resource.
2. Ensure sister/charge nurse roles are strengthened and that they have sufficient authority and support to undertake their role.
3. Disseminate, audit, and evaluate the utilisation of evidence-based practice using procedures and guidelines.
4. Coordinate clinical practice benchmarking activities, ensuring that outcomes are linked to programmes of improvement and change.
5. Co-ordinate clinical governance activities within the speciality and contribute to the Clinical Governance Programme and Healthcare Commission Standards
6. Work in collaboration with Infection Control Led to monitor standards of cleanliness, environmental hygiene, and the incidence of hospital-acquired infection.

Service Development:

1. Support innovation.
2. In collaboration with the Hospital Executive Team continuously review, develop, and promote the role of the nurse, and Allied Health Professions, within the sphere of responsibility.
3. In collaboration with the Chief Nursing Officer and Senior Nursing team contribute to the development and evaluation of new roles within a framework that ensures safe, holistic, and effective patient care.

4. Contribute to the development of clinical service business plans and the delivery of performance targets.
5. Explore opportunities to work through traditional, professional, and organisational boundaries, to develop patient-centred clinical networks/collaborative working.
6. In collaboration with the Chief Nursing Officer and Senior Nursing team identify and promote opportunities to enhance support worker roles that will enable the delivery of quality care.
7. Identify the need for change; initiate, plan, implement and evaluate changes, ensuring that all ongoing developments, within own sphere of responsibility, are in line with current clinical and hospital philosophies.
8. Provide a link between the Critical Care and Medical Unit and the other clinical departments to streamline new ways of working and innovative practice.

Management Responsibilities:

1. Support staff development through induction, preceptorship, appraisal, and personal development, including clinical supervision, reflective practice, and peer review.
2. Facilitate the development of a lifelong learning culture encouraging shared learning opportunities across multi-disciplinary teams.
3. Promote a positive learning environment and participate in securing appropriate learning resources.
4. Undertake an annual Training Needs Analysis and identify a range of traditional and innovative learning opportunities to support training.
5. Contribute to the development and delivery of educational activities within the organisation.
6. Encourage staff to participate in critical debate and enquiry to provide a sound evidence base for clinical practice.
7. Recognise and value diversity in the workforce.
8. Review workforce capacity and capability and contribute to the department's workforce plan.
9. Maximise opportunities to recruit and retain staff, ensuring appropriate use of skills, experience, and skill mix.
10. Provide specialist knowledge to inform workforce planning skill mix/establishment negotiations based on local/national activity and guidance.
11. Work collaboratively to develop a fully integrated clinical team.
12. Establish and maintain an effective communication system within the Critical Care area, working in close cooperation with all users.
13. Keep up to date with legal matters that may arise during duty.
14. Maintain a fair and consistent approach to ER issues, dealing with matters robustly and promptly.

Qualifications:

- Registered Nurse (RN) with a current NMC registration.
- Postgraduate qualification in critical care or equivalent to ENB 100
- Significant clinical experience in Critical Care/Outreach, with proven leadership skills.
- Strong understanding of critical care protocols, patient management, and clinical governance.
- Excellent communication and interpersonal skills.
- Ability to work effectively under pressure and make sound clinical decisions.

Person Specification:

This person specification is designed to ensure that the ideal candidate for the Acute and Critical Care Nurse Manager role has a combination of clinical expertise, leadership experience, and the ability to manage both patient care and departmental operations effectively.

Criteria	Essential Requirements	Desirable Requirements
Qualifications	<ul style="list-style-type: none">Registered Nurse (RN) with current NMC registration.Postgraduate qualification in critical care or equivalent (ENB 100 or equivalent).	<ul style="list-style-type: none">Additional postgraduate qualifications in leadership or healthcare management.
Experience:	<ul style="list-style-type: none">Significant clinical experience in Critical Care and/or Outreach services, with proven leadership capabilities.Experience managing a team in a clinical setting, demonstrating strong managerial and leadership skills.Demonstrated ability to coordinate and manage patient care in a multidisciplinary environment.Experience in clinical governance, service development, and improvement activities.	<ul style="list-style-type: none">Experience in managing an Acute Medical Unit or related clinical area.Experience in working with senior nursing staff and multidisciplinary teams at both local and national levels.
Skills & Knowledge:	<ul style="list-style-type: none">Strong clinical expertise in critical care protocols, patient management, and patient safety.In-depth understanding of critical care outreach services and working closely with inpatient nursing teams.Proven ability to lead clinical teams	<ul style="list-style-type: none">Advanced skills in using clinical governance frameworks and contributing to healthcare commissioning standards.Experience in managing a clinical area during on-call duties or as part of a rota system.

	<p>effectively, provide clinical leadership, and act as a role model.</p> <ul style="list-style-type: none"> • Ability to oversee operational responsibilities such as staffing, budget management, and resource allocation. • Strong communication and interpersonal skills, with the ability to interact effectively with consultants, staff, patients, and families. • Knowledge of clinical audits and the ability to implement evidence-based practice through audits and service improvements. • Understanding of risk management and the ability to implement effective strategies to minimise risks. 	
<p>Personable Attributes:</p>	<ul style="list-style-type: none"> • Ability to work under pressure, remain calm in high-stress situations and make sound clinical decisions. • Excellent problem-solving and critical-thinking skills. • Strong organisational skills, with the ability to manage multiple responsibilities simultaneously. • Demonstrates a proactive and positive approach to leadership and teamwork. • A commitment to continuous professional development and lifelong learning. 	

	<ul style="list-style-type: none"> • Respects and values diversity within the workforce and promotes an inclusive environment. 	
Leadership & Management:	<ul style="list-style-type: none"> • Ability to lead by example and foster a positive, supportive working environment. • Effective in managing staff development, including induction, preceptorship, appraisal, and personal development. • Capacity to review workforce planning and contribute to the development of skill mix and establishment negotiations. • Experience in resolving complaints and ensuring lessons are learned to improve service delivery. • Ability to manage budgets, optimize resources, and ensure financial balance within the department. 	
Commitment to Service Development:	<ul style="list-style-type: none"> • Ability to innovate and support the development of new roles within the hospital. • Willingness to explore collaborative working and develop patient-centred clinical networks. • Experience in implementing changes and improvements in clinical services, ensuring alignment with hospital philosophies. 	
Professionalism & Compliance:	<ul style="list-style-type: none"> • Adherence to the NMC Code of Professional 	

	<p>Conduct and related documents.</p> <ul style="list-style-type: none"> • Ability to maintain high standards of clinical care and patient safety. • Commitment to maintaining registration and nursing competencies. • Awareness and adherence to corporate, hospital, and departmental policies and procedures. 	
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This job description may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

The post holder will be required to comply with all policies and procedures issued by and on behalf of King Edward VII's Hospital.

The Hospital is an equal opportunities employer, and the post holder will be expected to promote this in all aspects of his/her work.

Confidentiality

All information about patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff, and other Hospital service business by the Code of Confidentiality and the Data Protection Act 1998. A breach of confidentiality about manual or computer data will result in disciplinary action being taken by the Hospital's disciplinary procedure and may lead to dismissal.

Health and Safety Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

Risk Management

You have a responsibility for the identification of all risks which have a potential adverse effect on the Hospital's ability to maintain quality of care and the safety of patients, staff, and visitors, and for the taking of positive action to eliminate or reduce these.

Equal Opportunities

As a member of staff at the King Edward VII's Hospital Sister Agnes you have a personal responsibility to ensure that you do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others. You also have a responsibility to ensure that all people that you have contact with during your employment, including patients, relatives, and staff, are treated equally in line with the Hospital's Equal Opportunities Policy.