

JOB DESCRIPTION

JOB TITLE:	Duty Manager
RESPONSIBLE TO:	Deputy Chief Nursing Officer
AREAS OF RESPONSIBILITY	King Edward VII's Hospital
Hours	37.5hrs p/w Days, Weekends and Nights
KEY WORKING RELATIONSHIPS:	Patients, Visitors, Relatives, Clinical Nurse Specialists, Nursing and Allied Health Professionals, Consultants, Support Staff, Governance, Infection Control Team, Heads of Department, Heads of Service, Executive Directors.

JOB SUMMARY

An exciting opportunity is available for a Duty Manager, to join our team at the prestigious King Edward VII's Hospital. The Duty Manager supports the senior leadership team in the safe and effective running of the hospital site 24/07 and holds a range of responsibilities including co-ordinating patient flow, responding to major incident situations/alerts, holding nominated Fire Officer responsibility, and providing senior support and guidance to the clinical and non-clinical departments. The Duty Manager will also support the acute unplanned admissions pathway ensuring the seamless referral management and admission of patients to the hospital.

This role requires an experienced duty manager or an experienced nurse at sister/charge nurse/ward manager level who is looking for a new opportunity.

They will work collaboratively with all departments to promote excellence and safety in care, and a high-quality patient experience.

The duty manager will support staff to ensure our policies, procedures and guidelines are followed.

Key Duties and Responsibilities

- Monitor and supervise the day-to-day operations of the hospital, including patient flow, bed management and resource allocation.
- Provide senior nursing support and professional advice to all areas within the hospital.
- Act as first point of call for clinical and non-clinical departments during the out of hours period, liaising with the Silver/Gold on call managers as appropriate.
- Responsible for the first response management of major incidents and Serious



Untoward Incidents out of normal working hours.

- Act as Fire -Controller in the event of fire alarm, liaising with the fire brigade.
- To be part of the hospital cardiac arrest team, attending resuscitation huddles ensuring roles of the cardiac arrest team are allocated and patients at risk discussed.
- Collaborate with relevant departmental heads to streamline workflows, enhance efficiency, and optimise patient care delivery.
- Work towards an effective risk sensitive solution to issues.
- Be a visible role model to all staff within the hospital.
- To liaise in a professional manner with internal and external customers.
- To build relationships with GP's and Consultants and give confidence to them and therefore in the hospital.
- Ability to positively challenge behaviours or evidence of unsafe practice and to escalate when this is outside of your capabilities and skills.
- Ensure incidents are reported on the hospitals reporting system within the required timeframes.
- Has the ability to cope, manage and diffuse difficult and stressful situations and work effectively under pressure.
- Ensure our Safeguarding policies and processes are followed, acting as a resource for other staff as required.
- Check all areas of the building on a regular basis to maintain safe premises, including out of hours and weekends, correcting, or reporting faults or maintenance tasks as necessary and taking any other action as may be deemed appropriate whilst encouraging the departmental staff to take ownership for the reporting of incidents in their department.
- On the night shift, perform a walkabout of the hospital departments, to ensure that all closed areas are free of patients and visitors, check fire exits are clear from obstruction, check in with all staff on duty for any health and safety concerns in their department.
- Before midnight, communicate and coordinate with all nurses in charge to ensure that all day cases and planned discharges for the day have left the hospital and to ensure that all these patients are also discharged on Computecare8 on time.
- Leadership rounding, where the duty manager will round on patients to ensure they are safe and happy with the care being delivered.
- Role model the highest standards of customer service, even when dealing with difficult customers/situations. Be a role model to others by promoting professionalism (by good communication, appearance, attitude, and maintaining clinical skills and competency).
- Listen and empathise with patients, relatives, and visitors, taking action to resolve concerns informally, or communicating with relevant managers should the patient wish to make a formal complaint.
- Complete the relevant duty managers log and triage form, checklists, tracker for acute unplanned admissions.
- Ensure unplanned admissions are managed safely and gives confidence to those referring into the hospital.
- Ensure payment is confirmed (insurance, self-pay, deposits) before a patient is admitted into the hospital (acute unplanned admissions).
- The duty manager will be the first point of contact for external agencies at night, e.g. Police or other emergency services.
- No communications about incidents or patients with the media or external agencies without receiving permission from the Chief Executive Officer or Gold

- on call.
- Leads the bed meeting twice daily.

Professional

- To keep up to date with current developments in nursing and ensure evidence-based practice
- Promote awareness and compliance amongst colleagues regarding Hospital policies, procedures, guidelines and standards and national standards including CQC frameworks.
- Promote a culture of continuous quality improvement (QIP) using audit, patient feedback, and reflection on practice by self and other members of the team.

Clinical

- Have responsibility for the correct administration and custody of medicines according to hospital policy and work within the pharmacy out of hours process and the role of the duty manager in that process in acquiring drugs from pharmacy.
- Manage concerns raised by patients, visitors and staff in a proactive, timely fashion and take remedial actions as necessary.
- To be clinically competent to support staff with delivering clinical care including phlebotomy, cannulation, IV drug administration as a minimum.
- To always promote and maintain professional confidentiality in accordance with the Data protection Act 1998.
- To liaise with Critical Care Resident Doctors, Resident Medical Doctors, and Consultants to ensure that appropriate care is provided.
- To work with the hotel services team to maintain the highest standards of cleanliness and patient environment.
- To work with the Infection Control Team to prevent and control hospital acquired infection on the ward.

Management

- Keeping duty rotas up to date out of hours (and in hours where appropriate).
- To support investigations into complaints, clinical incidents and medication and blood transfusion incidents as they occur and provide written reports when required.
- Attend relevant hospital meetings as required.
- Maintain a safe working environment ensuring Health and Safety guidelines are implemented and adhered to.
- Ensuring the escalation of any concerns about anything that impacts the safe running of the hospital.
- To be involved with cost improvement programmes as appropriate.

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Education

Ensure continuous learning for self and attend courses as required (mandatory or non-mandatory to self updated).

Measurements

- Regulatory body inspections- aiming for Outstanding in CQC
- Clinical and managerial Key Performance Indicators (KPIs)

- Efficient use of resource
- Compliance with policies and procedures
- Patient reported outcome measures, patient satisfaction, and experience
- Adherence to NICE Guidelines and Professional Standards

Person Specification

Attribute	Criteria	Essential	Desirable	Assessment
Education, Qualifications and Training	Qualified RGN	✓		CV
	Current NMC Registration.	✓		CV
	Educated to Degree level in health-related subject or equivalent.	✓		
	Educated to master's degree level in health-related subject or equivalent.		✓	CV
	Leadership/management qualification		✓	CV
	Evidence of stretching CPD	✓		CV
Knowledge and Experience	Significant relevant, clinical experience at senior level in a complex acute healthcare environment.	✓		CV & Interview
	Experience in dealing with HR issues and investigations		✓	CV & Interview
	PSIRF knowledge		✓	CV & Interview

Attribute	Criteria	Essential	Desirable	Assessment
	Proven experience of leading / managing teams to ensure excellent standards of service delivery	✓		CV & Interview
	Excellent IT skills, embraces digital advances		✓	CV
	Able to make a significant contribution to financial efficiency to reconcile affordability, safety, and quality.		✓	CV & Interview
Skills and Behaviours	Demonstrate your scope of practice underpins the six fundamental values of the 6 C's (Care, Compassion, Competence, Communication, Courage, and Commitment) and the care they deliver to the patient at the point of contact treats them with respect and dignity.	✓		CV & Interview
	Demonstrate the KEVII Values <ul style="list-style-type: none"> - Professionalism - Quality - Respect - Safety - Teamwork 	✓		CV & Interview
Attribute	Criteria	Essential	Desirable	Assessment
Leadership and Management Skills	A professional leader who is self-motivated and innovative, able to develop and coach individuals and teams to improve patient care.	✓		CV & Interview
	Successful delivery of change management programs or evidence of delivering Quality Improvement projects.		✓	CV & Interview
	Ability to be flexible, intelligent, and creative, looking beyond existing systems of work, to create effective and innovative solutions that improve patient care and service delivery	✓		CV & Interview



KING EDWARD VII's
HOSPITAL