

Working for St Ann's

We're proud to care
We're proud to work together
We're proud to make a difference



At St Ann's, there's one thing that motivates us, and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care and to ensure St Ann's is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference.

All of our team members will role model our core values...

People matter

People are at the centre of everything we do. We treat each other, and ourselves, with kindness and compassion. We value and celebrate diversity; recognising everyone as an individual.



Brave and bold

We want to grow for the future, not settle. We're not afraid to do things differently, get creative, challenge ourselves and the status quo. We're ambitious in our aims, accountable for our actions and learn from our experiences and successes.



Lead and learn

We're experts in what we do, and we don't stop there. We're always learning; informing and shaping the sectors we're in through education, training and research. We lead by example; sharing best practice, advancing in our fields and pioneering new approaches.



Together we are stronger

Together, we're stronger and have a bigger impact than we could have alone. As a charity, we work in collaboration with supporters, partners and the communities around us. We think beyond traditional boundaries to make sure we're here for our communities for years to come.



Job Role Profile

Ward Manager

Salary

Band 7 £46,148 – £52,809

Location

Little Hulton (with cross site travel)

Responsible for

Little Hulton Inpatient Unit

Responsible to

Head of Clinical Services

Core Purpose

To work within the policy framework of the hospice in the provision of specialist palliative and supportive care by leading the nursing team in ensuring the aims and objectives of the organisation are met.

Job summary

St Ann's Hospice considers the Band 7 Ward Manager role as pivotal to the optimal care of our patients and to the success of the IPU at the hospice.

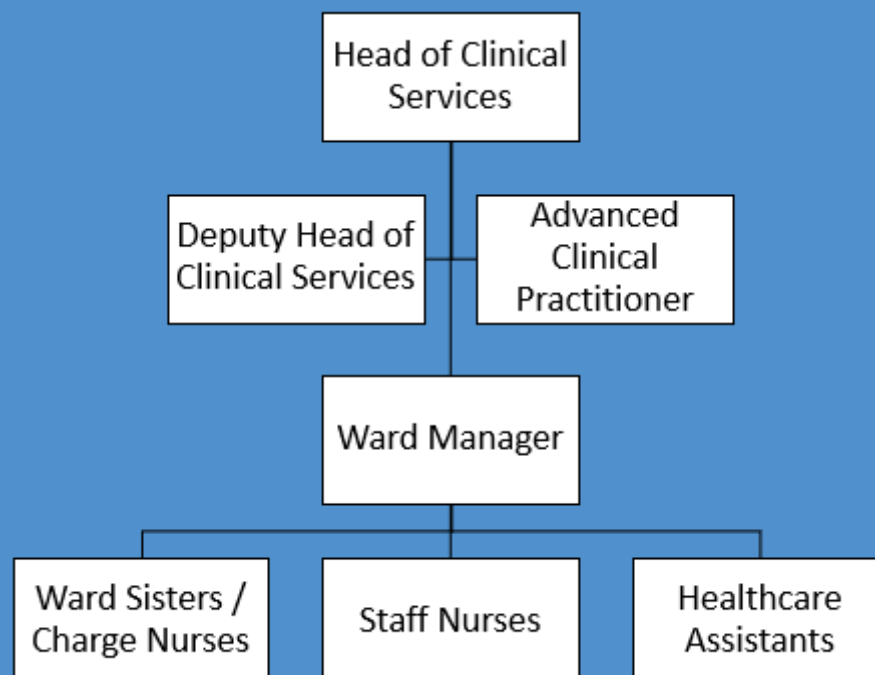
The post holder will have a key leadership role at senior level and will provide specialist knowledge and skills to ensure the delivery of nursing care within the inpatient unit is of a high standard.

The post holder will have direct clinical involvement in the care delivered in the inpatient unit and take 24-hour responsibility for the overall clinical management of the unit in collaboration with the Head of Clinical Services

The Ward Manager must act in accordance with professional codes of conduct at all times and will contribute and work collaboratively in line with the clinical and hospice strategy.

They will be a role model for the staff on the inpatient unit as well as the wider organisation, demonstrating a professional and pro-active approach, providing expert clinical practice and advice.

They will actively participate in improving the service, in collaboration with the Head of Clinical Services and Director of Clinical Services initiating, and supporting future developments. These will include involvement in clinical audit, education, research programmes, quality improvement and service development within the organisation.



Responsibilities

The Ward Manager will:

- ✓ As a clinical lead embrace and implement the vision and values of St Ann' Hospice
- ✓ Take overall responsibility for overseeing the team at ward level, including rota management, accident/incident reporting, volunteer management, risk assessment and evaluation, ensuring that all personnel work safely according to Hospice policy, procedures and guidelines
- ✓ Be responsible for creating and maintaining a clinical environment in which care and compassion is consistently demonstrated, ensuring that patient centred care is safe, effective, responsive and well led at all times.
- ✓ Be responsible for ensuring and maintaining a high quality seven day twenty-four hour service
- ✓ Line manage, conduct PDR's and be responsible for staff performance in your department.
- ✓ Liaise with key stakeholders and external providers of palliative care ensuring the hospice has a high profile within the community setting
- ✓ Organise own work to ensure it enable you to meet required deadlines and quality standards.
- ✓ Maintain high standards of Professional Practice to ensure quality and safety of patient care, experience and the patient journey
- ✓ Ensure confidentiality maintained and compliance with GDPR at all times by self and others
- ✓ Actively participate in clinical supervision, mentoring/coaching of self and others
- ✓ Actively engage in the organisational incident reporting system and action and monitor findings and share lessons learnt in relation to clinical services
- ✓ Promote an environment that supports infection prevention, ensuring that you and other staff practice in accordance with the policies and procedures
- ✓ Contribute to, implement and maintain hospice policies, to propose and implement changes to local policies relevant to the patient care in your area, working within your scope of practice, professional standards and guidance e.g. medicine management
- ✓ Ensure clear objectives are set for the inpatient team, which deliver the organisational aims and strategic direction
- ✓ Provide specialist palliative and supportive care
- ✓ Act in accordance with all 4 standards of the Nursing & Midwifery Code of Conduct
- ✓ Be visible and accessible in the clinical area for patients, relatives and staff providing clinical nurse leadership and act as a role model in the co-ordination and delivery of excellent nursing care
- ✓ To be fully responsible for clinical issues within the inpatient unit
- ✓ To foster good working relationships and to effectively communicate with members of the multi-disciplinary team, users of the service and other health care professionals working externally
- ✓ Work within the multi-disciplinary team to lead and manage patient flow and clinical activity demonstrating innovative solutions to maximise resources.

Maintain ward training matrix and empower staff to actively engage in identifying personal training needs which are in line with the needs of the service. Assist staff to identify how these needs may be addressed
- ✓ Work within the multi-disciplinary team to lead and manage patient flow and clinical activity demonstrating innovative solutions to maximise resources.
- ✓ Maintain ward training matrix and empower staff to actively engage in identifying personal training needs which are in line with the needs of the service. Assist staff to identify how these needs may be addressed

Requirements

The Ward Manager will have:

- ✓ Professional UK Nursing Registration (NMC)
- ✓ Degree level education
- ✓ Evidence of continuing professional development relevant to the field of Palliative Care, long term conditions or chronic illness management
- ✓ Excellent written and verbal communication skills
- ✓ Ability to take responsibility for day to day management of the inpatient unit
- ✓ Ability to work flexibly across all sites and out of hours as required
- ✓ Evidence of implementing significant changes or service improvement to support best practice

The Ward Manager will be able to:

- ✓ Demonstrate effective leadership, inspire, empower and motivate the entire team to constantly strive to improve care and experience for patients and staff
- ✓ Maintain, develop and record your own continuing professional development, including booking and attending all statutory, mandatory and Trust or specialty specific training
- ✓ Demonstrate experience of staff supervision and mentorship including, employee relations, performance, conduct and training needs analysis
- ✓ Demonstrate experience of working in a palliative care setting or a setting which meets the needs of those with palliative care/life limiting illness
- ✓ Evidence involvement in developing and implementing departmental business plans and/or organisation wide developments
- ✓ Demonstrate advanced communication skills including; to communicate complex, sensitive or confidential information in an appropriate manner; to liaise and negotiate effectively; to understand and disseminate multifaceted information
- ✓ Demonstrate professional knowledge and understanding of effective clinical governance including implications, research, quality and audit
- ✓ Work well under pressure achieving objectives against challenging and changing deadlines
- ✓ Demonstrate a thorough understanding of project and change management and skills/ability to identify innovative solutions
- ✓ Demonstrate significant organisational/planning skills enabling the ward manager to manage own workload and that of others in an unpredictable environment
- ✓ Lead the recruitment and induction of employees into the inpatient unit in accordance with Hospice Recruitment Policy, ensuring that appropriate corporate and departmental Induction is undertaken in a timely and effective manner
- ✓ Evidence of leading the implementing and monitoring compliance with policies.
- ✓ Demonstrate working knowledge of key regional and national initiatives impacting on delivery of palliative care
- ✓ Prioritise their workload and delegate effectively
- ✓ Use their own initiative and work independently as well as within a team
- ✓ Demonstrate effective communication and report writing skills
- ✓ Demonstrate proven IT skills and be able to collect, analyse, manipulate and interpret data
- ✓ Demonstrate understanding of the requirements of the Care Quality Commission
- ✓ Demonstrate strong negotiating and influencing skills and be politically astute
- ✓ Contribute to fundraising activities at least once a year

Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2023, The Care Act 2014, and Prevent Duty 2015.

Terms and conditions for the Ward Manager

Contract

Permanent

Work Pattern

37.5 hours per week, including some out of hours working

Location

Little Hulton, with cross site working required

Free Parking

Free parking at our Heald Green and Little Hulton sites

Holiday

35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.

Pension

Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contribution's into the scheme in the previous 12 months).

Life Cover

All staff in the Scottish Widows Pension scheme (with the exception of bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by St Ann's Hospice.

Health Cash Plan

We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.

Employee Assistance Programme

Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.

Probation

Six months

Notice

12 weeks



St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire SK8 3SZ

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Registered charity number 258085