JOB DESCRIPTION

TITLE:    WARD MANAGER

RESPONSIBLE FOR: OPERATIONAL MANAGEMENT OF THE WARDS
HIGHGATE HOSPITAL

REPORTS TO: NURSING & CLINICAL SERVICES MANAGER

ACCOUNTABLE TO: HOSPITAL DIRECTOR

SUMMARY OF POSITION:

- To provide clinical, professional and managerial leadership to the ward nursing team.
- To be responsible for the day-to-day management of the wards.
- To ensure a high standard of evidence-based nursing care is consistently delivered to patients.
- To ensure that a safe, cost effective service is provided.
- To act as a role model and patient advocate, ensuring a positive patient experience for all.
- To be responsible for Information Governance standards.

MAIN DUTIES AND RESPONSIBILITIES

Standards of Care

- To ensure that the highest standard of evidence-based nursing care is delivered to all patients and their families.

- To act as patient advocate, ensuring privacy, dignity and confidentiality are met.

- To monitor and ensure patient satisfaction and be proactive in managing any issue that is identified.

- To act as a resource of specialist clinical knowledge and information for nursing staff and ensure that all nursing practices are meeting the required standards.

- To promote reflective practice and learning in order to ensure that nursing care is research based, appropriate and responsive to patient needs.

- To ensure that all provision of nursing care is documented on a timely basis and accurately reflects the patient experience.

- To work closely with the consultants for the achievement of effective patient management ensuring that individual consultant care protocols are followed.
To ensure a high standard of infection control and the prevention of all avoidable healthcare associated infection on the ward.

To be responsible for maintaining the safe custody of all medications and controlled drugs, ensuring that all related policies and procedures are strictly adhered to.

To ensure that all policies, procedures, guidelines and work instructions that relate to the wards are regularly reviewed and updated, as required.

To participate in the setting of standards and agree clinical audit topics with the Nursing & Clinical Services Manager, ensuring that the identified audits take place with any actions implemented.

To discuss and promote innovations that will improve patient care.

To maintain an appropriate standard of confidentiality. Any disclosures of confidential information (including personal information kept on computer or other media) made unlawfully outside the proper course of duty will be treated as a serious disciplinary offence.

**Managerial**

To efficiently manage the wards, ensuring that resources are used effectively whilst maintaining high standards of patient care.

To comply with all aspects of the Health & Social Care Act 2008 and ensure the wards meet the requirements of the Care Quality Commission (CQC).

To take a lead with implementing any new service development or initiative that affects the wards.

To ensure that Customer Care standards are adhered to, in accordance with the Customer Care Policy.

To investigate incidents, accidents, concerns, near-misses, non-conformities and complaints pertaining to the wards and team, ensuring that statements are collected within agreed deadlines and in accordance with Aspen’s Clinical Governance Policy.

To ensure with that all objectives and any actions identified for the department are agreed with the Nursing & Clinical Services Manager and documented, implemented and reviewed on a timely basis.

To be responsible for the ordering of all supplies.
To ensure that equipment on the wards is regularly maintained and where required, repaired or replaced on a timely basis.

To complete activity figures and regular returns as required by the organisation.

To identify and discuss with the Nursing & Clinical Services Manager any potential areas for developing the service or for maximising financial opportunities.

To report to the Nursing & Clinical Service Manager any ward nursing issues of significance or concern.

Financial:

To effectively manage the service and work closely with the Nursing & Clinical Services Manager in order to meet the financial targets for the wards and service.

To ensure that stock levels are adequate and controlled.

To ensure that all ward revenue is identified and that any economies are highlighted and discussed.

To be involved in the preparation of the ward and nursing service budget and be conversant with the monthly departmental performance reviews (DPRs).

Staff Management

To exercise fair and firm leadership, establishing and maintaining high morale on the wards.

To monitor the level and standard of work produced by the staff, and guide, coach and advise them as appropriate.

To facilitate the professional development of all ward staff to ensure that they are competent to provide the service required.

To identify the training needs for ward staff ensuring that mandatory training requirements are met and documented.

To maintain sound and effective working relationships and communication with all hospital staff and consultants.
To ensure that ward staff are complying with all policies that are relevant to their role and area of working.

To produce staff duty rotas to meet the activity of the wards, ensuring that staffing levels appropriately reflect case mix and dependency levels.

To be responsible for the selection and recruitment process, ensuring that all new staff receive an appropriate and completed induction to the hospital and wards that is documented.

To ensure that all ward staff participate in appraisal reviews as per Aspen Healthcare policy.

To be responsible for, with support from the Nursing & Clinical Services Manager and HR Manager, all staff issues within the wards pertaining to sickness, conduct and performance management.

To ensure that regular staff meetings take place and that minutes are circulated as per terms of reference.

**Health and Safety**

- To ensure the wards comply with all health and safety requirements and that appropriate policies and procedures are in place.

- To ensure the safety of all members of staff, visitors and patients.

- To ensure that all near-misses or non-compliances are reported and appropriate actions taken as required.

- To undertake risk assessments as necessary and participate in Health & Safety audits.

**Confidentiality**

Staff members have a legal duty of confidence to patients. Any employee disclosing confidential/ patient records or information to any unauthorized person or persons will render the employee subject to disciplinary action, which may result in dismissal.
**Other**

- To ensure that all NMC registrations are up-to-date.
- To maintain current awareness regarding developments in nursing and service.
- To ensure personal continuing professional development (CPD) is maintained to comply with NMC requirements.
- To attend hospital meetings and functions, as required.

**Additional information**

To be aware of and adhere to:

2. Infection Prevention & Control Policies.
3. Company policies and guidelines.
5. Fire Action Policy.
8. To read and sign all policies issued to the department in accordance with the Health & Social Care Act 2008.

This list is not to be regarded as exclusive or exhaustive as there may be other duties and requirements associated with the post which you may be called upon to perform from time to time. The range of duties is subject to modification in order to embrace changing service demands.

Penny Barker  
Nursing & Clinical Services Manager  
May 2012
# PERSON SPECIFICATION – WARD MANAGER

<table>
<thead>
<tr>
<th>SELECTION CRITERIA</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tbody>
<tr>
<td>Qualifications and Training</td>
<td>Registered Nurse</td>
<td>Degree level or equivalent evidence of study.</td>
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<td></td>
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<td>Recognised mentorship course. CMS/DMS or similar first line management qualification.</td>
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<tr>
<td>Experience</td>
<td>Sound surgical nursing experience. Experience of managing a team. Ability to take responsibility for daily operational ward management.</td>
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<td>Quality/Attributes</td>
<td>Ability to demonstrate assertiveness, tact and diplomacy appropriately.</td>
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<td>Enthusiastic, Self-motivated, Proactive and Flexible</td>
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### TERMS AND CONDITIONS OF EMPLOYMENT

**POST:** WARD MANAGER

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<tr>
<th><strong>SALARY:</strong></th>
<th>£35,000 to £42,000 per annum, dependent upon experience</th>
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<tr>
<td><strong>HOURS:</strong></td>
<td>37.5 per week</td>
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<tr>
<td><strong>ANNUAL LEAVE:</strong></td>
<td>5 weeks (1&lt;sup&gt;st&lt;/sup&gt; Jan – 31&lt;sup&gt;st&lt;/sup&gt; Dec)</td>
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<td><strong>PROBATIONARY PERIOD:</strong></td>
<td>Three months</td>
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<td><strong>COMPANY PENSION SCHEME:</strong></td>
<td>Voluntary Contributory Money Purchase Scheme – 3 intakes per year</td>
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<td><strong>FREE HEALTH SCREENING:</strong></td>
<td>Following one year’s service</td>
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<td><strong>PRIVATE HEALTH INSURANCE:</strong></td>
<td>Following one year’s service</td>
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| **VARIOUS BENEFITS:** | Benefits include:  
Employee Assistance Helpline  
Optical/ Dental Plan  
Holiday discounts  
Retail vouchers  
Childcare vouchers  
Healthclub Membership  
Travel Insurance  
+ others. |