

JOB DESCRIPTION / PERSON SPECIFICATION

Job Title: Inpatient Unit Manager

Department: Clinical Services

Reports to: Director of Nursing and Quality

Location: Inpatient Unit

Hours: 37.5 hours per week

Salary: Band 7

Job Summary

To lead and manage a team of registered nurses and healthcare assistants ensuring the safe, effective assessment, planning, implementation and evaluation of high standards of holistic care for an identified group of service users within the 24-hour Inpatient Unit (IPU)

The post holder is responsible for ensuring effective performance management of all clinical staff in IPU in line with Garden House Hospice Care (GHHC) policies and procedures for recruitment, induction, development, supervision, appraisal and discipline including supporting volunteers within the team.

The post holder is part of the Clinical Leads Team contributing to and ensuring the delivery of the Annual plan objectives and Strategy within GHHC including adherence to the core values and is responsible for ensuring staff are enabled to support this through team planning and individual appraisal objectives setting.

Main Duties and Responsibilities

- Responsible for patient safety for those referred and receiving care, underpinned by a culture of openness and transparency and continuous learning and improvement.
- Through budget delegation, working with the Director of Operations on the IPU budget, to ensure spend is in line with budget allocation.
- Inspire, lead and manage positively the IPU team, leading by example and ensuring the culture is welcoming, and professional at all times.
- Be a source of and share knowledge and experience with the team.
- Be committed to the overall strategies of the hospice and use these to inform the work plan for the IPU
- Commit to quality improvement and learning at all times.
- Implement national and local guidance, legal frameworks and initiatives, new policies, standards and best practice into clinical practice as agreed and required.
- To be responsible for the management of the 24-hour advice line in line with agreed processes and reporting requirements.
- To support with the coordination of referrals within the MDT
- To ensure that vulnerable adults and children are safeguarded from harm

Leadership & Management

- Work as a member of the Clinical Team Leaders team, leading and coordinating the IPU team providing supervision, support and facilitating their professional development and learning at every opportunity.
- Ensure multi-disciplinary teamworking and respect for each other and foster communication and co-operation between all members of the hospice team.
- Support, develop, implement, and maintain the safe, effective and high standard delivery of holistic and patient led care on the IPU by: -
 - Ensuring required standards of care are achieved.
 - Ensuring the patient and their loved ones have the best possible patient experience.
 - Planning and driving continuous service improvements.
 - Identifying, sharing, and ensuring delivery of best practice.
 - Providing professional leadership to ensure staff are supported
 - Active discharge planning
- Continually review, maintain and improve the family, carer and patient experience.
- Support the unit as and when safety concerns are raised by ensuring the safe staffing levels are maintained
- Identify and manage risks, including reporting and investigating incidents and work with the Governance team to ensure adequate measures are in place.
- Commitment to the GHHC values.
- To take an active role in the delivery of the GHHC strategy and Annual Plan working with Team to ensure understanding and participation through team meetings, and Annual Appraisal objectives.
- Lead on identified and agreed specific service improvements/developments with the Governance and wider teams.
- Be responsible for the day-to-day line management of the IPU team including nursing rotas, annual leave allocation, and authorising monthly timesheets to ensure safe staffing levels are maintained, and ensure that performance, sickness, absence, and leave is managed in accordance with the GHHC Policies
- Provide updates and reports as required through reporting structures to the Deputy Director of Nursing and Operations Director on the performance of the service.
- To be responsible for IPU Staff in maintaining all records both manual and computerised.
- To ensure the safe management of medicines and controlled drugs.
- To ensure that all staff are aware of the current legislation around MCA, Best Interests and Safeguarding and ensure they are implemented in practice, providing a source of knowledge and support for staff in relation to safeguarding concerns, ensuring that vulnerable adults and children are safeguarded from harm
- To participate in the recruitment and selection of GHHC team members, including volunteers and be responsible for planning and induction of new IPU staff and volunteers.
- To ensure that new staff to IPU have a planned induction programme and clear objectives set for the first 6-months' probation period and thereafter.
- To ensure the IPU staff and volunteer's professional competence and capability is updated and maintained by mandatory and CPD opportunities and training.
- To work with the Clinical Team Leaders to ensure the caseload bed occupancy/ and attendance levels are sustained in the agreed Key Performance Indicators.

Clinical Responsibilities

- Lead on the IPU as a rostered member of staff weekly and as required to maintain safe staffing.
- To participate in the Clinical out of hours and Senior Sister on call rota.
- Responsible for ensuring adequate and appropriate daily staff cover through effective duty rota planning.

- To be part of the MDT triage of referrals and co-ordination of admissions as agreed. Ensure all care is planned and agreed with each individual patient and family including coordinated discharge planning by the Nursing and MDT as required.
- Ensure assessment, planning, implementation, evaluation, and documentation of individual patient centred care in partnership with other members of the multidisciplinary team is completed.
- Demonstrate clinical competence and expertise identifying the need for onward referral and appropriate follow-up.
- To participate in the annual clinical audit programme.
- Practice within NMC code of conduct.

Education

- To maintain and develop own core skills and knowledge and professional competence, ensuring these skills are widely shared by acting as a mentor, role model, practice-based educator.
- To work collaboratively with the Learning and Development team to support internal education/ training programme and competency framework for clinical staff, and volunteers as required.
- To promote and drive continuous service improvement through Protected Learning Time (PLT) sessions, Case Study Reviews and Journal Club.
- To participate in the teaching of both pre- and post-registration nurses.
- To represent the GHHC at functions to promote awareness of the Hospices and the services provided.

Quality

- To undertake investigations into complaints as directed by the Integrated Governance Team
- To support data collection and audit required to measure service performance and promote continuous improvement with particular reference to input from users.
- To take part in formulation and review of clinical procedures and policies in liaison with the management team and the Integrated Governance Team.

Professional Responsibilities

- To accept responsibility for updating own professional knowledge to meet the requirement of the NMC Code of Practice and Registration and revalidation.
- To maintain own personal and professional development in specialist palliative care and maintain clinical and professional competence through attending relevant study opportunities.
- To facilitate the use of research-based findings in clinical practice where appropriate.
- Attend formal and informal reflection/clinical supervision.

Confidentiality

You will treat as confidential all information regarding the Hospice, suppliers, employees, consultants, patients and families.

Health and Safety

- You must be aware of the responsibilities placed on you under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees, visitors, participants, volunteers and the general public. This includes adhering to Fire & Safety policies and procedures.

- You will be expected to work within legal and charity guidelines, ensuring compliance with CQC and other statutory regulations.
- You will be expected to comply within Garden House Hospice's systems, guidelines, policies and procedures.
- Garden House Hospice takes its responsibility for safeguarding our people seriously and this post is subject to a Disclosure and Barring Service Application (DBS).
- It is your responsibility to fully comply with the safeguarding and Infection Control policies and procedures of the Hospice. You must ensure that you understand your role in protecting adults and children that may be at risk of abuse. You must ensure compliance with their safeguarding training.

Code of Positive Behaviour

All Hospice staff are expected to work in line with Garden House Hospice Care code of positive behaviour. This acts as a value base which directly influences how all we work and behave. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients.

Equity, Diversity & Inclusion

- Garden House Hospice Care is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees, applicants and volunteers. They must not suffer unfair discrimination because of their race; colour; nationality; ethnic origin or religious belief; social class or caste; age; disability; sexual orientation; marital status; family situation; or gender.
- The Hospice operates a no-smoking policy.
- All appointments are subject to pre-employment health screening.

General

This job description is not an exhaustive list of duties but it is intended to give a general identification of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the job holder.

PERSON SPECIFICATION

Criteria	Essential	Desirable	Method of Testing
Qualification	<p>First level Registered Nurse.</p> <p>Degree or Masters in leadership or practice knowledge gained in a specialist palliative care setting/related Community setting.</p> <p>Evidence of ongoing professional development.</p>	<p>Recognised teaching/assessing qualification or willing to obtain.</p> <p>Recognised management course.</p> <p>Advanced Communication skills or willingness to attend the training.</p>	A
Experience	<p>Able to demonstrate:</p> <ul style="list-style-type: none"> • Extensive post registration experience • Working in a Leadership/Management role in palliative care setting or related Community Setting • Working with controlled drugs. • Compassionate Leadership 	<p>Ability to demonstrate:</p> <ul style="list-style-type: none"> • Experience of community working. • Working with volunteers. • Management/supervision experience in a multidisciplinary setting 	A, I
Knowledge and Skills	<p>Ability to demonstrate:</p> <ul style="list-style-type: none"> • Excellent interpersonal and communication skills • Dynamic Leadership and motivational skills • Palliative and end of life care • Knowledge of hospice philosophy and the bereavement process • Ability to motivate self and others. • Awareness of current legislation relevant to the post e.g. MCA, Best Interests, Safeguarding • Knowledge in the safe management of medicines and controlled drugs. • Knowledge of Patient safety and experience frameworks. • Good understanding of Clinical Governance. • Previous experience of budget management. • Good organisational skills and ability to prioritise workload and work to deadlines. • Understanding of reflection and clinical supervision. • Computer literacy including Email, Word and Basic Excel 	<p>Understanding of current issues in palliative care.</p> <p>Specialist Palliative Care.</p> <p>SystemOne electronic patient record system.</p>	A, I
Personal Qualities	<ul style="list-style-type: none"> • Role model/leadership skills • Team player • Flexible and adaptable • Active listening skills • Calming influence • Non-judgemental • Emotional intelligence 		A, I
Other Requirements	<ul style="list-style-type: none"> • Able to work flexibly, to meet needs of the post. 		

Please note that in order to be offered an interview, the applicant must meet all the essential requirements for the post.