

Cario Nightingale Hospital is the leading independent mental health hospital in central London, providing a range of specialist and individually-tailored treatments for all mental health and emotional issues. We offer a powerful range of evidence-based treatments as well as an extensive range of holistic therapies for inpatients, day patients and outpatients, with a multi-disciplinary approach that delivers the highest levels of clinical care.

Registered Mental Health Nurses - Charge Nurse

Full Time – Competitive Salary and Benefits Packages

We have vacancies for qualified, motivated and skilled Charge Nurses to be part of the team providing clinical services to the above client groups. You will be an enthusiastic team player with good English communication skills and be committed to quality patient care and continuous improvement. Experience in this specialism would be advantageous. The role requires flexibility and the ability to work days and nights.

For further information and informal visit contact Jackie Mongal, Nursing Services Manager on: 020 7535 7700 or email jackie.mongal@cario.co.uk.

To submit a CV please contact HR on: 020 7535 7700 or email: daniela.risidi@cario.co.uk



Cario Nightingale Hospital

JOB DESCRIPTION

Date: June 2008

JOB FAMILY: Nursing

LEVEL: 6

JOB TITLE: Charge Nurse

HOURS OF WORK: 37.5 per week.

Main Purpose of Job:

To provide support to the day-to-day operational management of and clinical leadership to a Ward/Area/Service ensuring the delivery of high quality nursing, effective customer care and efficient use of resources' as necessary.

To provide professional nursing input with patients; planning and implementing specific interventions with patients and their families

To provide feedback to other members of the treatment team regarding progress and functioning of patients

To participate as a member of a multidisciplinary team to provide patient care

To liaise with other agencies involved in the care of patients.

To work cohesively with all Charge Nurses, in particular 2nd Charge Nurse in your area.

Position in Organisation:

Reports to Nursing Service Manager

Part of the Clinical Staff Team

Accountabilities:

Manage the assessment, implementation and evaluation of individual patient care plans while promoting a professional working environment to ensure a high standard of patient care.

Ensure a systemic, individual approach to all patient care, which is clinically effective, evidence based and appropriate. Communicating the outcomes to the clinical team both verbally and in writing, ensuring all CPA and risk assessment documentation is kept up to date.

Ensure effective communication of any concerns relating to patient care.

Support and supervise new or junior staff.

Deputise in the absence of the Nursing Service Manager

Manage the staffing and clinical needs of the wards as required.

Shift co-ordination in the absence of senior staff.

Assist Nursing Service Manager in the delegation of tasks.

Key Tasks/Scope of Job

1. Operational Management support
2. Responsibilities - Clinical
3. Responsibilities – Ward Management
4. Health & Safety
5. Medication
6. Legal frameworks
7. Clinical Governance
8. Professional Development
9. Nursing Liaison

Duties and Responsibilities

1. Operational Management Support

- *Support NSM in providing ward level operational leadership to the nursing team ensuring the efficient use of the staff resource to support service delivery, mindful of the budgetary constraints and activity levels*
- *To aid with the management of complaints from patients, visitor or staff, in conjunction with the NSM*
- *To deputise for the NSM, as and when necessary*
- *To ensure that the NSM receives information as requested, including information on therapy provision, management, budget and staffing*
- *To maintain appropriate records as directed by the NSM*

2. Responsibilities – Clinical Management

- *To assist NSM in the management of the adherence to the key worker system, ensuring all patients are assigned a key worker and act as a key worker as necessary.*
- *To give advice and assist in supervision to members of the nursing team, in relation to the planning, implementation and evaluation of care in relation to the patients within their care.*
- *To demonstrate effective skills and knowledge of therapeutic interventions and good clinical practice.*
- *To be aware of and act accordingly to the NMC Code of Conduct, Scope of Professional Practice and Standards of Record Keeping.*
- *To assist in ensuring nursing practices, according to the requirements of the Mental Health Act 1983/2007, Mental Capacity Act 2005 and Health Care Commissions guidelines are adhered to*
- *To assist in the delivery of effective care co-ordination within the CPA. Guidelines.*
- *To provide leadership to the nursing team.*
- *To liaise closely with the NSM about the work of the unit and the effective implementation of operational policies and therapeutic processes.*
- *To assist in the management of complaints from patients, visitors and staff.*
- *Liaise with other professionals and agencies as required.*

3. Responsibilities – Ward Management

- *Take on the role of shift co-ordinator.*
- *To provide mentorship, supervision and guidance to junior members of the team.*
- *To assist NSM to ensure all staff receive clinical and managerial supervision.*
- *To ensure that nursing practices are carried out to the highest possible standards and in accordance with Company policies and procedures.*
- *Allocate staff according to patient need.*

- *Create a clear plan for the day in collaboration with the other staff on shift.*
- *Delegate, prioritise and supervise tasks appropriately, in particular that levels of observation are reviewed and followed.*
- *Encourage informal activities for patients outside program times.*
- *Check and be aware of any significant changes in the ward environment or patients' care and act accordingly.*
- *Ensure that care-plans follow the consistent model of the hospital.*
- *Provide ward-level operational leadership to the nursing team ensuring the efficient use of the staff resource to support service delivery, mindful of the budgetary constraints and activity levels*
- *To supervise effective staff rotas to ensure that staffing levels are adequate to meet the needs of the ward and that staff are appropriately qualified and trained to carry out the duties required of them*
- *To maintain staffing levels appropriate to patient dependency*
- *To be aware stock items and maintains effective records of requisitions.*
- *Ensure effective management of team workload*
- *Ensure safe storage and maintenance of confidential records and information relating to patients and members of the multidisciplinary team*
- *To report regularly to the Nursing Service Manager about the work of the unit and the effective implementation of operational policies and therapeutic programmes*
- *To manage complaints from patients, visitor or staff and act upon them in a timely manner, in accordance with the complaints policy and procedure. Conduct investigations into complaints on behalf of the responsible senior manager*
- *To participate in Hospital boardholding rota*
- *In conjunction with the Nursing Service Manager participate and manage the delivery of the hospitals strategic and financial objectives*
- *Authorise and plan Annual leave for ward staff, ensuring adequate cover at all times.*
- *Hold regular staff meetings.*
- *Manage and supervise sickness in relation to Capio P&P.*

4. Health & Safety

- *To be aware of Health and Safety policies and follow them in carrying out duties.*
- *To bring Health and Safety issues to the attention of the NSM.*
- *To ensure incident, accident and complaints polices are adhered to.*

5. Medication

- *Administer medication as prescribed, within professional guidelines.*
- *All hospital drug policies are adhered to.*

6. Legal Frameworks

- *To understand and adhere to the Mental Health Act.*
- *To understand and adhere to the NMC Code of Professional Conduct.*
- *Part 13 registered nurses must be familiar with their responsibilities in using the Mental Health Act.*
- *To understand the restrictions placed upon detained patients, and the rights of informal patients.*

7. Clinical Governance

- *To contribute to the hospital wide approach on compliance with legal, regulatory, social and ethical responsibilities*
- *Participate in audit programmes as necessary*
- *To participate in risk assessments as necessary*
- *Ensure that required documentation is completed and is to the required standard*
- *Complete professional reports and assessments on patients where required.*
- *Ensure relevant assessment tools and equipment is used as required.*
- *To ensure that confidentiality is maintained at all times in accordance with the company policies, the Data Protection Act 1998 and the Health Records Act 1990*
- *To maintain contemporaneous records of patients, record events and observations in patient notes.*
- *To be responsible for reading, understanding and complying with all relevant policies and procedures*
- *An Understanding of and adherence to the Mental Health Act 1983/2007, Mental Capacity Act 2005 and Health Care Commission guidelines*

8. Professional Development

- *Ensure training needs are identified by the Senior Nursing Team.*
- *To participate in clinical supervision.*
- *To mentor other members of the Nursing Team as required.*
- *To ensure that mandatory training is undertaken as required*
- *Actively seek and share training opportunities that would have a direct benefit to the standard or care delivered and support personal CPD.*
- *Keep informed and act upon health service developments and evidence based best practice at a local and national level.*

9. Nursing Liaison

- *Ensure that all referrals are handled professionally and quickly following the company guidelines.*
- *Attend ward rounds as necessary.*
- *Ensure the Nursing Team provides feedback to multidisciplinary team about any general observations, specific interventions, one-to-one work as well as patients' participation.*
- *Play an active role as part of the multi-disciplinary team on the unit – providing feedback on nursing interventions and assessments to other staff on a daily basis as required.*

Person Specification

Job Title: Charge Nurse

	<u>Essential</u>	<u>Desirable</u>
Education /Qualifications	<ul style="list-style-type: none"> Registered Mental Health Nurse At least 2 years post qualifying experience, some of which should be in a supervisory role 	<ul style="list-style-type: none"> ENB 998 or equivalent Certificate in specialist area Certificate in management
Job Requirements	<ul style="list-style-type: none"> Knowledge of the Mental Health Act 1983/2007. Experience of C.P.A.'s and Tribunals. Clear understanding of supervising, managing staff. Clear Understanding of Clinical Governance, Health Care Commission Regulations. Excellent English skills verbal and written. Ability to undertake all mandatory training. Ability to work days / nights / weekends flexibly. Good computer skills. 	<ul style="list-style-type: none"> Supervising student nurses. Experience in specialist service areas such as, YPU, EDU Addictions or General Psychiatry. Previous experience of Charge Nurse
Competencies Communication Level 3	<p>Able to appropriately and effectively use a range of communication approaches in order to inform, influence or persuade people in relation to more difficult subjects and / or situations. Effectively manages the quality and flow of data / information.</p>	<ul style="list-style-type: none"> Displays sensitivity to people's level of understanding, culture, background, body language, feelings and emotions and preferred ways of communicating. Identifies the purpose of the communication, anticipates it's effect and effectively uses the most appropriate method of communication for the intended audience Demonstrates the ability to respond quickly,

		<p>constructively and honestly when challenged, encouraging input and feedback</p> <ul style="list-style-type: none"> • Thinks ahead and prepares well for situations that involve persuasion and negotiation • Ensures data/information is received, processed, stored and provided, effectively, efficiently and securely • Keeps accurate and complete records consistent with regulations, policies and procedures.
Quality Level 3	<i>Promotes monitors and maintains best practice ensuring quality standards are achieved. Contributes to improving the quality of service provided, within area of responsibility.</i>	<ul style="list-style-type: none"> • Ensures compliance with all regulatory and Cipro Nightingales, policies, and procedures within area of responsibility. • Carries out own work in a manner that maintains and promotes a quality service and ensures others do so. • Evaluates the quality of own and others' work and raises quality issues and related risks with the relevant people • Takes the appropriate action when there are quality problems • Supports the introduction and maintenance of quality systems and processes in own work area • Ensures that quality audits within own area take place and action plans are developed and delivered in accordance with audit programmes.
Customer Service Level 2	<i>Proactively identifies the needs and expectations of customers and strives to meet these</i>	<ul style="list-style-type: none"> • Ascertains and / or anticipates customer requirements to ensure that where possible these are met. • Explains sensitive or complicated information in a manner focused on the customers perspective and understanding • Establishes positive relationships with customers • Obtains regular feedback and acts on it to improve customer service. • Always considers the impact on all customers when making decisions. • Ability to deal with a very challenging patient group in a healthy manner •
Commercial Awareness Level 1	<ul style="list-style-type: none"> • Ascertains and / or anticipates customer requirements to ensure that where possible these are met. • Explains sensitive or complicated information in a manner 	<ul style="list-style-type: none"> • Uses and maintains resources efficiently and effectively • Identifies opportunities to improve efficiency in working practices and use of resources

	<p>focused on the customers perspective and understanding</p> <ul style="list-style-type: none"> Establishes positive relationships with customers Obtains regular feedback and acts on it to improve customer service. Always considers the impact on all customers when making decisions. 	<ul style="list-style-type: none"> Within scope of competence, recognises and responds positively to wider business needs, even when this is not within the direct remit of own role Able to work flexibly to meet the needs of the business
<p>Team Working Level 2</p>	<p><i>Enables the team to achieve local and business goals, through actively building and promoting an effective team, within a multidisciplinary environment</i></p>	<ul style="list-style-type: none"> Achieves commitment and ownership of the teams objectives through sharing responsibility with team members Draws on others' abilities and experience and recognises their contribution Demonstrates high standards of integrity, honesty and fairness, leading by example Keeps team members informed and up-to-date about all relevant or useful information Promotes equality and respect for diversity within the team Supports and champions the team, ensuring they understand their role in the wider organisation Supports team members in delivering change Adopts an open, visible approach, actively participating in the team and being readily available to team members for discussion, advice or consultation. Regular and punctual attendance. Ability to identify situations that can cause stress to self
<p>Development of self & others Level 3</p>	<p><i>Responsible for own personal development and supporting the development of others, in order to improve own and team performance and prepare for career moves as appropriate</i></p>	<ul style="list-style-type: none"> Finds out what changes may impact the department / profession and its customers and assesses what approaches, tools, methods and technologies will be needed to stay current Encourages others to make realistic self assessments of their application of knowledge and skills, challenging complacency and actions which are not in the interest of Capio Nightingale and it's customers Actively promotes the workplace as a learning environment encouraging everyone to learn from each other and from external good practice Advises appropriate people of resource issues which affect learning, development and performance Develops others in accordance with agreed business

		<p>needs and a manner that is consistent with regulations, policies and procedures.</p> <ul style="list-style-type: none"> • Supports team in identifying potential career moves and the development needed to achieve these, even when this means the individual will eventually move on from their team • Presents self in a confident manner.
Leadership Level 2	<i>Builds a high performance climate by effectively developing and coaching others</i>	<ul style="list-style-type: none"> • Seeks ideas and opinions and involves others in problem solving • Finds ways to motivate others to a course of action • Involves others in decisions that affect them • Seeks opportunities for others to learn and develop • Gives and seeks honest feedback • Builds teams ensuring required skills are in place • Takes responsibility for developing relationships across Capio Nightingale • Confident decision maker with an ability to accept positive criticism.

Capio Nightingale reserves the right to vary these duties from time to time or require the job holder to undertake additional duties within their general scope of qualifications, skills and experience.