

st michael's hospice

JOB DESCRIPTION

Date: September 2022

Job Title: IPU Team Leader

Job Location: In Patient Unit

Responsible to: IPU Nursing Lead

Hours: 37.5 per week

1.0 MAIN PURPOSE OF THE ROLE

Provide a patient-centered nursing service aiming to achieve the highest possible standards of care delivery.

Take specific responsibility for the day-to-day operational management of a team of Health Care Assistants (HCAs) and Registered Nurses (RNs).

Support the IPU Nursing Lead to develop the service within a collaborative framework.

Promote best clinical and professional practice, ensuring efficient use of resources. Create an environment and culture for all staff, students and volunteers that is conducive to learning.

2.0 PRINCIPLE RESPONSIBILITIES

Leadership and Management

- 2.1 In the absence of the IPU Nursing Lead, ensure the effective deployment of the nursing team, including optimising skill mix and maintaining patient safety.
- 2.2 Support the provision of specialist palliative care expertise in clinical practice, acting as a role model and supporting the nursing team.
- 2.3 Provide direct line management, support and clear guidance to the team of HCAs and RNs within your area of responsibility in order that a safe, caring and effective service is maintained.
- 2.4 Act as Nurse-in-Charge to coordinate the shift on a daily basis as directed by the IPU NursingLead.
- 2.5 Support effective operational running of the IPU by liaising with the IPU Nursing Lead to manage staff annual leave, training and safe levels of shift cover.
- 2.6 Contribute to the smooth running of the IPU through effective Performance Management, Absence Management and the reporting and investigation of adverse events and complaints to identify where lessons can be learned.

- 2.7 Be proactive in ensuring that IPU staff are booked onto and are available to attend all the Mandatory and Statutory training allocated to them in order to meet the Hospice's legal and compliance obligations.
- 2.8 Support a safe, inclusive and respectful working environment by addressing any inappropriate behaviour in a timely and professional manner.
- 2.9 Work with the IPU Nursing Lead to effectively manage financial resources within the allocated budget.

Clinical and Operational

- 2.10 Practice within the Legal and Ethical framework, as established by Nursing and Midwifery Council (NMC) and national legislation, to ensure patient interests and well-being are met.
- 2.11 Ensure environmental cleanliness and Infection Prevention and Control measures are maintained in line with National and Hospice standards.
- 2.12 Support staff with using the Electronic Patient database in order to accurately and appropriately record patient data, whilst maintaining the highest level of data security.
- 2.13 Plan, implement and evaluating a programme of care which is evidence based and utilises all available resources, taking into consideration the patient's needs, lifestyle, gender and cultural background. Ensure there is involvement with the patient, family, carers and significant others as appropriate.
- 2.14 Exercise expert clinical judgement to assess complex issues and facilitate decision making relating to patient care and safety and supervise others in doing this.
- 2.15 Identify the priorities of care for patients, agreeing realistic goals for patients in care and support plans.
- 2.16 Assist in the review of personal and professional development needs of qualified nurses and health care assistants. Contributing to action plans and training programmes as appropriate.
- 2.17 Follow the complaints procedure in responding to patients verbal and written complaints ensuring concerns are investigated appropriately and in line with policy and procedures.
- 2.18 Support the IPU Nursing Lead in ensuring all staff understand the protocols of reporting, investigating and resolving incidents.
- 2.19 Assist members of the team in planning, priority setting and decision making. This includes establishing clear, concise achievable and measurable objectives to meet the patient's needs.
- 2.20 Anticipate, through expert knowledge, changes in patients' conditions and implement the appropriate actions required.

- 2.21 Support volunteers in the ward area to further develop in their role.
- 2.22 Support the team Lead to ensure the timely and effective admission and discharge of patients.
- 2.23 Liaise with the HR and Education Department to support the effective recruitment, selection and on-boarding process of new starters.
- 2.24 Participate in the Clinical Manager on-call rota.
- 2.25 Embody and promote a culture of effective communication with staff, patients, relatives and visitors.
- 2.26 Provide support, empathy and reassurance in the delivery of patient care.
- 2.27 Demonstrate compassion and sensitivity when required to break news to patients and relatives.

Quality and Governance

- 2.28 Ensure evidence of compliance for CQC as allocated by the IPU Nursing Lead
- 2.29 Ensure you and those within your area of responsibility work within current Health and Safety legislation, and Hospice guidelines and procedures.
- 2.30 Ensure an efficient, safe and effective environment, review and develop new policies and procedures as appropriate.
- 2.31 Participate in and, where agreed, lead the development and implementation of clinical audits (and research) and subsequent improvements in order to measure and enhance individual and team performance.
- 2.32 Ensure new staff within your area of responsibility have a robust induction and orientation programme and are assigned a suitably qualified and experienced mentor during their induction period and that they complete all mandatory, statutory and local induction training within agreed timescales.
- 2.33 Be fully aware of and ensure you and your team act in accordance with all Hospice policies and procedures.
- 2.34 Use appropriate risk assessment tools in order to identify actual and potential risks and implement appropriate interventions, reporting outcomes to the IPU Nursing Lead .
- 2.35 Adopt the concept of customer care and develop it within their peer and subordinate groups and challenge any interaction which fails to deliver a quality service to internal and external customers.
- 2.36 Support the HR and Education Team to promote a consistent co-ordinated approach to professional and practice development throughout the Hospice.

- 2.37 Attend Clinical Governance Sub-Group meetings as aligned to interests and allocated by the IPU Nursing Lead.
- 2.38 Take the lead as 'Champion in Practice' for a specific clinical training or development area as aligned to interests and agreed with the IPU Nursing Lead..

3.0 ADDITIONAL RESPONSIBILITIES

- 3.1 Carry out annual appraisals of direct line reports, identifying objectives and development needs in line with the aims of the Hospice and the IPU.
- 3.2 Take personal responsibility for own personal continuing professional development in order to enhance knowledge, skills and values needed for safe and effective practice.
- 3.3 Carry out duties with full regard to the Company's Equalities and Diversity Policies.
- 3.4 Act as a responsible individual in relation to Health and Safety and be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, staff and volunteers.
- 3.5 Ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area.
- 3.6. Carry out any other duties, within an appropriate level of responsibilities as required.
- 3.7 Undertake flexible hours as and when the need arises to maintain safe patient practice.
- 3.8 Ensure confidentiality at all times within the Hospice.
- 3.9 Be an ambassador for the Hospice by supporting recruitment initiatives and internal and external fundraising and awareness events as required.
- 3.10 Ensure that the disclosure and use of confidential staff information is both lawful and ethical, and to recognise own responsibility for compliance with relevant legislation.
- 3.11 Promote, at all levels, the Company's vision, values and strategic objectives.
- 3.12 Hold DBS and Occupational Health clearances appropriate to the role. Note: these are obtained and checked as part of the recruitment process and reviewed in line with company policy or if a change in circumstances is declared or comes to light.

This job description is not intended to be exhaustive and may be reviewed at any time to meet the needs of the business.

PERSON SPECIFICATION

Post Title:	IPU Team Leader
Department:	In-Patient Unit

	Essential Criteria	Desirable Criteria
Education/ Qualifications	<p>Diploma or Degree in Adult Nursing</p> <p>Accredited Mentorship Course</p> <p>Diploma/Degree in Palliative Care or willing to work towards</p>	<p>Management Qualification</p>
Experience	<p>Experience in Palliative care, including ward/community settings</p> <p>Experience in mentoring</p>	<p>Experience in working with Long Term Conditions and Frailty</p> <p>Experience of involvement in successful change management</p>
Skills/Ability/ Knowledge	<p>Ability to demonstrate effective communication skills.</p> <p>Ability to demonstrate accurate numeracy and titration skills.</p> <p>Able to make informed decisions.</p> <p>Ability to work effectively within M.D.T.</p> <p>Able to support and facilitate learning in practice.</p> <p>Conversant with the use of Microsoft Office programs.</p> <p>Effective use of Electronic database</p>	<p>Demonstrate clinical leadership skills</p> <p>Effective use of electronic database</p> <p>Understanding of HR policies and procedures.</p> <p>Knowledge of audits/research</p> <p>Experience of risk assessment</p> <p>Experience of data collection for audit and benchmarking purposes.</p>
Qualities/ Attributes	<p>Demonstrate excellent team working.</p> <p>Excellent role model.</p> <p>Excellent organisational ability.</p> <p>Able to work under pressure</p> <p>Motivated and enthusiastic.</p> <p>Demonstrates a desire to explore new ways of delivering services.</p>	
Other Requirements	<p>Physical effort</p> <p>Frequent moderate physical effort</p>	

	Essential Criteria	Desirable Criteria
	<p>over short periods.</p> <p>Lift and push light objects, bend over baths, kneel, turn, and move patients.</p> <p>On feet for majority of shift (6 or 12 hours)</p> <p>Mental effort</p> <p>Frequent requirement for concentration on personal care duties. Pattern predictable.</p> <p>Frequent exposure to distressing or emotional circumstances, care of terminally ill patient, deterioration / death.</p> <p>Able to learn new techniques in reasonable timeframe.</p>	