



Job Code (if applicable):	UK – XXXX <i>(CCF HRIS will provide)</i>
Job Title:	AAU Sister/Charge Nurse
Submitting Institute/Division/Hospital:	Cleveland Clinic London
Submitting Department:	Nursing
HR Business Partner/ Generalist:	Carli Hearne/ Annabel McIntyre
Date Submitted:	29.1.2019

<i>To be completed by HR Business Partner/HR Generalist or Submitting Manager</i>	
Is this job (check one): <input checked="" type="checkbox"/> Clinical	<input type="checkbox"/> Non-Clinical
Is this job (check one): <input checked="" type="checkbox"/> Patient Facing	<input type="checkbox"/> Non-Patient Facing
Notice Period : 3 Months	

Job Profile Summary:

The Acute Admissions unit Sister /Charge Nurse will support the Acute Admissions/ Intensive Care Nurse Manager in delivering key performance targets including assurance that the professional nursing practice and delivery of care is aligned to the Cleveland Clinic London (CCL) mission and values.

Responsible for leading an effective and proactive team, the post-holder will drive the delivery of high quality and innovative nursing practice consistent with regulatory and professional requirements. Acting as a visible credible role model, the Acute Admissions Sister/Charge Nurse will create a patient-centered environment recognized for its compassion, evidence based practice and superior service.

This level of service will be achieved by utilizing the resources available cost effectively, managing the recruitment process and developing and retaining staff, this role is key to consultant engagement and the development of new services as the need arises.

The post holder will build and maintain excellent working relationships with other departments to ensure a seamless service for our patients.

Key Responsibilities

Operational

- Manages the Acute Admissions Unit when on duty with overall continuing clinical responsibility, in order to carry out safe delivery of care to a complex group of patients.
- Answering to urgent external clinical referral inquires, triaging them in collaboration with the medical team and coordinating with the Nursing Operational Manager.
- Organises the day to day running of the Acute Admissions Unit allocating nursing staff according to their level of competence, reviews daily the unit's working patterns, skill mix and workload to ensure they meet the needs of the service.
- Reviewing hemodialysis schedules and interact with Hemodialysis vendor to ensure seamless service
- Keep the Nurse Manager informed of all the relevant issues affecting patient care e.g. risk, staffing levels, skills and equipment needs.
- Contribute to the outreach and resus team rotas.

Leadership and Team Management

- Creates a climate of support and cooperation, a culture of shared accountability across the organisation whilst holding individuals to account where there is non-compliance.
- Acts as a clinical leader and role model whilst providing direct quality patient care, sharing expertise with colleagues.
- Ensures adherence and timely management of unit's and CCL KPIs on recruitment and retention, staff development, appraisal, sickness management, disciplinary and grievance.
- Contribute to the development and delivery of department teaching and mentorship programs
- Ensures personal and team adherence to all CCL policies and procedures.
- Liaises with the Clinical Educators regarding the developmental needs of the staff.
- Supports team engagement through application of Shared Governance principles
- Implements and monitors competency assessments for all nursing staff.
- Identifies own training needs and maintains professional development in accordance with Revalidation requirements.

Quality and Safety

- Ensures the Acute Admissions Unit meets the requirements of our professional and healthcare regulators, managing non-compliance.
- Adheres to the NMC code of conduct and acts as the patient advocate at all times.
- Has implemented quality systems and improved patient outcomes as a result.

- Ensures a safe environment for patients, staff and visitors following the guidelines of risk management. Proactively reporting incidents, risks and/or failings taking responsibility to minimise these.
- Evaluates, develops and coordinates implementation and revision of core standards of care, policies and SOPs. Manages non-conformance to policy, procedure and standards of care.
- Take responsibility for ratification off-duty, anticipating problems where they exist and ensuring timely and effective actions are implemented.
- Ensure adherence to the CCL Complaints Management Policy by fully investigating all concerns and verbal/written complaints. Ensure the management of these are undertaken appropriately and within the CCL timescales.
- Ensures that nursing and clinical practice is in accordance with the mission and strategic plan
- Demonstrates Infection control principles and participate in the development of unit infection control related reports and take appropriate action where there is variance to the agreed KPIs.
- Ensure duty of candor at all times.
- Communicates with patients, families, visitors and external providers in a calm, courteous, helpful manner, endeavoring to resolve difficult issues at the /department level.
- Communicates patient clinical information clearly and accurately, documenting pertinent information in nursing record and ensuring complete documentation of patient care.
- Participates in research and innovation and the dissemination of evidence based practice in care delivery.

Education and Certifications:

- Current nursing registration (First Level) through the Nursing & Midwifery Council (NMC) required, with no restrictions to practice
- Completed Adult High Dependency course /Assessment course or equivalent
- ILS/ALS provider course completed and qualification in date

Languages:

- Ability to speak and write in English is required.
- Equivalent to a level of 7 of the International English Language Testing System or the Occupational English Test (OET) at level B is required

Complexities of Work (Skills):

- Ability to prioritise workload in a complex environment and supervise members of the team, ensuring high quality, safe and effective patient care.
- Can effectively manage conflict within the workplace and able to demonstrate high emotional intelligence when dealing with team and patients.
- Experience of leading and managing change.

- Demonstrates initiative to proactively problem solve with a solution focus.
- Supports the AAU/ICU Nurse Manager in contributing to CCLs nursing operational and strategic goals.
- Communicates succinctly to differing levels across the organisation in order to achieve best practice - both verbally and written.
- Is proactive in seeking out different styles methods of communication to achieve the best outcome.
- Has demonstrable critical thinking skills, decisive judgment and the ability to work autonomously.
- Is competent at managing nursing budgets.
- Working in an international, multi-cultural environment, being respectful of others culture and beliefs.

Work Experience:

Essential

- Demonstrable broad clinical and managerial experience in the field of acute admissions, triage, acute assessment.
- Track record of achievement of objectives in present and past posts, in both clinical and leadership fields.

Desirable

- Experience in an acute private hospital in the same or similar field.
- Desirable to be competent in/ have had exposure to the use of electronic clinical systems (EPIC, similar modern clinical systems).

Personal Protective Equipment:

- Follows standard precautions using personal protective equipment as required.