



Children's Hospices Across Scotland

JOB DESCRIPTION – SENIOR CHARGE NURSE

Job Details

Job Title – Senior Charge Nurse
Responsible to – Service Manager
Job Family – Care

Location – Rachel or Robin House
Salary – CHAS Band 8

Job Purpose

Working within the CHAS values as operational leader of a large multidisciplinary team, this post holder takes responsibility for the delivery of a high standard of specialist palliative care and support for babies, children and young people (hereafter referred to as child or children) with life-shortening conditions and their families within a children's hospice or outreach setting.

The Senior Charge Nurse will carry 24 hour continuing responsibility for the hospice or outreach service, providing expert visible leadership to the complex multidisciplinary team in an environment that can be physically, mentally and emotionally challenging to:

- ensure safe and effective clinical practice
- enhance the experience of care
- manage and develop the performance of the team
- contribute to the delivery of the CHAS Plan

The post holder will undertake rotational on call cover across the hospice and outreach service to provide leadership, deal with service and immediate management issues and trigger escalation of additional resource when required.

This post holder will be an extremely motivated individual with experience in people management, service improvement and change management.

Organisational Position

The Service Manager for Outreach Services will manage the Outreach Senior Charge Nurses and Family Support leads. The Service Manager for Hospices will manage the Senior Charge Nurses for Hospices.

The Senior Charge Nurses for Outreach will manage the Outreach Senior Staff Nurses and Home Support Volunteer Manager and delegate the line management of the Outreach Staff Nurses and Senior Nursing Support Workers to the Senior Staff Nurses.

Working as part of a team of Senior Charge Nurses, the post holders will work closely together to ensure they are able to lead and manage either team effectively in the absence of the allocated Senior Charge Nurse.

Main Tasks

- Clinical leadership
- Staff management and leadership
- Service development, delivery and workforce planning
- Learning and development

Job Activities

Clinical leadership

- As the Registered Manager for the service takes overall responsibility for the multidisciplinary team ensuring a high standard of holistic palliative care for children and families, which is aligned to the Health and Social Care Standards
- Leads the multi-disciplinary team to prepare for regulatory inspection.
- Participates in clinical sessions to provide direct clinical expertise, leadership, supervision and management support to gain assurance that the care is of the highest quality and to inspire, motivate and empower the multi-disciplinary team to continually improve the families' experience. Where suboptimal practice is witnessed ensures, this is addressed through implementation of evidence-based research and quality improvement processes. This includes follow-up to ensure improvement is sustained.
- Provides a visible, accessible and authoritative leadership for staff and families; acts as a role model to the clinical and non-clinical team, and provides informed, relevant and timely support and guidance to a broad range of staff.
- Leads the decision-making process around referral or discharge
- Responsible for leading clinical governance within the service taking a proactive approach with the team by:
- Taking the lead in reducing the risk of 'Hospital Acquired Infections' by ensuring national HAI, CHAS Infection Control standards are achieved and improvement methodology is used to achieve a safe family and staff environment.
- Ensuring Child Protection and Adult Support and Protection legislation is implemented across the services
- Family feedback is obtained and used to improve the child and family experience
- Clinical and care risks are highlighted to the Service Managers
- Leads in adverse event management providing the initial and final assessment and the review of complex, sensitive or contentious information
- Has overall accountability for the standard of record keeping of the clinical team
- Represents CHAS at external meetings taking opportunities to promote collaborative working
- Any other reasonably requested tasks

Staff management and leadership

- Provides strong and effective professional leadership for clinical and care staff ensuring there is appropriate clinical supervision in place for them.
- Deputises for the Service Manager in their absence.
- Has responsibility for recruitment of staff.
- Directly line manages a multidisciplinary team.

- Liaises with the Volunteering Development Managers to identify and optimise volunteering opportunities
- Leads QCAT to ensure an effective programme of audit, evaluation and research. Leads in responding to recommendations of audit findings and investigations related to the nursing team.
- Works collaboratively with QCAT to identify the training and development needs of the team, ensuring clinical competence of the team is maintained,
- Manages and leads staff through the process of organisational change.

Service development, delivery and workforce planning

- Leads on ensuring CHAS services maintains and continually improves on inspections by regulatory bodies.
- Collaborates and liaises with a range of professionals, including health and social care partners, to meet the needs of the child and their family demonstrating an awareness of the legal and ethical issues surrounding delivery of care.
- Works closely with the facilities managers, Health and Safety Manager and their teams to ensure all non-clinical services align to the Health and Social Care Standards. And using GIRFEC ensures that every clinical and care intervention is designed to meet and promote the health and wellbeing of children and families
- Leads on decision making regarding provision of care, ensuring delivery is maintained and developed in line with organisational standards
- Working closely with the Service Manager to develop the services budget, monitoring it on a monthly basis with other budget holders.
- Creates reports to demonstrate the impact of the service on children and families
- Works with the service manager to ensure that the right staff, are able to work in the right place at the right time, to provide a service that is responsive to the needs of children and families.
- In consultation with the service manager and Associate Director provides an integrated organisational wide approach to workforce planning and development. This will require close collaboration with other professional groups in order to build workforce capacity to meet the workload
- Participates in the development, implementation and review of CHAS clinical policies, procedures, standards and protocols.
- Participates in supporting CHAS in the development of services, and achieving the organisational goals and objectives in the CHAS strategic plan.

Learning and Development

- Takes responsibility for own continuing professional development, maintaining and developing skills and specialist palliative care knowledge relevant to own field of practice
- Identifies own training and development needs which contribute to organisational goals and objectives by participating in the staff review and development programme.
- Undertakes ongoing development in leadership and management to ensure expertise is maintained

Health and Safety

- Responsible for coaching staff, adhering to and monitoring compliance with the CHAS Health and Safety Management Policy and associated procedures and co-operating with CHAS in complying with its legal duties
- Will be part of the business continuity plan to ensure that the essential health and safety welfare needs of children, families and staff continue to be met in the event of a failure of, or disruption to, services or facilities

Information Governance

- Responsible for coaching staff, adhering to and monitoring compliance with the CHAS Information Governance Framework and associated policies and co-operating with CHAS in complying with its legal duties

Volunteer Engagement

- To support the multidisciplinary team in the management of volunteers, ensuring the volunteers deliver a quality service and feel valued

Dimensions

- Works within the Nursing and Midwifery Code of Conduct.
- Is the Registered Manager for the relevant regulatory body i.e. Care Inspectorate or Healthcare Improvement Scotland
- Has shared leadership responsibility for a multi-professional team of health and social care staff including nurses, support workers, physiotherapists, activities facilitators and clinical practice development leads in either a hospice or the outreach service. The post holder will therefore indirectly manage around 80 members of staff and 40 volunteers
- Participates in an out of hours on call manager rota across the hospice and outreach service.
- Is available to support nursing team during working hours.
- Nursing team supports around 200 families and is responsible for the management of 8/9 beds and the outreach service.
- Is frequently responsible for handling petty cash and occasionally receiving donations.
- Contributes to the strategic direction of CHAS
- Responsible for budget monitoring and working prudently and responsibly within the confines of the Care services budget.
- Is an authorised signatory on expenditure and purchases up to £1500
- Post holders will be required to develop strong relationships to share information and expertise with the Volunteering Team, Director of Care, Medical Care, Associate Nurse Directors, Service Delivery Directors, Comms and Fundraising Teams, HR, Health and Safety, Facilities, Finance, the other SCNs and Care Teams.

Decisions and Communications

Decisions

- Has line management responsibility for the service and makes decisions based on the needs of children and families, and the workforce. Makes adjustments, as required, to reflect new or enhanced professional or organisational priority
- Has full autonomy to work within parameters of CHAS procedures and guidelines. Utilises own expert professional competence and has authority to take action based on own interpretation of care, providing clinical and care advice to colleagues and families on a daily basis
- Is frequently required to elicit information, make decisions and exercise judgement in assessing and identifying complex complicated and possibly sensitive staff management, policy issues or child/family care needs which require interpretation and comparisons of a range of possible options.
- Supports the service manager to effectively manage the staffing resource within budgetary restrictions ensuring appropriate use of resources

Communications

- Frequently communicates highly sensitive, emotional or contentious information/decisions to the child or young person, their family, staff and external professionals
- On a daily basis, communicates highly complex information about the child, young person and their family to the Service Manager and the CHAS multidisciplinary team and external professionals, working collaboratively to deliver the highest standard of care.
- Regularly creates reports for Children and families leadership team e.g. the impact of the service on children and families, and workforce planning
- Advocates for children, families and staff through the application of ethical/legal and professional knowledge and skills.
- Frequently provides effective verbal and written communication with all members of the multidisciplinary team internally and externally
- Positively promotes the organisation, through internal and external contacts and acting as a speaker at conferences, internal and external events.
- Maintains confidentiality on a daily basis as required by CHAS and professional codes of conduct.
- Investigates and responds to complaints or adverse events; including invoking Duty of Candour/reporting to HIS or Care Commission as required and ensures appropriate action plans are put in place. Engages in effective communication with children and families and staff members. Provides information sensitively and empathetically when it is contradicting to children's and families and staff members' expectations and desires especially when there are barriers to understanding such as denial and resistance.
- Utilise the Getting it Right for Every Child principles and approach to ensure clinical and care interventions are designed to meet and promote the health and wellbeing of children and their families.
- Will challenge any clinical or facilities interactions which fails to deliver a quality service to families and will drive improvement.



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PERSON SPECIFICATION – SENIOR CHARGE NURSE

Education, Qualifications, and Training

Essential

- First Level Registered Nurse
- Qualified to degree level or equivalent Post Graduate Qualification or equivalent experience.

Desirable

- Qualified to Master's degree level or willingness to work towards
- Palliative care qualification
- Independent prescribing qualification

Method of Assessment – Application Form

Skills, Abilities, and Knowledge

Essential

- Excellent interpersonal skills
- Knowledge of children's palliative care
- Ability to lead and influence others
- Ability to innovate and problem solve
- Good supervisory and assessment skills
- Evidence of good IT skills and a commitment to working confidently with IT in a care setting
- Ability to demonstrate leadership skills which inspires trust and confidence
- Ability to use initiative and prioritise a busy workload
- Proven record of making difficult decisions regarding children, families, staff and volunteers
- Ability to value and nurture a team of staff to ensure succession planning

Desirable

- Project management skills
- Knowledge of QI methodology and how to use it in service development

Method of Assessment – Application Form and Interview

Experience

Essential

- Significant demonstrable experience of assessing, planning, organising, implementing and evaluating nursing care for babies, children and young people with complex nursing and palliative care needs.
- Experience of line management and supervision of others
- Significant demonstrable experience of working with the whole family providing education and support to manage the child or young person's condition
- Experience of managing adverse events and complaints
- Relevant experience of working with autonomy and of leading a multidisciplinary team

Desirable

- Experience of recruitment and selection

Method of Assessment – Application Form and Interview

Personal Qualities

Essential

- Child and family focused
- Acts with integrity and empathy
- Acts as a role model
- Works co-operatively with colleagues to improve services
- Forms meaningful relationships with others
- Demonstrates initiative and acts with effectiveness ▪ Accountable for own actions and decisions
- Commitment to ongoing learning and development
- Commitment to CHAS core values, vision and purpose
- Commitment to working with or supporting volunteers
- Professional attitude to work
- Motivated to work within speciality
- Demonstrates ongoing commitment to professional development
- Views change as a natural, positive and continuing process

Desirable

- None

Method of Assessment – Interview

Other Requirements

Essential

- Willingness to travel between CHAS sites, family homes and other care settings
- Has a full driving licence.

Desirable

- Access to a car

Method of Assessment – Application Form