

Title	JD- Senior Sister/Charge Nurse	Core Standard	C8 & C9
Date Issued	July 2007	Review Date	April 2011
Policy Number	RS-072	Author	S. Brown
Version	B	Ratified By	K. Lloyd
Reviewed	July 2009	Reviewed By	N. Weerasooriya

## Job Description

**Job Title** – Sister/Charge Nurse  
**Reporting to** – Regional Clinical Manager

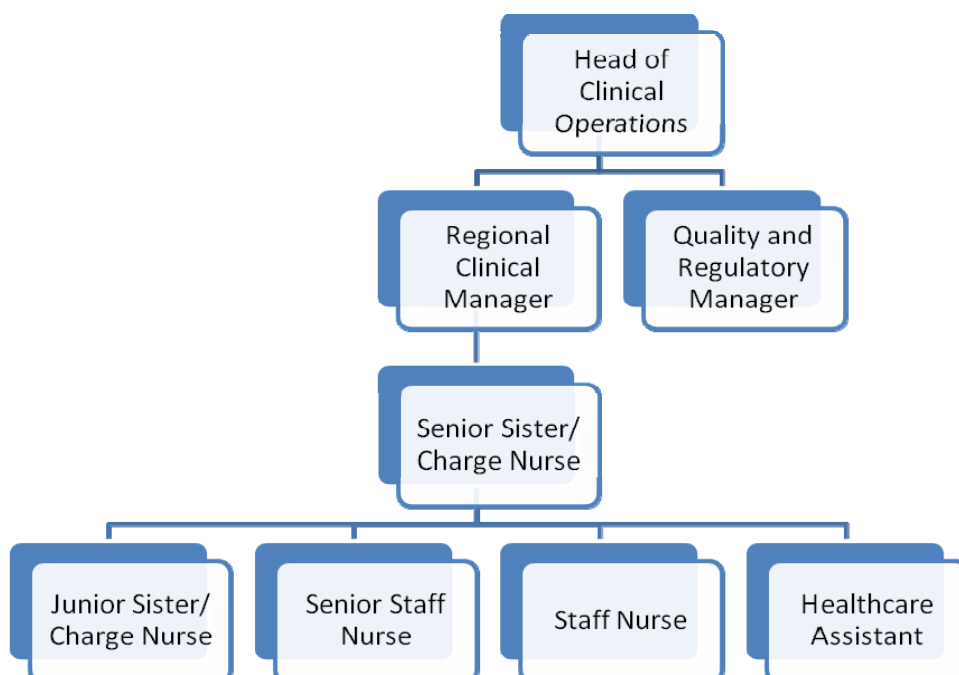
### Job Summary

To be responsible for the overall management of the dialysis unit accountable for ensuring high standards of holistic care and service to the patients. This includes the appropriate assessment and evaluation of care in keeping with:

- The philosophies of company
- The Renal Association recommended standards
- The NMC Code of Professional Conduct and the Scope of Professional Conduct
- The Clinic Policies and Procedures

Provide professional leadership to all nursing staff within the department facilitating professional development in the context of individual, departmental and Corporate objectives and Clinical Governance

### Departmental Structure



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**Key Responsibilities** (not in order of priority)

**CLINICAL LEADERSHIP**

- Manage and coordinate the day-to-day activity of the unit.
- Provide advice, guidance, information and effective decision making for all staff.
- Acting as an expert practitioner and professional role model, demonstrate advanced clinical skills, promote clinical excellence and ensure an optimum standard of nursing care.
- Act as a competent and efficient clinical and managerial decision-maker within and on behalf of the team and take responsibility for those decisions.
- To maintain safe practice in a safe environment, participating in the development of procedures to minimise the risks associated with the use of hazardous chemicals and exposure to blood inherent in the dialysis process.
- To demonstrate advanced level of knowledge regarding the principles of haemodialysis therapy
- Actively reduce the risk of injury to staff by promoting a safe environment and consideration of personal safety when cannulating i.e. prevents needlestick injury and prevent back injury.
- To demonstrate a high degree of co-ordination and dexterity when cannulating access for dialysis. To be able to teach and assess these skills to other members of staff.
- To demonstrate expertise with the use of dialysis machines required to dialyse patients. To be able to prepare, use and clean said equipment and to programme and deliver individual patient treatments. To be able to teach these skills to other staff members and patients and assess as competent.
- To ensure that patients are delivered individualised prescriptions to optimise their clinical outcomes
- Act as a professional role model to nursing staff and other members of the clinical team
- Take overall responsibility and lead in changes affecting the unit
- To monitor and audit the clinical area and take responsibility for ensuring the well being of patients and staff. Develop and maintain appropriate data collection for audit effectiveness.
- Ensure clinical governance processes are in place within each unit and develop and maintain robust systems of managing risk events and complaints
- Lead in processes involved in the Care Quality Commission inspections
- Ensure hotel services are maintained in the unit and audit appropriately.
- Identify key areas of practice requiring development and prioritise, develop and implement change to improve the quality of nursing care
- To help provide clinical cover if required within other Renal Services units
- Participate in collaborative work/education collaborative programmes established with the referring trusts, this will occasionally involve working at trusts sites

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### COMMUNICATION

- Actively facilitate and promote the building of therapeutic relationships with patients, carers and other health professionals, to support patients and carers through the various phases of chronic illness, including the terminal stage.
- Promote, Initiate, develop and strengthen interpersonal relationships with all members of the multi-disciplinary team ensuring good team working, collaborative working practices and professionalism through the company.
- Demonstrate expertise in dealing with interpersonal conflict and be responsible for the resolution of any adverse situations/incidents. Monitor and support junior staff when dealing with conflict.
- Be responsible for the implementation of policies to resolve interpersonal conflict in a constructive manner and promote a positive working environment.
- Excellent communication and liaison within the multi-disciplinary team to enable co-ordinated care.
- Act as an advocate for patients ensuring their interests are best served with regard to all aspects of their care
- Excellent communication and liaison with referring NHS Trusts and other units
- Implement communication mechanisms to ensure staff have access to up to date information
- Formulate and disseminate company policies and procedures

### MANAGEMENT

- Lead and manage the clinical area, appropriately delegate workload to the multidisciplinary team, and ensure efficient bed management and effective patient care.
- Monitor the use of resources when prescribing, implementing care and treatments. Inform the Regional Clinical Manager of deviations from the budget and initiate action plans to maintain financial control.
- Support to the Regional Clinical Manager and inform change by representing nursing views and be able to represent the views in their absence. Deputise for the Regional Manager when required.
- To undertake home visits to staff/patients as required.
- To manage regular audits and identify key areas of practice
- Promote research awareness
- Provide visible, accessible authoritative presence in the unit to ensure that patients, relatives and staff are aware of accessibility of the Sister/Charge Nurse.
- Coordinate, manage and determine staffing levels and skill mix in each unit, within budget.
- Recruit, motivate and retain the number of staff required within the agreed establishment, to provide the service at the required quality levels.
- To coordinate and manage budgetary requirements for equipment, consumables, staffing

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- Be responsible for liaising with other companies to ensure competitive prices
- Monitor sickness/absence in the unit and develop strategies to deal with this.
- Be responsible for managing and dealing with informal and formal complaints/concerns to ensure rapid resolution
- Develop standards and policies in conjunction with Renal Association Standards and Care Quality Commission
- Manage health and safety in the unit and maintain health and safety records

#### **EDUCATIONAL/PERSONAL DEVELOPMENT**

- Demonstrate a commitment to evidence based practice, highlight areas for change, then initiate and evaluate evidence to improve and develop patient care.
- Ensure a system is in place to assess mentor and support the unit team
- Participate in and undertake Performance Reviews for unit staff supporting them in their personal and educational development needs using a personal development plan.
- Provide a positive learning environment, participate in teaching and act as a clinical resource/role model.
- Within a personal development plan take responsibility for and identify any practice development needs to maintain own specialist knowledge and meet service need. Attend statutory training. Maintain an up to date record of professional development.
- Lead and manage induction and support programmes within the clinical area. Guide practice and assess competence, enabling and supporting learning. Act as an assessor/mentor for student nurses and staff.
- Participate in the delivery of education to patients to enable them to make informed choices reference their treatment and care. Offer information and education to the multi-professional team within the specialist area to enable shared care to deliver optimum treatment.

#### **OTHER**

- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Adhere to company policies and procedures, e.g. Health and Safety at Work, Equal Opportunities, and No Smoking.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff must comply with the requirements of the Data Protection Act 1998



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**Criminal Records Check**

The successful candidate will be required to undergo a Standard/Enhanced Disclosure check by the Criminal Records Bureau and to sign a declaration regarding criminal record information and fitness to practice.

*To undertake any other projects or duties commensurate with the grade of the post and as agreed with the Regional Clinical Manager.  
 This job description is intended as a general guide to the post but it may change in line with the needs of the department, or at the request of the line manager.*

**JOB DESCRIPTION AGREEMENT**

Job Holders name: .....  
 (print)

Job Holders signature: .....

Date: .....

**Line Manager**

Name (print) .....

Job Title.....

Signature: .....

Date: .....

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### **PERSON SPECIFICATION – SISTER/CHARGE NURSE**

<b>QUALIFICATIONS AND EXPERIENCE</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>➤ Current RN Adult / RGN registration with NMC</li> <li>➤ Post Graduate course in Renal nursing</li> <li>➤ Minimum of 3 years working within renal with evidence of Continual Professional Development</li> <li>➤ Minimum of 1 year in a senior position working in outpatient haemodialysis</li> <li>➤ Mentorship Course</li> <li>➤ Previous experience of staff development and performance management</li> <li>➤ Experience of implementing and managing change</li> <li>➤ Able to work autonomously</li> </ul>	<ul style="list-style-type: none"> <li>➤ Degree in relevant field (or willing to working towards).</li> <li>➤ Experience of change management</li> <li>➤ Counselling certificate</li> <li>➤ Relevant Management / Leadership Course</li> <li>➤ Experience of working in the private sector</li> </ul>

<b>SKILLS AND KNOWLEDGE</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>➤ Critical appraisal skills</li> <li>➤ Interpersonal skills</li> <li>➤ Effective leadership and team building skills.</li> <li>➤ Excellent communication skills (verbal and non verbal)</li> <li>➤ Supervision and appraisal skills</li> <li>➤ Articulate and knowledgeable in current health care issues.</li> <li>➤ Ability to gather data, compiles information, and prepares reports.</li> <li>➤ Skill in organizing resources and establishing priorities.</li> <li>➤ Ability to develop, plan, and implement short- and long-range goals</li> <li>➤ Ability to develop and maintain record keeping systems and procedures.</li> <li>➤ Ability to make clinical decisions and judgments.</li> <li>➤ Good cannulation skills, including teaching and supporting skills to team members.</li> <li>➤ Computer literacy</li> </ul>	<ul style="list-style-type: none"> <li>➤ Commercial awareness</li> </ul>

<b>PERSONAL QUALITIES</b>
<ul style="list-style-type: none"> <li>➤ Strong interpersonal skills</li> <li>➤ Strong presentation skills</li> <li>➤ Effective communicator</li> <li>➤ Skills in motivating</li> <li>➤ Skill in working with cross-functional teams</li> <li>➤ Project management skills</li> <li>➤ Good management skills</li> <li>➤ Ability to act and ensure delivery</li> <li>➤ Responsive and flexible attitude and approach</li> </ul>