JOB DESCRIPTION

POST: Inpatient Unit Manager

REPORTS TO: Clinical Director

DATE: January 2017
BASED AT: St Joseph’s Hospice, Ince Road, Thornton, Merseyside
HOURS: 37.5 hours per week to include 1 weekend in 4
SALARY: £38 – 41,000 per annum

Job Purpose
To have overall responsibility for the delivery of high quality, responsive, safe, efficient and compassionate inpatient services.
To lead a team of clinical staff through effective operational management, and provide inspirational leadership to improve standards.

The IPU Manager will be visible and promoting high standards across all the In-Patient units.

Tasks and Responsibilities

Management:

- Advise and support the Clinical Director and Chief Executive in the development and delivery of the long term strategy for inpatient services
- Be responsible for ensuring the delivery of safe, effective, responsive and compassionate palliative care to patients and their families
- Plan, co-ordinate, direct and manage the IPU team and resources including off duty rota planning
- Lead on the development and review of operational policies, procedures and clinical guidelines ensuring their implementation, review and monitoring
- Provide accurate data to the Senior Management team on the activities of the IPU in order to optimise strategic planning and communications with commissioners
- Foster and maintain effective communication within the Clinical team, across the Hospice departments
- Attend any disciplinary or grievance hearings in conjunction with Human Resources when necessary
• Ensure service sustainability through facilitating integrated team working across the In-Patient Units
• Monitor staffing levels within the teams, ensuring patient safety at all times
• Line manage the Clinical staff as required, including annual appraisal and active monitoring of performance against Hospice policy and procedures
• Respond to Central Alert System notices – MHRA and ensure documentation is available to prove alerts have been acted upon
• Be responsible for referrals to the Hospice, assessing patients in the Community as required and arranging admissions
• Foster team meetings monthly/record minutes – report to staff on SEA’s, drug errors and concerns
• Ensure effective recruitment of staff in line with the Hospice Recruitment Policy
• Ensure all staff undertake annual mandatory training, achieve their CPD requirements and maintain high levels of clinical competencies.
• Ensure the full induction of new staff and assist in the process of familiarising them with the methods, procedures and values of the Hospice.
• Ensure all volunteers who work within the unit are supervised and trained for their role.
• Record relevant personnel data e.g. annual leave, sickness records, meeting notes

Leadership:

• Lead on all aspects of patient safety and nursing on the IPU and inspire the IPU nursing team to deliver the highest achievable standards
• Affirm and articulate the Hospice vision and values to team members at all times.
• Develop, produce and review regular key performance measures for the IPU in collaboration with the Clinical Director that can be used for service improvement and activity monitoring
• Lead on developing new evidence based approaches to nursing and palliative care provision, embracing modern technology and new ways of working
• Promote teaching and training, audit and research on the IPU

Clinical:

• Manage the department’s delivery of clinical care and associated activities in line with appropriate standards and guidelines
• Ensure use of advanced communication skills with patients, carers and relatives
• Ensure that when nursing staff are involved in best interest decision making, that the full procedure is followed, including communication and documentation
• Promote fair access to the IPU for all patients requiring admission, ensuring staff respect and respond to the diversity of the population served
• Take responsibility for the Hospice bed management process
• Respect the individuality, values, cultural and religious diversity of patients and promote multi-professional provision of a service sensitive to their needs
• Ensure mechanisms are in place to secure effective discharge of patients from the IPU
• Ensure up to date service information is readily available in all patient areas and that patients and their visitors have an awareness of it and access to it in a format that they can understand
• Work closely with the nursing, medical and wider healthcare team to ensure that care provision on the IPU is consistent with best practice and of consistent high quality

**Quality, Governance, Safety and Compliance**

• Manage the 5 key lines of enquiry in accordance with CQC inspections, ensuring the Hospice achieves good or outstanding in all areas
• Lead on the Gold Standard Framework and ensure weekly meetings are held with clinical staff
• Manage the department’s quality and standards of service ensuring patients, staff, volunteers and the public reside in a safe, effective, responsive, caring and well led environment
• Act as the Safeguarding lead, ensuring all systems, policies and procedures are in place and that staff are fully trained and report safeguarding issues/concerns
• Ensure that the IPU upholds and can evidence compliance with the requirements of regulatory and commissioning bodies such as Care Quality Commission, Local Intelligence Network, Local Authority & Clinical Commissioning Groups etc.
• Promote and uphold the principles of clinical and information governance
• Maintain registration with the NMC and comply with all aspects of The Code
• Ensure medicines are managed in accordance with all internal policies, procedures and standard operating procedures, the misuse of drugs act 1971 and The Controlled Drugs (Supervision and Management and Use) Regulations 2013
• Promote an open reporting culture, leading on reporting of clinical incident and risk reporting within the IPU and taking action on lessons learnt
• Co-ordinate, plan, monitor and evaluate the quality of the team’s service through participation in clinical audit, activity analysis and surveying patients’ and families’ views
• Establish a robust system to facilitate regular observation of each team member delivering clinical care, monitor their practice and technical competence and evaluate their performance
• Ensure all equipment is maintained as per manufacturer’s instructions and that staff are trained and supervised on their safe use
• Ensure all staff adhere to and are appropriately trained in the hospice policies, procedures and clinical guidelines
• Safeguard all patients, families and the public through robust staff training and adherence to internal and external policies and procedures, reporting any concerns to the Clinical Director or relevant professional body
• Manage and investigate service complaints significant events and incidents, reporting findings and any formal action required or taken via the Quality and Governance Framework and ensure nursing staff understand, accept and effectively respond to identified issues and trends

**Finance**

• Participate in budget planning and on-going monitoring and control of agreed budget in line with internal processes and guidelines
• Assist the Clinical Director and Chief Executive in the setting of the department’s annual budget
• Report significant variance to the Clinical Director
• Monitor and review expenditure regularly

**Continuous self-development**

• Continuous self-development to ensure knowledge, skills and competence are relevant to the service
• Complete annual mandatory training
• Prepare evidence in support of performance to the Clinical Director for annual appraisal

**Other tasks**

• To maintain up to date knowledge of St. Joseph’s Hospice, giving good corporate messages, in order that public, staff and volunteer queries can be answered correctly
• To undertake such other tasks as may be reasonably required from time to time.
• Actively support the vision, philosophies and values of the Hospice
• Act in a non-discriminatory manner
• Maintain confidentiality at all times
• Act as a positive role model to the team and wider community
## PERSON SPECIFICATION: IPU MANAGER

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<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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|                | • Registered General Nurse  
• Degree in relevant area of practice (or working towards)  
• Post graduate leadership and management training | • Master’s Degree in a relevant clinical or managerial field  
• Recognised qualification to mentor students  
• Enhanced communication skills training  
• Recognised post-registration Palliative Care Qualification |
| Experience     | • Minimum of 5 years’ experience as a RGN  
• Managerial experience within an inpatient setting in a hospital or hospice managing medical or oncological conditions  
• Recent experience of caring for patients with palliative care needs | • Involvement in research  
• Electronic patient records |
| Skills         | • Leadership skills  
• Leading and managing change  
• Key aspects of patient safety  
• I.T. Literate, including use of MS Office products  
• Organisational and interpersonal skills  
• Record keeping  
• Time Management  
• Report writing and presentation  
• Clinical auditing  
• Data analysis  
• Critical thinking  
• Objectivity |
- Team player
- Enthusiasm for development and innovative practice
- Flexibility to work unsociable hours
- Awareness of the Hospice’s charitable status

I confirm I have received a copy of this Job Description, and that I have read and understood the contents therein.

Signed: ................................................................. (Employee)
Date .................................................................

Signed ................................................................. (Manager)
Date .................................................................