POST: **NURSE MANAGER**

RESPONSIBLE TO: Head of Clinical Services

ACCOUNTABLE TO: Director of Nursing & Operations (Matron)

KEY RELATIONSHIPS: Quality Assurance Officer, Senior Staff Nurses, Nursing and Care Teams, GPs, Multidisciplinary Team Members, Social and Recreational Services, Support Services, Residents and Relatives.

Introduction

The competencies listed below are those that the jobholder is expected to demonstrate immediately on taking up the post. They constitute the minimum standards of performance. They are not intended to be exhaustive and the jobholder will be expected to constantly enhance and add to their competence. The jobholder's progress will be monitored and assessed against these competencies, and any further outcomes derived from key targets and performance indicators.

Job purpose

The Clinical Manager has full operational authority for one or more teams of Staff Nurses, Senior Staff Nurses, Health Care Supervisors and Healthcare Assistants. As clinical lead the Clinical Manager drives nursing standards with reference to CQC outcomes, and is accountable for residents' personal, medical and rehabilitative needs, and an effective team of nursing staff who deliver person-centric care.

Job definition
- Develop and maintain own professional competence and knowledge
- Participate in regular professional development, supervision, mentorship and annual appraisal.
- Lead the team to provide clinical, physical, spiritual and psychological needs to residents.
- Work in close partnership with the Senior Nursing Team to translate CQC standards into effective work based outcomes
- Ensure the provision of specialist care to all residents at Care for Veterans.
- Regularly assess, or lead the assessment of residents, ensuring necessary steps are taken if there are concerns or changes in their condition, implementing

treatment/symptom management according to NMC and Care for Veterans guidelines.

- Administer medicines within NMC and Care for Veterans guidelines and ensure that safe practice is observed.
- Ensure that safeguarding procedures are followed.
- Ensure that the skill mix of staff on the wing is appropriate to meet the clinical needs.
- Participate in the recruitment and selection of new staff and ensure that the induction period provided is monitored, reviewed and documented.
- Maintain effective communication within the team.
- Ensure continuity of care by leading an effective handover between teams.
- Ensure that team members learn from reflective practice so that continuous improvement in evidence-based care is achieved.
- Plan the admission of new residents in partnership with the Senior Nursing Team and Commissioning and Placements Officer.
- Ensure the completion of assessment and re-assessment documentation – e.g. RCN, Fast Track and Resident check lists.
- Provide specialist expertise in the delivery of care for residents with complex disabilities.
- Ensure that the team adheres to high standards of record keeping, especially care plans, and ensure that care plans are maintained in a timely, objective and non-contentious manner.
- Ensure the nursing team delivers care within residents' rehabilitation assessment plan, and work in partnership with members of the multi-disciplinary team to identify the rehabilitation needs and SMART Goals.
- In partnership with the Care for Veterans Chaplain deliver a holistic approach for residents approaching their end of life care.
- Participate in the development of clinical and non-clinical policies.
- Contribute to the development of resident care by actively participating in standard setting.
- Coach, mentor and assess student nurses.
- Ensure that all staff attend mandatory training
- Ensure that all statutory requirements are met with regards to Health and Safety at work and all other relevant policies are adhered to for residents, visitors and staff.

Personal / professional requirements for role

- State Registered Nurse with live NMC registration, relevant management qualification and at least 10 years' experience; Mentorship qualification/ENB998 essential/equivalent.

- Extensive knowledge of CQC legislation and the national minimum standard requirements for care homes for older people.

- Leadership – displays positive emotional intelligence in the management of people, teams and tasks, modifying behaviour to manage a wide variety of operational scenarios, people and issues effectively; builds effective working relationships; motivates appropriately.

- First class communication skills with a wide variety of residents, relatives, wing staff and other colleagues; able to compile cogent and objective reports avoiding ambiguous or contentious language; communicates expectations firmly, reasonably and respectfully; able to communicate complex ideas into simple, user friendly language, high levels of tact and diplomacy.

- Person-centric – able to look at things from a resident's perspective and enables team members to do the same.

- Hands-on – willing and able to take on a variety of nursing tasks as and when required.

- Change management – understands change management principles and how to apply them in order to implement change in a way that maintains engagement and minimizes disruptions.

- Implementation – implements improvements or changes in a timely and effective manner; manages expectations and follows up to ensure that implementation is effective.

- Challenging – strives to understand the 'why' before judging the 'what'. Is prepared to challenge the status quo in order to establish new, more effective ways of working.

- Able to manage own time effectively and delegate responsibly.

- Planning – is able to form timely and cogent plans taking account of detailed operational issues, risks and benefits; mitigates risks effectively.

- Decision making – makes timely effective decisions involving the right colleagues at the right time.

- Initiative – uses appropriate levels of initiative to problem solve and manage day to day issues, involving senior colleagues when necessary; is able to define an issue and propose a feasible and sustainable solution, balancing benefits and risks appropriately

- Partnership – strives to work in partnership with colleagues, involving and consulting them at the right time so that different perspectives are considered.

- Professional – remains calm under pressure; preserves resident and organisation confidentiality; displays a positive view of individuals' unique needs and abilities.

- Empathetic towards the needs of others; promotes a positive approach to the care of people with a neuro/physical-disability.

- Resilient – able to cope well with a variety of operational scenarios.

- Tenacious –displays unwillingness to let go of a commitment until it is fulfilled.

- Reliable – shows high levels of personal commitment to the role, to residents, and to team members

- Accountable – displays awareness for own actions and accountability for them; does not blame others when things go wrong.

- Procedural – demonstrates a strong working knowledge of and commitment to health, fire and safety legislation eg COSHH, as well as organisational policies and procedures.

- Flexible – responds positively to the operational needs of the organisation, by accepting deployment to different areas when required and different shifts and work routines as appropriate.

Organisational Competencies
The following organisational competencies are applicable to all employees working at Care for Veterans.

1   Budget Management and Resource Control
*   Use available resources appropriately
*   Identify and reporting shortages
*   Suggest measures which would make more effective, efficient and economical use of resources

2   Developing teams, individuals and self
*   Identify individual learning needs and undertake required development plan
*   Actively participate in the appraisal (IPR) process
*   Provide feedback to Line Managers where there are difficulties

3   Planning, Allocating and Evaluating work
*   Undertake agreed activities in line with departmental objectives
*   Contribute to the review process by providing feedback on work activities

4   Recruitment and Selection
*   Contribute to the orientation of new staff

5   Managing Change
*   Remain open and receptive to change
*   Work with others to implement change
*   Take part in the evaluation of change

6   Data Protection
Adhere to legislative requirements by ensuring the compliance of oneself and others

7   Health and Safety
Adhere with legislative requirements by ensuring the compliance of self and others

8   Disability Awareness
*   Acknowledge and value the contributions of all patients
*   Display an understanding of the needs of individuals with a disability
*   Respect the privacy and dignity of all residents at all times

9   Communication
*   Ensure that all written documentation is legible and accurate
*   Ensure that verbal explanations are clear and accurate
*   Ensure that you present in a friendly and helpful manner in all

communications and interactions
* Actively participate in the team briefing process
* Minimise jargon and abbreviations
* Actively listen to others views before expressing own views
* Share relevant information with appropriate colleagues

10 Organisational Awareness
To demonstrate motivation, commitment and critical awareness of their role, and that of their team members by:

* Promoting good practice to achieve the aims and objectives of the organisation
* Being positive about the organisation and its vision
* Attending all mandatory training as stipulated by the organisation
* Being aware of and adhering to all organisational policies and procedures

11 Personal Awareness
* Demonstrate appropriate behaviour in stressful and difficult situations
* Display an awareness of your own capabilities and areas for improvement
* Initiate and participating in the change management processes

12 Teamwork
* Recognise and value individual team members
* Display sensitivity to others' feelings and needs
* Acknowledge and uphold equal opportunities for all team members

SPECIALIST COMPETENCIES

13 Statutory obligations and codes of conduct

Hold a live registration with the Nursing and Midwifery Council and ensure compliance with the Nursing and Midwifery Council Code of Conduct (1992) by:

- Acting always in a manner as to promote and safeguard the interests and well-being of residents

- Ensuring that no action or omission on your part, or within your sphere of responsibility, is detrimental to the interests, conditions or safety of residents
- Maintaining and improving your professional knowledge and competence
- Acknowledging any limitations in your knowledge and competence and declining any duties or responsibilities unless able to perform them in a safe and skilled manner

14   **Adhere to professional standards and guidelines as laid down by the Nursing and Midwifery Council in relation to:**
- Accountability
- Confidentiality
- Revalidation
- Preceptorship Professional Practice
- Record Keeping
- PREP
- Accurately assess the total nursing needs of residents within the caseload using an agreed model of care.
- Implement and evaluate a plan of care to meet the needs identified in the assessment
- Demonstrate the necessary clinical expertise and knowledge to meet the needs of residents within the wing
- Develop specialist knowledge and expertise of nursing practice to act as a resource for other staff
- Demonstrate an ability to reflect on own practice and modify it in response to research
- Actively participate in the assessment of NVQ candidates, adaptation course students and other students (if appropriate), obtaining or holding the appropriate qualifications (ENB 998, D32/33)

This job description and person specification represents an outline of the major components of the job and is not intended to be exhaustive. It may with consultation be subject to additions and amendments from time to time as the need arises and therefore, in addition to the duties and responsibilities listed, the job holder is required to perform such other duties as might be reasonably required.

I have read, understood and accepted the duties and responsibilities outlined in the above.

Signed:_____

Print name:_____

Date:_____