



POST:	HEAD OF CLINICAL SERVICES
REPORTING TO:	Director of Nursing and Operations (Matron)
ACCOUNTABLE TO:	Director of Nursing and Operations (Matron)
RESPONSIBLE FOR:	Ward Managers, Sisters/Charge Nurses, MDT Leads and Chaplain
KEY RELATIONSHIPS:	Senior Management Team and Care Staff

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 and description

The Head of Clinical Services leads the Operational Clinical Service at Care for Veterans ensuring good and safe practice as per professional guidelines. Liaises closely with relevant professional practitioners and further develops the reputation of Care for Veterans in the management of Neuro-disability. Leads the delivery in accordance with the organisation's and Care Quality Commission's standards. Reporting directly to the Director of Nursing and Operations, key duties and responsibilities will include:-

Key responsibilities

- To deputise in the absence of the Director of Nursing and Operations – in all resident-focused issues and clinical matters.
- To implement the requirements of the Care Quality Commission as per Care for Veterans registration.
- To be responsible for ensuring the operational delivery of a high quality clinical multidisciplinary (MDT) service.
- To be accountable for the effective clinical management of residents, ensuring that the needs of the residents are placed at the centre of care delivery.

- To assist in the development in the Quality & Risk Management Service at Care for Veterans. To line manage all managers within area of responsibility.
- To carry out assessments of prospective residents as part of the resident admissions process.
- To assist in liaising with funding authorities regarding the placement of prospective residents
- To ensure that each resident receives care appropriate to their individual needs

Role and Responsibilities

Leadership

- To lead the clinical services at Care for Veterans through example, taking a 'hands on' approach as required.
- To ensure good nursing practice is evidence-based, advocating current trends and developments in nursing.
- To liaise closely with the relevant medical practitioners.
- To guide and support the clinical staff in improving practice through participation in audit and research.
- To develop the reputation of Care for Veterans in the management of Neuro-disability.

Clinical responsibilities

- To line manage senior clinical staff who have the responsibility for the management of designated areas, enabling them to exercise professional judgement within the framework of accountability.
- To take day to day responsibility for the safeguarding of residents reporting any concerns to the Director of Nursing and Operations.
- To be the 'day to day' key contact for residents and their families, resolving complaints and reporting matters unresolved to the Director of Nursing and Operations.
- To provide expert advice to nursing staff and other professionals in relation to resident care.
- To continuously assess and monitor risk in own and other practice and be able to challenge others about wider risk factors in care.
- To further develop systems that encourage and promote nursing staff to reflect on clinical practice for the benefit of residents.

Management

- To share accountability for clinical operational services.
- To assist in the supervision, line management and specialist support to middle managers at Care for Veterans.
- To assist in the review and updating of all Care for Veterans Policies and Procedures in line with NMC Guidelines and other professional governing bodies.

- To assist in production of innovative strategies to recruit and retain suitably skilled nursing and care staff.
- To assist in ensuring statutory regulation and supervision for all nursing and Care Staff.
- To support the clinical nursing team with the revalidation process, as required.
- To assist the Director of Nursing and Operations in the business and planning process, representing the clinical service.
- To assist in the further development of services available at Care for Veterans.
- To represent Care for Veterans at external nursing groups/forums appropriate to speciality when approved by senior management team.

Education Training & Development

- To ensure all clinical staff attend mandatory training at Care for Veterans.
- To ensure the continuous professional development of all clinical staff.
- To offer appropriate educational advice to nursing and other professionals in relation to care practices, service delivery and development.
- To be proactive in developing and improving own competence.
- To share knowledge in formal educational settings, conferences and publications internally and externally.
- To ensure that the workforce delivering clinical services is fit for practice and promote a safe and effective workforce.

Personal specification

Essential

- Level 1 RN holding the mentorship qualification.
- Leadership – displays positive emotional intelligence in the management of people, teams and tasks.
- Willing and able to take on clinical 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 minimises disruptions.
- Planning – is able to form timely and cogent plans taking account of detailed operational issues, risks and benefits; mitigates risks effectively.
- Implementation – implements improvements or changes in a timely and effective manner; manages expectations and follows up to ensure that implementation is effective.
- Professional – remains calm under pressure; preserves resident and Home confidentiality; displays a positive view of individuals' unique needs and abilities; has knowledge and experience of Deprivation of Liberty Safeguards (DoLs) and Mental Capacity Act (MCA).

Desirable

- Level 5 Diploma in Leadership in Health & Social Care & Children & Young People's Services or the equivalent.
- Neuro-disability management

Organisational competencies

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

Budget Management and Resource Control

- Use available resources appropriately.
- Identify and report 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 supervision and appraisal (IPR) process.
- Provide feedback to Line Managers where there are difficulties.
- Build effective working relationships; motivate appropriately.
- Strives to work in partnership with colleagues.

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.
- Make timely effective decisions involving the right colleagues at the right time.

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 and best practice by ensuring the compliance of self and others.

8 Disability Awareness

- Acknowledge and value the contributions of all residents.
- 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 presentation 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**
- Promote good practice to achieve the aims and objectives of the organisation.
 - Uphold the organisation’s vision.
 - Attend all mandatory training as stipulated by the organisation.
 - Display a passion for exceeding expectations.
 - Adhere to all organisational policies and procedures.
- 11 Personal awareness**
- Demonstrate appropriate behaviour in stressful and difficult situations.
 - Display an awareness of own capabilities and areas for improvement.
 - Initiate and participate in change management processes.
- 12 Teamwork**
- Recognise and value individual team members.
 - Display sensitivity to others’ feelings and needs.
 - Acknowledge and uphold equality, diversity, inclusion and human rights for all.

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: _____