

JOB DESCRIPTION

Job title: Clinical Nurse Manager

Reports to: Home Manager

Accountable to: Home Manager

Location:

Main purpose and scope of the job:

Clinical; to promote and maintain clinical standards within the home to the satisfaction of the Company and relevant statutory bodies.

Resource Management; to utilise all company resources in a manner, which achieves customer satisfaction and cost effectiveness.

General Management; to provide complementary, competent and effective general management support and cover.

The post holder will contribute to ensuring compliance with regulatory requirements for quality and safety to meet CQC, HSE, Local Authority/CCG expectations.

Exemplar's Vision

Every Exemplar Home delivers outstanding care and significantly improves lives. We are the first choice for those who commission care for adults with complex needs.

Exemplar's Mission

We make every day better for everyone we care for and work with.

Exemplar Health Care Values

Our Values express what it is like to work in our organisation and our colleagues should role model these in everything they do:

- Fun
- Integrity
- Responsive
- Success
- Teamwork

Fun: we encourage a fun environment for those who care and those cared for to promote good health and happiness.

Integrity: we promote trust by leading through example, we will tell the truth, be honest and act with transparency, always, no matter how difficult, we are loyal to those we care for and work with.

Responsive: we have a listening culture and when we hear something is needed we respond quickly, diligently, and always with a smile.

Success: by always doing our best we aspire to be outstanding and seek to inspire others, we are driven to do our best and will strive to make every day better for all our people, we work towards a culture of continuous improvement individually, as a home and as an organisation.

Teamwork: we are kind, committed and always there for each other, we work together to support one another in all we do health or ability.

Our approach reflects the philosophy and principles of care where individuality, choice, dignity, and respect are all celebrated

Key Responsibilities

Clinical Responsibilities

- To be accountable for the implementation of all clinical documentation ensuring that a high standard of record keeping and support planning is maintained.
- To organise and supervise nursing and care colleagues to safely deliver care promoting at all times the high standards expected by Exemplar Health Care Health Care.
- Ensure the delivery of an evidenced based service user-focused clinical support service in an efficient, cost effective manner consistent with the overall objectives of Exemplar Health Care.
- Ensure their own practice is compliant with regulatory requirements for quality and safety, and to work as an integral part of the team to ensure the home meets CQC's fundamental standards.
- Develop and sustain positive relationships with families, friends and visitors of service users.
- Maintain positive relationships with other professionals visiting the service and maintain regular communication with care co-ordinators, commissioners and other referral agents.
- Act as a resource/mentor to clinical staff/Trainee Nurse Associates in addressing clinical, ethical, workload and other issues as required.
- Ensure that correct accident and incident reporting procedures are followed in line with internal governance procedures and process.
- Ensure the timely completion of clinical statistics and data which feed into corporate level governance. Review this data and identify trends or concerns and take corrective action.
- Assist in creating a positive culture which fosters positive engagement and attitudes in colleagues and effective collaborative relationships with service users.
- Chair the local governance meeting and ensure that detailed minutes and action plans are kept which are used to steer clinical development in the service.
- Demonstrate a comprehensive understanding and working knowledge of the Care Standards Act 2000, as amended by the Health and Social Care Act 2012.
- Demonstrate a comprehensive understanding of the CQC five domains, KLOE framework and particular knowledge of ratings for 'good' and 'outstanding'.
- Recognise the importance of correct staffing levels, to report any shortfalls to the Registered Home Manager and to assist in the effective cover of the service for short-notice colleagues' absence and sickness where other suitable cover cannot be found.

- Maintain a level of clinical competence which enables the post holder to actively participate in discussions relating to care to service users with external and internal professionals.
- The post holder may be expected to work across other Exemplar Health Care sites as the service needs dictate.
- Supervise and provide direct care to all clients.
- Contribute positively to the setting and development of measurable standards of care, relevant to the individual, and participate in the introduction and maintenance of such strategies.
- Provide a safe and effective process for the ordering, handling, storage, administration, recording and disposal of drugs.
- Maintain and uphold the NMC Code of Professional Conduct and other NMC professional practices.
- Provide advice and education to service users, colleagues and learners within the home as required and recognise when service users or colleagues may need additional support or training, alert the management team and support in the sourcing and delivery of this.
- Carry out all other duties as will, from time to time, be directed.
- You will be expected to undertake personal care of male and female service users as part of the role which could include washing, dressing, and providing support with toileting and if required continence care, oral care, grooming, use of specific equipment to move a service user safely and supporting service users to eat and drink.

Management responsibilities

- Deputise for the Registered Manager in his/her absence
- Provide a visible presence on the units providing an ability for staff, service users families to raise issues and insights, be listened to and directly responded to in an engaging manner.
- Using a supportive and devolved management approach ensure that nurses and unit managers are supported to an appropriate level in the development of their teams and their service
- Ensure that clinical practice is developed and delivered by colleagues based on evidence-based research and recognised clinical philosophy, models and frameworks
- Demonstrate that clinical practice is underpinned by clear clinical theory and based on an eclectic mix of therapeutic tools and intervention strategies.
- Be accountable for ensuring that a programme of meaningful therapeutic activity is being delivered, ensuring that 'every contact counts'.
- Ensure with line managers that systems are in place for professional registration, revalidation, appraisal, continuous professional development, supervision and performance management of clinical teams.
- Select, interview, and develop colleagues to ensure that the right skills and experience mix is in place to meet current service user need.
- Develop, monitor and review clinical policies and procedures.
- Maintain, participate and administrate an effective on-call system which supports the nurse in charge on duty in the event of emergency.
- Participate in the marketing of the home, and assist in maintaining the homes

reputation and professional standing.

- Ensure their own practice is compliant with regulatory requirements for quality and safety, and to work as an integral part of the team to ensure the home meets CQC's fundamental standards.
- To be familiar with the Fundamental Standards set out in the Health and Social Care Act 2008, and CQC's expectations for a safe, effective, compassionate, high-quality care service.
- To manage situations where people may present with challenging behaviour and to know when to call for assistance/advice as needed.
- To participate, promote and embrace to Exemplar Health Care Quality Assurance processes.

Resource Management Responsibilities

- Provide cost-effective and safe deployment of manpower resources in accordance with client need within company policy and statutory requirements.
- Ensure clinical equipment is maintained and any defect reported to the appropriate person.
- Maintain cost-effective controls of all clinical supplies, to include ordering, storage, stock rotation and correct usage.
- Work within budgetary guidelines and contribute to future strategic planning.

Essential skills & knowledge required

- The post holder will have a comprehensive knowledge of nursing care and clinical skills and will be able to care for and supervise the care of a service user from admission to discharge.
- Will be able to mentor learners and colleagues to ensure that they receive the best possible experience from their employment.
- To know what individualised care is and how to ensure that this is planned, delivered and evaluated.
- To know how to deal with people with challenging behaviour and to know when to call for assistance/advice as needed.
- Adhere to uniform policy at all times.
- Liaise with the management team of the home to ensure proper admission procedures discharge planning.
- Have detailed knowledge of the Mental Capacity Act and work within the code of practice
- Have detailed knowledge of the Deprivation of Liberty Framework and work within the code of practice.
- Have detailed knowledge of the NMC code and work within it at all times.
- Comply with Exemplar Health Care governance framework (EQA).

Qualifications and Training

- First level nursing registration with a valid NMC Pin number.
- Commitment to comply with all planned mandatory & non mandatory training within Exemplar Health Care and to ensure compliance in others.

- Assist with the delivery of “on the job” training commensurate with your role training & experience.
- Identify any training needs yourself or others and source appropriate training.
- Lead the supervision process.
- Strong Service User care focus.
- Excellent written and verbal communication skills.
- Working IT knowledge.
- Able to coach and motivate others.

Health and Safety

As an employee of Exemplar Health Care Health Care, the post holder has a duty under the Health and Safety at Work Act 1974, to: -

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the service, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
- Recognise the personal right of the service user to positive risk taking in promoting their own recovery, working within identified guidelines.
- Have a general duty to take reasonable care for the health and safety of self and others who may be affected by their acts or omissions at work. All safety rules, regulations and codes of practice relating to the work area should be observed.
- Report all accidents, dangerous occurrences, incidents and hazards in line with company policy.
- Respect confidentiality relating to information gained through employment with the organisation and to ensure information is not disclosed to any unauthorised person/agency.

Safeguarding

Colleagues are required to take responsibility in all areas of work for safeguarding people at risk (both adults and children) from any form of abuse or neglect. When delivering care and support, colleagues are required to comply with the requirements of legislation relating to care in the UK, including the Care Act (2014) and Mental Capacity Act 2005, which incorporates the Deprivation of Liberty Safeguards (DoLS).

To comply with the Exemplar Health Cares’ Safeguarding Children and Adults policies, procedures and protocols, all individual colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults.

This will require you to:

- Ensure you are familiar with and comply with local Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the Local Multi Agency Safeguarding Vulnerable Adults plans and procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.

- Comply with required professional boundaries and codes of conduct

The CNM will deputise for the Home Manager as safeguarding lead for the Home in the manager's absence. Exemplar Health Care is committed to safeguarding all children and vulnerable adults and expects all colleagues and volunteers to share this commitment. The CNM will also deputise as the safeguarding lead for the Home in the absence of the Home Manager.

Data Protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

This job description may be subject to review and appropriate modification. The post holder may be required to undertake other relevant and appropriate duties as reasonably required.

I confirm I have read and understand this Job Description.

Name of post holder:

Signature:

Date:

Person Specification – Clinical Nurse Manager

Qualifications

Qualification	Essential	Desirable	How assessed
Registered first level nurse	Yes		Application, Assessment, interview, certificates
Training certificate or qualification		Yes	Application, interview, certificates
Post qualification clinical training		Yes	Application, interview, certificates

Skills, Experience and Ability

Skills and experience	Essential	Desirable	How assessed
Good command of Word, Excel and Outlook		Yes	Application, interview, certificates
Works under own initiative	Yes		Application, interview, certificates
Can multi-task, without losing focus	Yes		Application, interview,
Excellent communication skills verbal and written	Yes		Application, interview, certificates
Ability to collect and report on data	Yes		Application, interview,
Time Management	Yes		Application, interview,
Ability to understand the regulations pertaining to care homes and the analysis of complex data	Yes		Application, interview,
Ability to Manage the clinical and care teams	Yes		Application, interview
Demonstrated Continuous Improvement		Yes	Application, interview, certificates
Minimum 3 years post registration experience		Yes	certificates

Attitude and Behaviours

Attitude and Behaviours	Essential	Desirable	How assessed
Demonstrates the Exemplar Health Care values	Yes		Application, Interview
Flexible	Yes		Application, Interview
Can-do attitude	Yes		Application, Interview