

Job description and person specification

- Job title: Clinical Nurse Manager
- Reports to: Home Manager
- Accountable to: Home Manager
- Location:

Main purpose and scope of the job

The post holder has responsibility for promoting and maintaining **clinical standards** within the home to the satisfaction of the Company and relevant statutory bodies.

The role requires all company **resources are managed** in a manner which achieves customer satisfaction and cost effectiveness.

The Clinical Nurse Manager will 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.

About Exemplar Health Care

Exemplar Health Care's mission

Our mission is to make *every day better* for the people we support *and* our colleagues.

Exemplar Health Care's vision

Our vision is that adults living with complex needs can access outstanding specialist care and support, in a community-based home that's close to their family and friends, and that's focused on their personal goals and outcomes.

Exemplar Health Care's values

Our values express what it's like to work at Exemplar Health Care and our colleagues should make these a part of everything that they do. We're looking for people whose personal values match our values of:

- Fun
- Integrity
- Responsive
- Success
- Teamwork

Read more about our values [here](#).

Key responsibilities

Clinical Responsibilities

- To be accountable for the implementation of all clinical documentation ensuring that a high standard of record keeping, profiles and care planning is maintained.
- To organise and supervise unit managers, nurses, trainee nurse associates and care colleagues to safely deliver high quality care at all times.
- Ensure the delivery of service user focused clinical support in an efficient cost effective manner, consistent with the overall business 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 multi-disciplinary 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 coordinators, commissioners and other referral agents.
- Be the supervisor/assessor (mentor) for clinical staff including Trainee Nurse Associates (TNAs) in addressing clinical, ethical, workload and other issues as required.
- Offer clinical supervision for unit manager, nurse colleagues and TNAS.
- 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 behaviours in colleagues.
- Chair the local governance meeting and ensure that detailed minutes and action plans are taken and stored; actions 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 of service users with external and internal professionals.
- 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, recognising when service users or colleagues may need additional support or training; sourcing additional support and alerting the management team as required.
- Carry out all other duties as will, from time to time, be directed including audits to be undertaken each period.
- The post holder may be expected to work across other Exemplar Health Care sites as the service needs dictate.

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.

For services over 30 beds and/or with two CNMs in place:

Hours of work = 40 hours, this will consist of 2 x 9-5 shifts, 2 x 8-8 shifts. This includes alternate weekends, and potential night shifts.

Management responsibilities

- Deputise for the Registered Manager in his/her absence
- Provide a visible presence on the units providing an ability for colleagues, service users and service user families to raise issues and insights; actively listening and directly responding to all stakeholders 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 through evidence based practice and research, 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 count's'.
- Ensure with line managers, that systems are in place for professional registration, revalidation, appraisals (PDRS), 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.
- Contribute to the development, monitoring and review of 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.
- Ensure nursing and care colleagues are effectively trained and MAST and JE compliance above 90%.

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 Care's 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 and Training	Essential	Desirable	How assessed
Registered first level nurse with current NMC pin number	Yes		Application, interview, certificates
Training certificate or qualification i.e. 730, PTTLs, Mentor qualification or assessor /supervisor training	Yes		Application, interview, certificates
Post qualification clinical training and CPD		Yes	Application, interview, certificates

Skills, Experience and Ability	Essential	Desirable	How assessed
Minimum 3 years post NMC registration experience	Yes		Application, Interview
Experience in Mental Health and Learning disabilities		Yes	Application, Interview
Understanding of MCA and DoLs processes and procedures	Yes		Application, Interview
Experience of dealing with patients or service users with challenging behaviours	Yes		Application, Interview
Good command of Word, Excel and Outlook	Yes		Application, Interview, Certificates
Able to collect, research and analyse /interpret data	Yes		Application, Interview, Case study
Can work under own initiative	Yes		Application, Interview
Can both mentor and coach students and team members	Yes		Application, Interview, Certificates
Excellent oral and written communication skills	Yes		Application, Interview, Certificates, <i>QUEST Assessment**</i>
Familiar with admission and discharge planning		Yes	Application, Interview
Effective Time Management	Yes		Application, Interview

Knowledge of care home regulations and governance frameworks	Yes		Application, Interview, Case Study
Can adapt leadership style to that of the individual team member	Yes		Application, Interview, Presentation, <i>QUEST assessment**</i>
Can demonstrate a high level of emotional intelligence	Yes		Application, Interview, <i>QUEST Assessment**</i>
Builds relationships and networks effectively	Yes		Application, Interview, <i>QUEST assessment **</i>
Can deal with conflict effectively	Yes		Application, Interview, <i>QUEST Assessment **</i>
Can work towards demanding targets /meet objectives	Yes		Application, Interview, Assessment, <i>QUEST assessment **</i>

Attitude and Behaviours	Essential	Desirable	How assessed
Demonstrates the Exemplar Health Care values	Yes		Application, Interview
Strong patient or service user focus	Yes		Application, Interview, SU on panel or visit to the Home
Calm and conscientious	Yes		Application, Interview, <i>QUEST assessment **</i>
Flexible working style	Yes		Application, Interview
Ability to challenge in a professional manner	Yes		Application, Interview
Can-do attitude	Yes		Application, Interview
Can motivate self and others	Yes		Application, Interview, <i>QUEST assessment**</i>

*** Optional use of QUEST*