

## Job description and person specification

- Job title: Unit Manager
- Reports to: CNM/Home Manager
- Accountable to: Home Manager
- Location:

### Main purpose and scope of the job

Clinical; to promote and maintain clinical standards within the unit in the home to the satisfaction of the Company and relevant statutory bodies and demonstrate willingness for continued self-development in a professional capacity.

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 and meets CQC 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 and support planning is maintained with the allocated unit.
- 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 Health Care.
- Develop and sustain positive relationships with families, friends and visitors of service users.
- Maintain positive relationships with other professionals visiting the service
- Act as a resource/mentor to junior clinical colleagues 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.
- Assist in creating a positive culture which fosters positive engagement and attitudes in colleagues and effective collaborative relationships with service user.
- Attend and participate in the local governance meetings and ensure that information is disseminated within the unit.
- 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 Clinical Nurse Manager/ 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 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
- Ensure own practice is compliant with regulatory requirements for quality and safety, and to work as an integral part of the colleagues team to ensure the home meets CQC's fundamental standards.
- 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.
- 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**

- Provide a visible presence on the unit providing ability for colleagues, service users family 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 are supported to an appropriate level in the development.
- 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'.
- Assist with the systems that are in place for professional registration, revalidation, appraisal, continuous professional development, supervision and performance management of clinical teams.
- Assist with the selection, interviewing, and development of colleagues to ensure the right skills and experience mix to meet current service user need.
- Assist to develop, monitor and review clinical policies and procedures.
- Participate in the 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.

### **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

## Essential Skills and 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 Trainee Nurse Associates and colleagues to ensure that they receive the best possible experience from their employment.
- 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.

## 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

## 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.

## General

All colleagues are required to undertake the following:

- Carry out other duties as will, from time to time, be directed
- To fully comply at all times with the company policies and procedures and to take responsibility for own actions/inactions
- Undertake appropriate training and development to ensure statutory compliance and maintain appropriate professional registration
- To share and model the company values and expected behaviours at all times
- Participate in PDR/appraisal and supervision processes within the statutory guidelines
- To participate in all employee engagement activities including team, departmental or other staff meetings as required and contribute to company staff survey

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist employees in the performance of their role, therefore changes to employee's duties may

be necessary on occasion. This job description is intended to be flexible and does not provide an infinite list of tasks and therefore may be varied from time to time.

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 – Unit Manager

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

Skills and experience and Ability	Essential	Desirable	How assessed
Good command of Word, Excel and Outlook		Yes	Application, interview, certificates
Works under own initiative	Yes		Application, interview, certificates
Know what individualised care is and how to ensure that this is planned, delivered and evaluated.	Yes		Application, interview, certificates
know how to deal with people with challenging behaviour and to know when to call for assistance/advice as needed	Yes		Application, interview, certificates
Demonstrate high level of clinical knowledge & competencies	Yes		Application, interview, certificates
Understand the proper admission procedures discharge planning.	Yes		Application, interview,
Excellent communication skills verbal and written	Yes		Application, interview, certificates
Have detailed knowledge of the Mental Capacity Act and work within the code of practice	Yes		Application, interview, certificates
Minimum 2 years post registration experience		Yes	Application, interview,
Time Management	Yes		Application, interview,

Able to plan care within the agreed framework	Yes		Application, interview, certificates
Experience of leading a team in a clinical setting	Yes		Application, interview, certificates
Demonstrated Continuous Improvement		Yes	Application, interview, certificates
Able to coach and motivate others		Yes	Application, interview
Comply with Exemplar Health Care governance framework (EQA)	Yes		Application, interview,

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