

Unit Manager

Job description and
person specification

Job title: Unit Manager

Reports to: Clinical Nurse Manager

Unit Manager

As a Unit Manager, you'll work under the leadership of the Clinical Nurse Manager (CNM) and will be at the forefront of clinical care delivery on your designated unit.

This is an extremely rewarding role. You'll be responsible for providing strong leadership to develop and improve the standard of daily living for the service users in your home.

On your designated unit, you'll:

- manage a team of Registered Nurses, Trainee Nursing Associates and Health Care Assistants
- conduct supervisions and appraisals with your team
- manage staffing levels and assist with staff training and development
- complete and maintain good governance
- review and update care plans and medication records.

You'll ensure that your team, and the wider home, complies with regulatory requirements and meets CQC standards.

We're looking for someone who's well organised, can work under their own initiative as well as part of a multi-disciplinary team, and is up-to-date with current evidence-based clinical practice.

This is a great opportunity for a Registered Nurse who wants to progress into a management role.

High staffing levels

Our homes have higher than average staffing levels compared to other care providers.

Our Nurse/Health Care Assistant ratio is amongst the best in the UK, with an average of six Health Care Assistants to every Nurse, on a ten bed unit. This gives you more time to spend with the people you support.

Small and friendly teams

As a Unit Manager, you'll be empowered to really make a difference.

In this role, you'll work in the same team and with the same service users, to ensure continuity of care.

Our homes are relatively small in size, and your designated unit will typically support around ten service users.

This means that you'll have sufficient time to make a real difference to the lives of those in your care.

About Exemplar Health Care

Exemplar Health Care is a leading provider of specialist nursing care for adults living with a range of complex needs.

Our homes tend to specialise in supporting people with specific conditions and disabilities such as Huntington's disease, brain injuries, spinal injuries, mental health needs, learning disabilities or dementia.

Across all of our homes, one thing remains the same - our Unit Managers play a vital role in empowering people to live their best lives!

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 them 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.](#)



The key responsibilities of a Unit Manager

As a Unit Manager with Exemplar Health Care, you'll provide the highest standards of nursing care for the service users on your unit and empower them to live fulfilling lives.

No two days will be the same – our service users are individuals and they deserve to be treated as such.

However, as a general guide, your responsibilities may involve the following.



**Clinical
responsibilities**



**Managing
a unit**



**Maintaining standards
of care**



Clinical responsibilities

In this role, you'll provide the highest standards of nursing care for our service users by:

- leading and managing a team of Registered Nurses and care colleagues on your unit
- ensuring that the Care Team and Clinical Team on your designated unit provide the highest standards of nursing care for our service users, which is person-centred and based on the latest evidence and best practice
- demonstrating that your practice is underpinned by clinical theory and based on a mix of therapeutic tools and intervention strategies
- managing situations where service users display, or are at risk of displaying, behaviours of concern, and supporting colleagues in these situations
- supporting service users to identify their needs and goals, and setting measurable outcomes and standards of care for each individual
- implementing and monitoring clinical documentation and ensuring that the team maintains high standards of record keeping and care planning
- developing and sustaining positive relationships with families, friends and visitors of service users
- building and maintaining positive relationships with professionals visiting the home, including regular communication with Care Coordinators, Commissioners and other referral agents
- being the Practice Supervisor/Assessor (Mentor) for clinical colleagues
- ensuring that correct accident and incident reporting procedures are followed in line with internal processes and policies
- attending clinical governance meetings held by the Clinical Nurse Manager and ensuring that detailed minutes and action plans are taken, stored and used to steer clinical development in the home
- implementing safe and effective processes for the ordering, handling, storing, administering, recording and disposing of medication
- carrying out other duties, as required, which may include supporting people with their personal care or social activities.



Managing a unit

In this role, you'll work as part of a multi-disciplinary team by:

- completing supervisions and Performance Development Reviews for your team
- providing advice and education to colleagues, learners and service users on your unit, and recognising when they need additional support or training
- providing a visible presence on your unit so that colleagues, service users and family members can ask questions, make suggestions and raise concerns - and responding appropriately and in a timely manner
- using a supportive and devolved management approach to ensure that Registered Nurses are supported to an appropriate level
- working with line managers to ensure that systems and processes are in place to support the professional registration, revalidation, appraisal, development, supervision and performance management of the Clinical Team
- assisting with the selection, interviewing and development of colleagues to ensure the right skills and experience mix to meet service user need
- implementing a positive workplace culture which fosters positive engagement and attitudes in colleagues
- contributing to the development, monitoring and review of clinical policies and procedures
- participating in the on-call system which supports the Nurse in Charge on duty in the event of emergency
- ensuring that the home maintains safe staffing levels, reporting any absences and arranging cover
- participating in, promoting and embracing Exemplar Health Care's quality assurance processes.



Maintaining standards of care

In this role, you'll ensure that your practice meets the required standards by:

- maintaining and upholding the NMC Code of Professional Conduct and other NMC professional practices, and ensuring that practice is compliant with regulatory requirements
- maintaining good governance on your designated unit including care plan audits, medication audits and chart audits, ensuring that actions are followed through
- demonstrating a comprehensive understanding and working knowledge of the Care Standards Act 2000, as amended by the Health and Social Care Act 2012, and providing advice as required
- demonstrating a comprehensive understanding of the fundamental standards set out in the Health and Social Care Act 2008, the CQC's KLOE framework and the requirements for a 'good' and 'outstanding' rating

Please note, you may be expected to work across other Exemplar Health Care homes as needs dictate.

This job description may be subject to review. You may be required to undertake other appropriate duties as reasonably required.

What we look for in our Unit Managers



Our values

First and foremost, our Unit Managers live and breathe our values of fun, integrity, responsive, success and teamwork.

Our first value is **fun**, and no matter what role you're in, we expect you to make life fun for our service users and your colleagues. Check out our [Facebook page](#) for all of the fun activities that we get up to!

You can read more about our values and what they mean on our website:

www.exemplarhc.com/careers/our-values.

If your values match ours, then we're off to a great start.

About you

Here are some of the characteristics that we look for in our Unit Managers.

As a Unit Manager you'll:

- have a thorough understanding of **nursing care best practice** including infection prevention and control, personal hygiene, person-centred care planning and outcomes of care
- demonstrate an excellent range of **clinical skills**
- have good knowledge and experience of the **assessment, admission and discharge process**, including care planning
- be a good **role model**, able to motivate, coach, teach and/or support other colleagues, including Registered Nurses
- treat all colleagues, visitors and service users with **dignity and respect**
- have excellent **written and verbal communication skills**
- have good **working IT knowledge** and digital skills
- have detailed knowledge of the **Mental Capacity Act and Deprivation of Liberty Safeguards**, and work within the Codes of Practice
- have detailed knowledge of the Nursing and Midwifery Council's '**The Code**' and work within it at all times
- comply with regulatory **requirements for quality and safety** and meet CQC standards.

Working in a care home can sometimes be a challenging environment, so the ability to **think on your feet** and **remain focused and calm** in difficult situations is also important in this role.

Please refer to the person specification at the end of this document for a detailed breakdown of the required skills.

Qualifications and training

To apply for this role, you must have a first level nursing registration with a valid Nursing and Midwifery Council (NMC) PIN.

When you start, you'll do a four day welcome induction which covers mandatory and statutory training including moving and handling, safeguarding, person-centred care and infection prevention and control.

The welcome induction also includes Exemplar Positive Behaviour Support training with our Behaviour Support Team.

After that, you'll complete our bespoke Unit Manager induction programme, with the support of a buddy or mentor. This induction covers all of your responsibilities in detail.

Throughout your employment, you'll have regular clinical supervisions and Performance Development Reviews (PDRs) with your Manager. During your PDR, you'll review your progress, celebrate your achievements, address any issues and identify your career aspirations.

There are lots of opportunities to continue your learning and progress in your career if you wish.

We ask that you:

- attend and complete your induction
- attend all planned training that Exemplar Health Care offers, including eLearning and face-to-face training
- continue to learn on-the-job, especially during your first few months with us
- attend your supervisions and Performance Development Reviews (PDRs) when invited by your Manager
- show a commitment to learning and keeping your skills and knowledge up-to-date.

Your career journey with Exemplar Health Care

Our career journey shows you all of the career development and progression opportunities available at Exemplar Health Care, including roles in our care homes and Central Services.

[Visit our career journey here.](#)

Person specification – Unit Manager

Qualifications	Essential	Desirable	How assessed
First level nursing registration with current NMC pin	Y		Application, interview, certificates
Management or supervisory training, certificate or qualification e.g. 730, PTTLs, mentor, assessor or supervisor training	Y		Application, interview, certificates
Post-qualification clinical training and/or CPD	Y		Application, certificates, interview
Skills	Essential	Desirable	How assessed
Employability skills			
Works under own initiative	Y		Application, interview
Good digital skills including working knowledge of Word, Excel and Outlook	Y		Application, interview, certificates
Ability to collect, research analyse and interpret data	Y		Application, interview, case study
Excellent written and verbal communication skills	Y		Application, interview
High level of emotional intelligence	Y		Application, interview, QUEST assessment
Time management and delegation	Y		Application, interview
Ability to manage conflict	Y		Application, interview, QUEST assessment
Can build relationships and networks effectively	Y		Application, interview, QUEST assessment
Can work towards demanding targets and meet objectives	Y		Application, interview, assessment, QUEST assessment
Job specific skills and knowledge			
Minimum three years post-registration experience	Y		Application, interview
High level of clinical knowledge and competencies	Y		Application, interview, certificates
Understanding of the admission procedure and discharge planning	Y		Application, interview

Job specific skills and knowledge			
Ability to coach, mentor and motivate learners and team members		Y	Application, interview
Knowledge of care home regulations and governance frameworks	Y		Application, interview, case study
Can adapt leadership style to that of individual team members	Y		Application, interview, presentation, QUEST assessment
Experience of working with adults who display challenging behaviour		Y	Application, interview
Detailed knowledge of the Mental Capacity Act and Deprivation of Liberty Safeguards	Y		Application, interview, certificates
Values, attitude and behaviours	Essential	Desirable	How assessed
Demonstrates the Exemplar Health Care values	Y		Application, interview
Strong service user focus	Y		Application, interview, service user panel or home visit
Calm and conscientious	Y		Application, interview, QUEST assessment
Flexible working style	Y		Application, interview
Ability to challenge in a professional manner	Y		Application, interview
Can-do attitude	Y		Application, interview
Willingness to learn and develop	Y		Application, interview
Can motivate self and others	Y		Application, interview, QUEST assessment

Health and safety

As an employee of Exemplar Health Care, you have a duty under the Health and Safety at Work Act 1974, to:

- take reasonable care of your own health and safety and that of all other persons who may be affected by your acts or omissions at work
- co-operate with your employer to ensure compliance with health and safety legislation, policies and procedures
- observe and follow all health and safety rules, regulations and codes of practice
- recognise the rights of our service users to take risks to promote their own recovery
- 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
- 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 ensure information is not disclosed to any unauthorised person/agency.

Safeguarding

Exemplar Health Care is committed to safeguarding all children and vulnerable adults, and expects all colleagues and volunteers to share this commitment.

As an Exemplar Health Care employee, you have a duty to protect our residents and colleagues 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), Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS).

You'll learn more about safeguarding in your induction, but it might be helpful to do some research before you start working with us.

To comply with Exemplar Health Care's safeguarding children and adults policies, all colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults.

This requires you to:



- familiarise yourself, and comply with, local child protection procedures and protocols for promoting and safeguarding the welfare of children and young people
- familiarise yourself, and comply with, local multi-agency safeguarding vulnerable adults plans and procedures
- familiarise yourself, and comply with, protocols and systems for information sharing
- know how to report safeguarding concerns
- participate in required training and supervision
- comply with required professional boundaries and codes of conduct.

You'll learn more about safeguarding during your induction and will be shown all relevant policies and procedures.

Data protection

At all times, you must 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, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisation's as instructed.

You'll learn more about data protection as relevant to your role, during your induction.

every day better



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