

Nurse Associate

Job description and
person specification

Job title: Nurse Associate

Reports to: Unit Manager/Clinical Nurse Manager

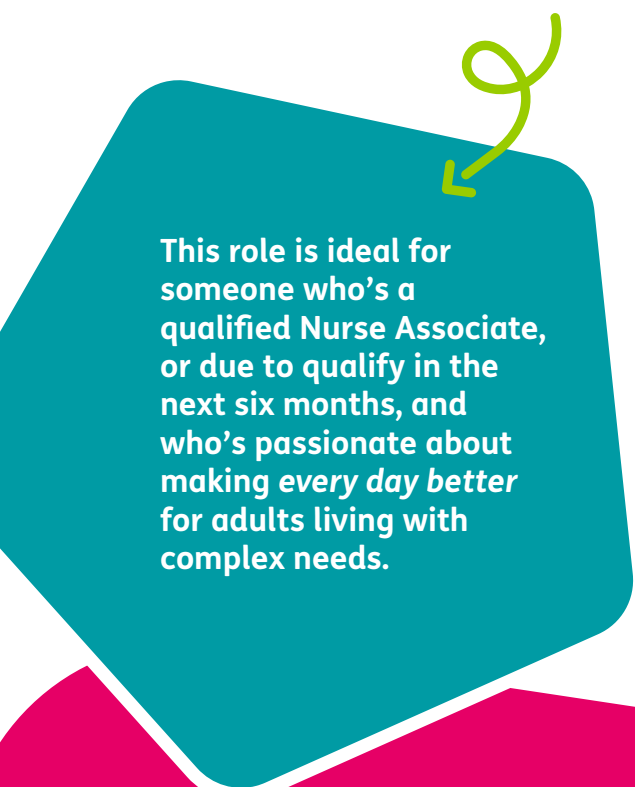
Nurse Associate

Your role: making *every day better* for adults living with complex needs

As a Nurse Associate, you'll work alongside a team of Registered Nurses to deliver high quality, person-centred care for our service users.

In this role, you'll deliver delegated clinical and care tasks under the supervision of a Registered Nurse.

You'll monitor the condition of the service users on your unit, contribute to their ongoing assessment and provide outstanding nursing care as directed by a supervising clinician.



This role is ideal for someone who's a qualified Nurse Associate, or due to qualify in the next six months, and who's passionate about making *every day better* for adults living with complex needs.

Small and friendly teams

As a Nurse Associate, 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.

High staffing levels

Our homes have higher than average staffing levels compared to other care providers, which gives you more time to spend with the people you support. There'll usually be up to five-six colleagues on each unit, supporting around ten service users.

Our Nurse/Health Care Assistant ratio is amongst the best in the UK, with the average ratio being six Health Care Assistants to every Nurse.

This means that you'll get to know your colleagues and service users really well, and build positive and long lasting relationships that not only benefit their lives, but yours too!

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 Nurse Associates 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 Nurse Associate

As a Nurse Associate with Exemplar Health Care, you'll provide the highest standards of nursing care for the service users in your home and empower them to live their best 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



Communication responsibilities



Management responsibilities



Maintaining standards of care



Development and learning



Clinical responsibilities

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

- carrying out delegated clinical and care tasks under the supervision of a Registered Nurse or other Registered Care Professional, with a focus on promoting health and independence
- adhering to the principles of person-centred care as detailed in the NICE Quality Standards and Exemplar Health Care's policies
- treating service users with compassion, dignity, kindness, honesty, respect and understanding
- supporting people with commonly encountered symptoms including anxiety, confusion, discomfort and pain
- administering and ordering medication
- recognising adverse reactions, allergies, contraindications, sensitivities and side effects of medications or treatments, and escalating concerns as required
- being the second medication checker for controlled medications
- monitoring people's health and wellbeing, recognising when a person's condition has improved or declined, and promptly responding as appropriate
- 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
- ensuring that correct accident and incident reporting procedures are followed in line with internal processes and policies
- carrying out other duties, as required, which may include supporting people with their personal care or social activities.



Communication responsibilities

In this role, you'll promote good communication in your home by:

- liaising with service users' GPs and other healthcare professionals such as Dietitians, Occupational Therapists and Physiotherapists
- developing and sustaining positive relationships with families, friends and visitors of service users
- ensuring that all information about service users is treated sensitively and with confidentiality
- maintaining accurate, clear, concise and legible records at all times.



Management responsibilities

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

- providing advice and education to colleagues, learners and service users in the home, within the scope of your role
- co-ordinating the day to day running of your unit with long arm supervision from a Registered Nurse, including the deployment and delegation of duties to more junior staff
- providing a visible presence in the home so that colleagues, service users and family members can ask questions, make suggestions and raise concerns - and responding appropriately and in a timely manner
- implementing a positive workplace culture which fosters positive engagement and attitudes
- 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
- 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.



Development and learning

In this role, you'll continually to develop your skills and knowledge by:

- developing your practical and theoretical competence, knowledge and skills, maintaining evidence required for revalidation
- taking part in reflective practice and clinical supervision
- contributing to the development of a culture that promotes learning and innovation, developing high quality team success and challenging others constructively.

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 Nurse Associates

Our values

First and foremost, our Nurse Associates 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 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 Nurse Associates.

As a Nurse Associate 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**
- be a good **role model** and be able to coach, motivate and support your colleagues
- treat all colleagues, service users and visitors with **dignity and respect**
- have excellent written and **verbal communication 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 be a registered Nurse Associate 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 infection prevention and control, moving and handling, person-centred care and safeguarding.

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

After that, you'll complete our bespoke Nurse Associate induction programme, with the support of a buddy or mentor. This induction will cover all of your responsibilities in detail.

Throughout your employment, you'll have regular 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 – Nurse Associate

Qualifications	Essential	Desirable	How assessed
Qualified Nurse Associate with a valid NMC PIN	Y		Application, interview, certificates
GCSEs grade C or above/grade 4-9 in Maths and English or functional skills level 2 in Maths and English or equivalent (not entry level 2)	Y		Application, interview, certificates

Job specific experience, knowledge and skills	Essential	Desirable	How assessed
Experience of working in a multi-disciplinary team under appropriate supervision	Y		Application, interview
Experience of providing and receiving complex and sensitive information	Y		Application, interview
Understanding of the NMC professional standards for practice contained within The Code	Y		Application, interview
Understanding of the requirements for NMC professional revalidation	Y		Application, interview
Ability to assess, coach, support and supervise Trainee Nursing Associates and Health Care Assistants		Y	Application, interview
Knowledge of care home regulations and governance frameworks	Y		Application, interview, case study
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
Employability skills	Essential	Desirable	How assessed
Ability to organise and prioritise own delegate workload, with excellent time management skills	Y		Application, interview
Ability to deal with non-routine and unpredictable workload	Y		Application, interview

Employability skills continued	Essential	Desirable	How assessed
Excellent written communication, able to maintain high standards of clinical record keeping	Y		Application, interview
Excellent verbal communication skills	Y		Application, interview
Can build relationships and networks effectively	Y		Application, interview
Values, attitude and behaviours	Essential	Desirable	How assessed
Demonstrates the Exemplar Health Care values	Y		Application, interview
Strong service user focus	Y		Application, interview
Calm and conscientious	Y		Application, interview
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

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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