

Unit Manager

Job description and person specification

Your role

As a Unit Manager, you'll work with your Clinical Nurse Manager to lead and develop a clinical care team on your designated unit at one of our homes.

You'll be responsible for making *every day better* for adults living with a range of complex needs.

Your great organisational skills and strong leadership will improve the standard of daily living for the people we support, maximising their independence and empowering them to lead fulfilling lives.

To do that, you'll manage a team of Registered Nurses, Newly Qualified Nurses and Health Care Assistants on your designated unit, working on your own initiative and as part of a multi-disciplinary team. You'll also be up to date with current evidence-based clinical practice.

The Unit Manager position is an extremely rewarding role and a great opportunity for an experienced Registered Nurse looking to progress their career.

The people we support are all individuals – and we embrace that – so every day will be different. That said, there are three key areas you'll be responsible for.

Clinical responsibilities

You'll provide the highest standards of nursing care by:

- leading and managing a team of nursing and care colleagues on your unit
- making sure the care and clinical teams on your unit provide person-centred nursing care based on the latest evidence and best practice
- demonstrating your practice is underpinned by clinical theory and based on a mix of therapeutic tools and intervention strategies
- managing situations and supporting colleagues when the people we support display, or are at risk of displaying, behaviours of concern
- supporting people to identify their needs and goals, setting individual measurable outcomes and standards of care
- implementing and monitoring clinical documents, making sure your team maintains high standards of record keeping and care planning
- developing and sustaining positive relationships with families, friends and visitors
- building and maintaining positive relationships with professionals visiting the home, including communicating regularly with care coordinators, commissioners and other referral agents
- becoming the Practice Supervisor/Assessor (mentor) for clinical colleagues
- making sure the 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 – taking detailed minutes and recording action plans, then making sure these are used to steer clinical development in the home

- putting safe and effective processes in place for ordering, handling, storing, administering, recording and disposing of medication
- maintaining an awareness of your own wellbeing by recognising its importance, taking proactive steps to support and improve it, and effectively managing stress and anxiety to ensure safe, compassionate, and consistent care delivery
- carrying out other duties as required, such as supporting people with their personal care or social activities.

Managing a shift

You'll work as part of a multi-disciplinary team of health and care colleagues:

- completing supervisions and performance development reviews for your team
- providing advice and learning to the people we support and colleagues in the home and recognising when they need additional support or training
- becoming a visible presence on your unit so colleagues, service users and family members can ask questions, make suggestions and raise concerns – then responding appropriately in a timely manner
- using a supportive and devolved management approach to make sure Registered Nurses are supported appropriately
- working with line managers to make sure systems and processes are in place to support the clinical team's professional registration, revalidation, appraisal, development, supervision and performance management
- assisting with colleague selection, interviews and development to make sure they bring the right skills and experience to meet the needs of the people we support

- creating a workplace culture that promotes positive colleague engagement and attitudes
- contributing to the development, monitoring and review of clinical policies and procedures
- taking part in the on-call system, which supports the Nurse in charge on duty in the event of emergency
- making sure the home maintains safe staffing levels, reporting any absences and arranging cover
- promoting, embracing and taking part in Exemplar Health Care's quality assurance processes.

Maintaining standards of care

You'll make sure your practice, your team and the wider home comply with regulatory requirements and CQC standards, including:

- upholding the NMC Code of Professional Conduct and other NMC professional practices, always making sure your practice meets regulatory requirements
- maintaining good governance on your designated unit, including auditing care plans, medication and charts, and making sure your team follow through their actions
- 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
- showing you thoroughly understand the fundamental standards set out in the Health and Social Care Act 2008 and the Care Quality Commission (CQC)'s KLOE framework, and the requirements for a 'good' and 'outstanding' rating.

As a Unit Manager, you may be expected to work across other Exemplar Health Care homes as needed.

This job description may be reviewed. You also might need to carry out other appropriate duties as reasonably required.

Your qualifications and training

You must have a first level nursing qualification with a valid Nursing and Midwifery Council (NMC) PIN to work as a Unit Manager with Exemplar Health Care.

Beyond this, we'll give you the training and support you need for a successful and happy career with us.

Induction

Our welcome induction covers everything, from mandatory and statutory training to the things you need to know about the home you'll be part of.

You'll have training in key areas such as moving and handling, safeguarding, person-centred care, and infection prevention and control. Our Behaviour Support Team will also provide Exemplar Positive Behaviour Support training.

After that, you'll do a role-specific induction in your home, with the support of a buddy.

Ongoing learning

You'll have regular clinical supervisions and performance development reviews with your manager.

Together, we'll celebrate your achievements, address any issues, and look at your progress and career aspirations.

You'll be given plenty of opportunities to learn more and advance your career, if you wish.

We ask that you:

- attend and complete your induction
- take part in all planned training we offer, both eLearning and face-to-face
- continue to learn on the job, especially during your first few months with us
- go to your supervisions and performance development reviews when your manager invites you
- commit to learning and keep your skills and knowledge up to date.

Who you are

Naturally, you'll need the correct qualifications to work as a Unit Manager at Exemplar Health Care. But we're looking for people with more than just the right training to be part of our team.

You'll show us that you:

- lead by example and live our values of fun, integrity, responsiveness, success and teamwork on a daily basis
- are a good role model, who can motivate, coach, teach and/or support colleagues including other Registered Nurses
- have leadership experience
- thoroughly understand nursing care best practice, including infection prevention and control, personal hygiene, person-centred care planning and outcomes of care
- have an excellent range of clinical skills
- think on your feet and remain focused/calm in difficult situations
- treat all the people we support, colleagues and visitors with dignity and respect
- understand the Mental Capacity Act and the Deprivation of Liberty Safeguards in detail, and work within the Codes of Practice
- understand the Nursing and Midwifery Council's 'The Code' in detail and work within it at all times
- have good knowledge and experience of the assessment, admission and discharge process, including care planning
- have excellent written and verbal communication skills
- have good IT knowledge and digital skills
- comply with regulatory requirements for quality and safety and meet CQC standards.

Our values – and yours

The values we hold tell you what it's like to work at Exemplar Health Care. It's important every team member makes them part of everything they do.

To be a successful Unit Manager, you'll need to show us you share our values:



Each of these values is crucial.

Yet no matter your role, we expect you to make life fun for our people and your colleagues.

To understand more about what fun means to us and how we make it happen, take a look at what we're up to on our [Facebook page](#).

Who we are

At Exemplar Health Care, we provide nursing care for adults living with a range of complex needs arising from dementia, neuro-disabilities (including brain injuries and Huntington's disease), mental health conditions and physical disabilities.

We also have a number of registered services to support people with a learning disability.

Exemplar Health Care has more than 50 care homes across the UK, where the people we support, their needs and their stories are all different.

Yet in all of our homes, one thing remains the same: our Health Care Assistants empower people to maximise their independence and live life to the fullest.



Our mission

To make *every day better* for the people we support, and our colleagues.



Our vision

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

Person specification

– Unit Manager

	Essential	Desirable	How assessed
Qualifications			
First level Registered Nurse qualification	Y		Certificates
Management or supervisory training, certificate or qualification e.g. 730, PTLLS, mentor, assessor or supervisor training	Y		Application, interview, certificates
Post-qualification clinical training and/or CPD	Y		Application, interview, certificates
Employability skills			
Works on own initiative	Y		Application, interview
Good digital skills including working knowledge of Word, Excel and Outlook	Y		Application, interview, certificates
Able 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,

	Essential	Desirable	How assessed
			QUEST assessment
Time management and delegation	Y		Application, interview
Able 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
Works on own initiative	Y		Application, interview
Role 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

	Essential	Desirable	How assessed
Able 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 behaviours		Y	Application, interview
Detailed knowledge of the Mental Capacity Act and the Deprivation of Liberty Safeguards	Y		Application, interview, certificates
Values, attitudes and behaviours			
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

	Essential	Desirable	How assessed
Flexible working style	Y		Application, interview
Able to challenge in a professional manner	Y		Application, interview
Can-do attitude	Y		Application, interview
Willing to learn and develop	Y		Application, interview
Can motivate self and others	Y		Application, interview, QUEST assessment

If your application is successful, you'll be required to follow our data protection, health and safety, and safeguarding policies. Full training will be provided.

Health and safety

As an employee of Exemplar Health Care, you have a duty under the Health and Safety at Work etc 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 the people we support 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, the Mental Capacity Act 2005 and the 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 policy and abuse and safeguarding policy, 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 organisations as instructed.

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