

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Nurse Manager</b>
<b>RESPONSIBLE TO:</b>	<b>Deputy Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>Nurses &amp; Team Leaders</b>
<b>ACCOUNTABLE TO:</b>	<b>Home Manager</b>

### Care UK's Values

- Every one of us makes a difference
- Customers are at the heart of everything we do
- Together we make things better

### Job Summary

To provide leadership for the care colleagues and support the development and delivery of consistently high quality clinical and care services for residents with complex health and social care needs.

### Overall responsibilities:

- Provide leadership and support for clinical and care colleagues and act as a champion for residents' safety and dignity.
- To maintain skills and knowledge and ensure that care is delivered according to latest guidelines and best practice evidence available.
- To demonstrate continued professional development in accordance with the requirements of the NMC revalidation process.
- Comply with the clinical governance framework and all activities related to it. This includes participation in the clinical audit programme
- Develop monitoring and reporting systems which promote the delivery of safe, effective and high quality services.
- Ensure that clear and accurate records and communication systems relating to clinical and care delivery are maintained and effectively used by colleagues.
- Act as a role model for good clinical practice championing a coaching style to support quality outcomes for our residents at all times.

### Key Responsibilities

#### **Provide leadership and support for new and overseas nurses and act as a champion for resident's safety and dignity**

- Provide effective leadership and support for the nursing and care team within the home.
- Supervise Team Leaders and any less experienced nurses on a day to day basis and through the formal Care UK Appraisal & supervision process.
- To support the Home/Deputy Manager in development of or changes to service provision and support implementation.
- Act as a mentor for new Team Leaders and less experienced nurses joining the team or for those who require specific support to develop care skills or knowledge.

- Liaise with GPs and other health professionals to ensure that residents receive the medical and clinical support they need. Contribute as required to the weekly clinical review meeting.
- Demand high quality service delivery focused on residents individually assessed needs.
- Take ownership of the Resident of the Day process ensuring the resident, the full team and wherever appropriate the relatives are engaged in participation in the monthly review process.
- Support the Team Leaders to ensure the Key Worker system is in place and that the key workers are involved in enhancing the care planning process; providing insight & reflection on each resident they support.
- Support the Care Team to actively engage in Life Story Work with each resident drawing out information & histories to aid discussions & activities which promote our 'Fulfilling Lives' ethos.

**To maintain skills and knowledge and ensure that care is delivered according to latest guidelines and best practice evidence available**

- Maintain skills and keep up to date with clinical developments and best practice in areas relevant to care delivery in the home.
- Demonstrate continued professional development in accordance with the requirements of the NMC revalidation process.
- Ensure that the Team Leaders in your care have undertaken training appropriate to their role and that learning is transferred into practice.
- At all times champion person centred care within the home in accordance with the initiatives & guidance provided by Care UK's 'Living Well with Dementia Strategy'.
- Monitor delivery of care, including infection prevention and control procedures, e.g. wound care, catheter management; and ensure high standards are maintained.
- Develop links with local nurse specialists and teams e.g. continence nurse, tissue viability nurse, falls service etc. and ensure that residents are referred according to local procedures and protocols.
- Provide support in relation to medicines management and be able to assess colleagues competency to manage medication. Monitor & audit medications practices in order to ensure resident safety. Work with GP's & local practices to ensure resident medications remain in place only where required and are regularly reviewed to avoid over reliance on prescription medications.
- Act at all times within your own skills and competence in accordance with NMC code of practice, Care UK Values & Behaviours and our 'Living Well with Dementia Strategy'.
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**Develop monitoring and reporting systems which promote the delivery of safe, effective and high quality services**

- Collate performance information required for the monthly management and other reports as required by the Home/Deputy Manager.
- Undertake clinical audits as required by the Home/Deputy Manager Ensure action plans are fully implemented.
- Review accidents and incidents and ensure that lessons learnt are translated into practice. Conduct initial fact finding i as directed by the Home/Deputy Manager, following an accident, incident or complaint.
- Ensure high standard of record keeping are maintained in accordance with NMC and company requirements.

Nurse Manager

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Owner: Director of Care, Quality & Governance

- Review compliance with the Health and Social Care Act (2008) and Essential Standards of Quality and Safety (2010) and ensure that any requirements and recommendations made following a CQC review are actioned appropriately.
- Ensure that clinical equipment is maintained in a safe, clean and fully functional state and that colleagues are competent and confident to use it.
- Report areas of concern to the Home/Deputy Manager and agree appropriate action to be taken.

### **Ensure that clear and accurate records and communication systems relating to clinical and care delivery are maintained and effectively used by colleagues**

- Ensure colleagues are aware of company policies and procedures and that these are incorporated into practice.
- Audit, monitor and regularly undertake spot checks of TMAR's and all other clinical charts to ensure correct completion and the early identification of any risks or errors.
- Facilitate and encourage a culture where mistakes are used as learning opportunities where possible supporting colleagues to identify and rectify any errors through coaching methods to improve practice and promote individual accountability.
- Ensure effective and clearly documented handover systems are in place and that they facilitate the effective transfer of information between colleagues.
- Support the completion of any CQC notifications by the Home/Deputy Manager, in accordance with regulatory requirements and ensure that all accidents and incidents, including serious incidents are reported, recorded and investigated in line with company policy. This includes root cause analysis reports for clinical incidents.
- Ensure that all colleagues are aware of the safeguarding vulnerable adults procedures and that these are implemented within the home.
- Organise Team Meetings and ensure that minutes are taken and disseminated.
- Provide information to residents and relatives in relation to care delivery, being mindful of data protection and Caldicott requirements.

### **Act as a role model for good clinical and care governance practice**

- Act at all times within own competence and knowledge in line with NMC registration requirements.
- Report any concerns regarding poor performance or unsafe practice via line management.
- Intervene immediately in situations where there is significant risk to service users.
- Assist the Home/Deputy Manager to meet all relevant regulatory, contract and good practice standards.
- Maintaining necessary residents confidentiality; at all times being mindful of Caldicott requirements and following the Nursing and Midwifery Council code of conduct.
- Participate in continuous professional development to ensure requirements of the Nursing and Midwifery Council (NMC) for revalidation are met.

### **Safeguarding of Vulnerable Adults / Mental Capacity Act**

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call RD

## **Health and Safety**

As an employee of Care UK, 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 organisation, 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.

## **Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company's ISO27001 accreditation. 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 list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

### Person Specification

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>NMC Registered Nurse</li> <li>Evidence of personal and professional development</li> </ul>	<ul style="list-style-type: none"> <li>Degree or post graduate diploma</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Extensive experience of care delivery within the Care Home environment</li> <li>Experience of managing colleagues</li> <li>Experience in meeting regulatory requirements</li> <li>Knowledge of evidence based practice and audit techniques</li> </ul>	<ul style="list-style-type: none"> <li>Familiar with working under external scrutiny</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>Excellent organisational and leadership skills</li> <li>Excellent communication skills both written and verbal</li> <li>Good analytical and judgement skills</li> <li>Able to work under pressure to meet deadlines</li> <li>Ability to maintain and enhance effective working relationships</li> <li>Ability to contribute to, monitor and implement changes and improvements to services</li> <li>Able to set and audit standards</li> <li>Ability to plan allocate and evaluate own work</li> <li>IT literate</li> </ul>	
<b>Other factors</b>	<ul style="list-style-type: none"> <li>Ability to be flexible with regard to working hours</li> <li>Builds effective and credible relationships both internally and externally</li> <li>Works collaboratively with others sharing ideas and information at all times</li> <li>Has the ability to delegate stretching responsibilities to develop people</li> <li>Effectively builds trust with a consistent approach between actions and words</li> <li>Has the ability to raise</li> </ul>	

	<p>standards through innovation and new ideas</p> <ul style="list-style-type: none"> <li>• Will take responsibility for issues and resolve them.</li> </ul>	
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Able to cope in difficult situations with tact and diplomacy</li> <li>• Ability to build rapport and positively influence others</li> <li>• Ability to inspire professionalism</li> <li>• Strong results orientation</li> </ul>	