

## Job Description

**Job Title:** Nursing Care Manager

**Hours:** TBC

**Reporting to:** General Manager

**Base:** Care Home based

## Job Purpose

To be part of an inspirational and pioneering team establishing our care home business and delivering our vision to *“create a world where everyone feels special”*.

Responsible for: -	Person Specification
<p><b>Leadership and Management</b></p> <ul style="list-style-type: none"> <li>Assist General Manager with responsibility for clinical care in the home.</li> <li>Assist with the recruitment and training of the care and clinical team; supporting with the assessment of competency within their role.</li> <li>Support and inspire the care/clinical team to deliver exceptional outcomes for residents and the home, and operate in alignment with the PCH charter, values and vision.</li> <li>As and when required, actively support newly qualified nurses through the preceptorship process.</li> <li>Support with the supervision process for the care team (formal and informal) and contribute to the appraisal process. Participate in performance management plan of the clinical team where required in supporting them to achieve their potential.</li> <li>Participate in and support compliance with internal and external audits/inspections and their resulting actions.</li> <li>Take a lead management of rotas and allocation of team members on a daily basis to ensure skill mix with a view to delivery of effective and efficient care.</li> <li>Ensure clinical and care team are adhering to the requirements of their codes of conduct which</li> </ul>	<p><b>Essential Criteria</b></p> <ul style="list-style-type: none"> <li>NMC registration</li> <li>Minimum of NVQ Level 3</li> <li>Register with Social Care Wales (Wales only)</li> <li>Must be prepared to work towards the ILMS Level 5 award</li> <li>Demonstrate strong and effective leadership and management skills in a clinical care setting</li> <li>Excellent communication skills</li> <li>Strong leadership skills</li> <li>Influencing, listening and negotiating skills</li> <li>Respectful and able to maintain confidentiality</li> <li>Transparent, open and honest</li> <li>Approachable with the ability to effectively build rapport with a diverse range of people</li> <li>Ability to problem solve</li> <li>Commitment to delivering a high-quality service</li> </ul>

<p>include the requirements for continued registration.</p> <p><b>Clinical Care</b></p> <ul style="list-style-type: none"> <li>• Ensuring pre-admission assessments are robust and comprehensive and completed in line with Principle policies and procedures.</li> <li>• Assist care delivery in the home, to ensure continuous assessment, planning, implementation and evaluation of resident's care</li> <li>• Ensure timely evaluation of a resident's care when their condition changes, in addition to routine review.</li> <li>• Assist with ensuring care plans are regularly audited and that they are appropriate to the residents needs and reflect the care being delivered.</li> <li>• Ensure medication is ordered, stored and administered in line with company policies and procedures, and the NMC guidelines.</li> <li>• Promote a transparent, open and honest culture amongst the care/clinical team.</li> <li>• Proactively reflect on own practice and level of competency, demonstrating a willingness to act on lessons learned and recommendations.</li> <li>• Engage in regular clinical supervision with line manager/nominated clinical supervisor.</li> <li>• Engage in any training deemed necessary to maintain safety and skills relevant to the role of Registered Nurse and that required to further knowledge and skills in the role.</li> <li>• Proactively promote research and practice development. Research current and future clinical practices to ensure up-to-date best practice is followed.</li> <li>• Contribute towards compliance with regulatory and statutory requirements and adhere to company policies and procedures.</li> <li>• Develop, promote and maintain good communication with residents, relatives and team members.</li> <li>• Develop inter-personal communications with members of the Multi-Disciplinary Team and other external professionals to ensure outstanding care for the residents is maintained.</li> <li>• Report clinical concerns to the General Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to effectively adapt to change</li> <li>• Ability to promote a professional image for the company at all times</li> <li>• Ability to travel to other homes where needed for training / support</li> <li>• Able to adapt to the Principle culture</li> </ul> <p><b>Desirable Criteria</b></p> <ul style="list-style-type: none"> <li>• Experience in caring for people living with dementia.</li> <li>• Basic IT skills.</li> <li>• Experience in electronic care planning, medication management and compliance systems.</li> </ul>
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- Ensure all clinical events are appropriately recorded, making use of the (electronic) care planning system and Radar, with actions taken clearly demonstrated.
- Ensure that all delegated tasks are reflective of codes of conduct (NMC and Social Care).
- Ensure confidentiality at all times (written and verbal).
- To ensure, through assessment and planning, that residents are engaged in appropriate social activities.
- Ensure negative feedback is appropriately managed at the point of receipt, with actions taken, and/or escalated appropriately to management.
- Ensure care is delivered in a manner which promotes privacy, dignity and respect.
- Lead by example in delivery of all aspects of care by teaching and role modelling best practice.
- Maintain a flexible approach to working hours in order to meet the demands of the service which may include working in other PCH facilities.

#### **High Quality Relationship Centred Care**

- Working in partnership with the homes lifestyles team to ensure that a suitable programme of activities and meaningful occupation is in place based on the Principles six senses framework.
- Ensure the completion of any investigations, disciplinarys, negative feedback, route cause analysis in line with Principle policies & procedures
- Ensure the appropriate delegation of duties to the most appropriate competent person/s.
- Oversee the coaching and the empowerment of the team to deliver a positive customer experience.
- Support the move in process to ensure the residents experience is positive. Ensuring all required moving in documentation is completed prior to admission.
- Communicate effectively with residents, relatives, team and external stakeholders to enable the delivery of relationship centred care.
- Understand, Promotes and works within the Principles Dementia strategy.

### Health and Safety

- Ensure concerns related to Health & Safety are reported promptly.
- Ensure resident-specific risk assessments are completed and regularly reviewed.
- Highlight and report any unsafe working practices.
- Report any repairs/maintenance to the Maintenance Operative, General Manager, Deputy Manager or Clinical Care Manager.
- Report any near misses – incidents relating to team members which, under different circumstances, could have resulted in harm.

This job description is not prescriptive; it merely outlines the primary aims and tasks and responsibilities which may evolve and change over time. Any changes will be made in consultation with the job holder and in agreement with the Senior Management Team.