

## JOB DESCRIPTION TEMPLATE

### 1. JOB IDENTIFICATION

Job Title:	<b>Deputy Care Home/Clinical Manager</b>
Responsible to:	Care Home Manager/CNM
Department(s):	Community Nursing
Directorate:	EHSCP
Operating Division:	NHS Lothian
Job Reference:	<b>227324</b>
No of Job Holders:	

### 2. JOB PURPOSE

The post holder provides leadership for the delivery of patient care within area of responsibility. The post holder has managerial responsibility for the area in the absence of the Care Home Manager including supervision and deployment of staff.

As part of a multidisciplinary team the post holder will have responsibility for assessment of care needs, evaluation of care plans, ensuring the delivery of high quality care to individuals.

The post holder has responsibility and accountability for maintaining both clinical and staff governance.

### 3. DIMENSIONS

The post holder will work in conjunction with the Care Home Manager to manage Care Homes.

The post holder will not have a budget however will require to monitor the use of resources available and work within the financial envelope.

Authorised signatory for bank usage, orders supplies and sundries.

Population and demographic indicators of the area are:

60 Residents.

81.2 wte care staff

Staffing responsibilities:

Line management responsibility for Care Home Staff employed by NHS Lothian/EHSCP but working as part of an integrated service.

Service Coverage: Care Home (Local Authority)

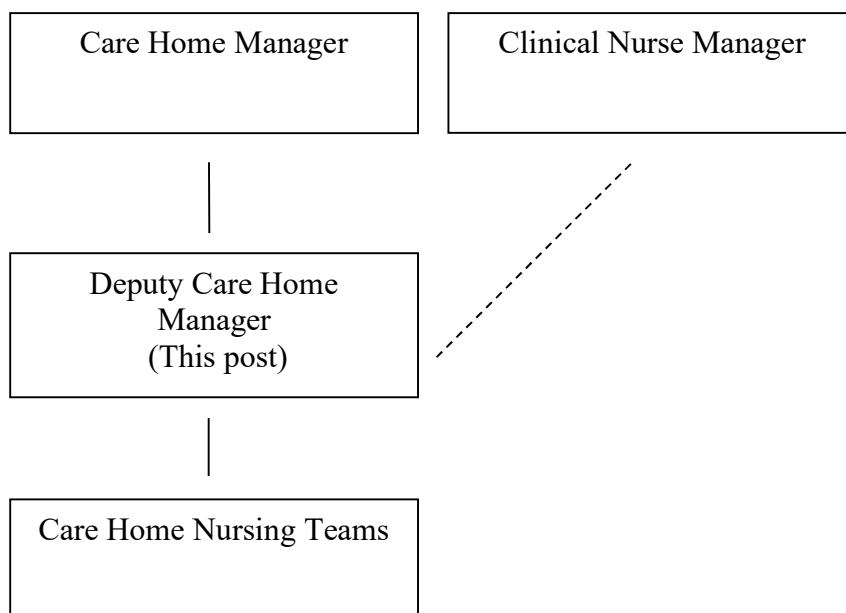
Liaise with a number of professionals/agencies both internal and external on a daily basis including GP Practice, Local Authority teams & Voluntary Sector

Financial/Budgetary eg ordering supplies, stock control

Authorised signatory for ordering supplies and equipment, prescribing, expenses, payroll etc (value £500)

The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

The main functions and objectives of the Nursing service is;

- Assess, plan, implement and evaluate the treatment requirements and develop care plans. This will be within a robust governance framework as well as in line with local and national strategies and priorities.
- Participate in the Community Nursing agendas by identifying and promoting the health and social care needs of the local population in partnership with colleagues, patients, carers and the local community.
- Delivering a robust Clinical Governance framework across all service.
- Advise and support other agencies to achieve high standards of care

## **6. KEY RESULT AREAS**

### **Managerial:**

1. Lead by example and act as a positive role model for all staff, promoting team working whilst managing the day to day service provision through deployment of resources to ensure that high quality, safe, person centred care is delivered by staff with the necessary skills and knowledge.
2. To monitor the use of resources available and work within the financial envelope. Authorised signatory for bank usage, orders supplies and sundries ensuring these are used economically.
3. Day to day management responsibility for the care home team including for supporting and participating in recruitment, induction, mandatory training, identification of learning and development needs of all members of the team through performance review and personal development plan (PDP), appropriate levels of discipline and grievance.
4. To have direct involvement in the provision of clinical practice for pre-registration and appropriate post-registration students to ensure that appropriate learning opportunities are provided and students feel supported.
5. Actively contribute to the creation of an environment that supports assessment and learning of all staff providing mentorship and clinical supervision, to enable all team members to continuously update, develop and implement current knowledge and skills to meet changing needs of the service. Deliver and contribute to teaching / mentoring / coaching sessions as required including encouraging innovation.
6. Support the Care Home Manager to resolve complaints in line with EHSCP Policy. Understand and share the learning points emerging from the investigation of complaints ensuring structured feedback systems are in place and support implementation of action plans to enhance the delivery of the service and improve patient / carers experience.
7. Contribute and actively participate in the development and implementation of local procedures, protocols and standards and implementation of corporate board policy, ensuring adherence of staff at all times. Monitoring standards of care ensuring these comply with the defined policies, procedures, standards and protocols of the EHSCP to ensure delivery of a high quality service.
8. To participate in specific projects regarding future service development, developing and implementing identified changes to the ward routine and delivery of patient care.
9. Support the Care Home Manager to ensure that all aspects of health and safety including the quarterly reports are implemented, and that staff and patients safety is paramount.
10. Deputise for the Care Home Manager as required in their absence act as a source of advice, in the absence of the Care Home Manager providing support and guidance to team members and ensuring that a cohesive multidisciplinary team approach is maintained and to maintain effective operational management of the clinical area.

### **Clinical:**

11. To fully assess individuals, plan their care, implement and evaluate programmes of care and consult / involve individuals / carers at all stages of the so individuals receive a high standard and correct care. Ensure individualized care plans are in place for all individuals

in the designated area.

12. Ensure patients property and valuables that are received by the ward for safekeeping are secured and processed as per policy.
13. To contribute to the arrangements for admissions and discharges so that individuals are admitted according to the care home procedures and discharges are fully planned.
14. Support and contribute to continuous quality improvement of patient care through the use of audit and monitoring compliance to service and professional standards for example Clinical Quality Indicators (CQI's) working in conjunction with the Care Home Manager to implement corrective action plans, including outcomes of Patient Quality Indicator audits (PQI's). Ensure clinical audits such as hand hygiene, manual handling, environmental, sharps and management of patient equipment are undertaken.
15. Support the Care Home Manager to undertake risk assessment (including behaviours and working environment) and incident management at ward level including implementation of agreed action plans and associated learning to ensure ongoing compliance with related legislation and guidelines, including Health and Safety at Work Act and EHSCP Health and Safety policy and reporting systems, to safeguard patients, visitors and staff.
16. To maintain effective written and verbal communications with individuals, relatives, carers and other members of the multidisciplinary team to ensure patient needs are met and appropriate information is shared and documented.
17. To support patient's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes.

## **7a. EQUIPMENT AND MACHINERY**

The postholder will be expected to be responsible and knowledgeable in the safe use of all clinical and non clinical equipment used within the area ensuring this is checked and maintained and where problem are identified these resolved so that all equipment is fit for purpose.

**Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided.

## **7b. SYSTEMS**

The following are examples of systems which will be used when undertaking the role:

- HR Systems for recording of all staff information, training activity, pay information
- Supplies and equipment ordering systems
- Information recording systems
- Range of systems/databases for report writing as required in role
- Risk assessments
- Staff bank ordering system

**Note:** New systems may be introduced as the organisation and technology develops, however

training will be provided.

## **8. ASSIGNMENT AND REVIEW OF WORK**

Workload is determined by the needs of the service.

The post-holder will work without direct supervision and will delegate work to other nursing staff in the unit/care home as necessary.

The post holder's work will be assigned by the line manager although the post holder will manage their own workload.

The post holder will be responsible to the Care Home Manager/CNM for clinical guidance and professional management, work review and formal appraisal of performance.

## **9. DECISIONS AND JUDGEMENTS**

The post holder is expected to clinically and professionally, on a daily basis, anticipate problems or needs in managing the unit/home and resolve them autonomously e.g. nursing care for individuals, staff management, utilisation of resources.

The post holder has discretion to make decisions regarding individual care within clinical/professional guidelines and as part of the multidisciplinary team; including making a clinical judgement regarding the administration of medicines covered by the symptomatic relief prescription.

The post holder utilises resources and deploys staff to ensure correct and effective use of available skill mix.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

To meet individual care needs by using the available staffing resource appropriately and effectively and to problem solve when unusual or challenging situations arise.

Work in conjunction with the Care Home Manager to motivate and inspire the multidisciplinary team to ensure effective collaborative working is achieved.

Support the provision of service within finite financial envelope, taking account of competing demands and resources and the unpredictability of the environment

Addressing the equality and diversity needs of individuals and staff.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

Communicate verbally and in writing to members of the multidisciplinary team - members of Primary Health Care Team, Social Care; statutory and non-statutory services with the ability to express professional views within group settings and support client advocacy.

In addition to the above other contact falls into the following main categories in relation to

healthcare, staffing and service issues:

- The individuals, relatives, carer and the multidisciplinary team involved in the provision of care
- Nursing staff regarding care, allocation of work, workload issues
- Other relevant departments within the division e.g. Facilities, Estates, Domestic Services
- Partnership, Trade Union and Professional Organisation representatives in relation to service and staffing issues

The Deputy Care Home Manager is responsible for ensuring a multi-disciplinary team approach including interacting with key staff in service delivery including: Medical, Therapists, Finance, Procurement and Support Services, Education Facilitators, Health and Safety and Risk Management.

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

Examples may include:

### **Physical Skills:**

Skills required to undertake clinical interventions e.g. administer intravenous injections and or intra-muscular injections, syringe pumps and infusions, insertion of urinary catheters, wound management. (this list is not exhaustive and will vary depending on clinical area).

### **Physical Demands:**

Patient movement with use of mechanical aides, manoeuvre patients.

Push trolleys, wheelchairs.

Stand/walking for the majority of shift.

### **Mental Demands:**

Frequent concentration required whilst undertaking both managerial and clinical aspects of role which may be unpredictable and complex. The postholder will be subject to frequent direct and indirect interruptions from patients, relatives and the multidisciplinary team.

### **Emotional Demands:**

Communicating with distressed / anxious / worried patients / relatives.

Communicating complex issues with the multidisciplinary team.

Caring for the terminally ill and their relatives.

Caring for patients following receipt of bad news and supporting relatives.

Personal / interpersonal stressors.

### **Working Conditions:**

Exposure to body fluids several times each shift.

Exposure to verbal aggression high frequency.  
Exposure to infections and temperature variations.

### **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

Registered nurse  
Evidence of further education including post-graduate certification / diploma / Continuous Professional Development in relevant area.  
Relevant experience in speciality with ability to demonstrate appropriate skills and knowledge.  
Evidence of leadership, teamworking and organisational skills  
Ability to demonstrate effective communication and time management skills.  
IT skills.  
Audit experience.  
Evidence of problem solving skills.

### **14. JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each job holder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: