

Welcome



Dear Candidate

Thank you for taking the time to learn more about us and the opportunities we have to offer at NHS Dumfries and Galloway.

We are a proud and dedicated team serving the communities of Dumfries and Galloway, and nursing here is more than a job—it's a vocation rooted in compassion, connection, and the pursuit of safe, high-quality care.

I have the great privilege of representing nurses and nursing in Dumfries and Galloway. Nursing continues to evolve in exciting and innovative ways. From generalist roles to highly specialist posts, there is something here for every stage of your career. Whether working with children, adults, or older people—in hospital, at home, or in the community—our nurses are pivotal in supporting people to live well, not just recover from illness. We are united by a shared commitment to person-centred care and by a strong belief that everyone deserves to be treated with dignity, kindness, and respect. That ethos shapes how we care for our patients—and how we support one another.

We want our nurses to thrive, and we actively encourage leadership, innovation, and continuous learning all underpinned by our core values of kindness, care and compassion.

As a smaller and more rural health board, we may face unique challenges—but it is precisely that environment which fosters creativity, flexibility, and a deep sense of community. Here, your voice is heard, your ideas matter, and your contribution can make a real difference.

If you are looking to join a team that is not only professionally rewarding but personally fulfilling, we would love to welcome you. We value diverse experiences and fresh perspectives, and we believe that together we can continue to improve care for everyone we serve.

Please don't hesitate to get in touch with the hiring manager listed in the post if you would like an informal chat about any of our roles.

Warmest regards,

Mark

Mark Kelly
Executive Director of Nursing

Job Description

1. JOB IDENTIFICATION

Job Title: Clinical Manager for Women, Children & Sexual Health Services

Department: Women, Children's and Sexual Health Services Directorate

Job Holder Reference: CNM001.17

No. of Job Holders: 1

2. JOB PURPOSE

The post holder has operational responsibility for providing clinical, managerial and professional leadership in the running of Neo-natal Nursing; Children's Nursing; (Acute & Community); Children's ward, Paediatrics and Acorn House respite centre.

The post holder will have line management responsibility for Senior Charge Nurses and Midwives; Advanced Practitioner and Specialist roles at Band 7.

The post holder will contribute to the corporate management of the Division through the Directorate Management Team and seamless working with their Clinical Director, Speciality Management Teams, Lead Nurse and Assistant General Manager colleagues. Links must also be made with Senior Department Heads within Directorate and beyond to realise efficiencies and best working practice. The post holder will have a pivotal role within the delivery of the Quality Agenda and in the development of staff and practices, implementing local and national strategy and evidence based practice.

The post holder will have overall responsibility and accountability for supervision of the assessment of patient care needs and the delivery and maintenance of optimal care and quality outcomes.

The post holder will ensure that the highest standard of personalised nursing and midwifery care is delivered to patients and their families and carers by all members of the multi-disciplinary team and support services.

The post holder will provide expert nursing and midwifery professional and clinical care advice to Senior Charge Nurses/Midwives and the multi-disciplinary teams, patients and carers ensuring NHS Dumfries and Galloway's Corporate Objectives are embedded in practice.

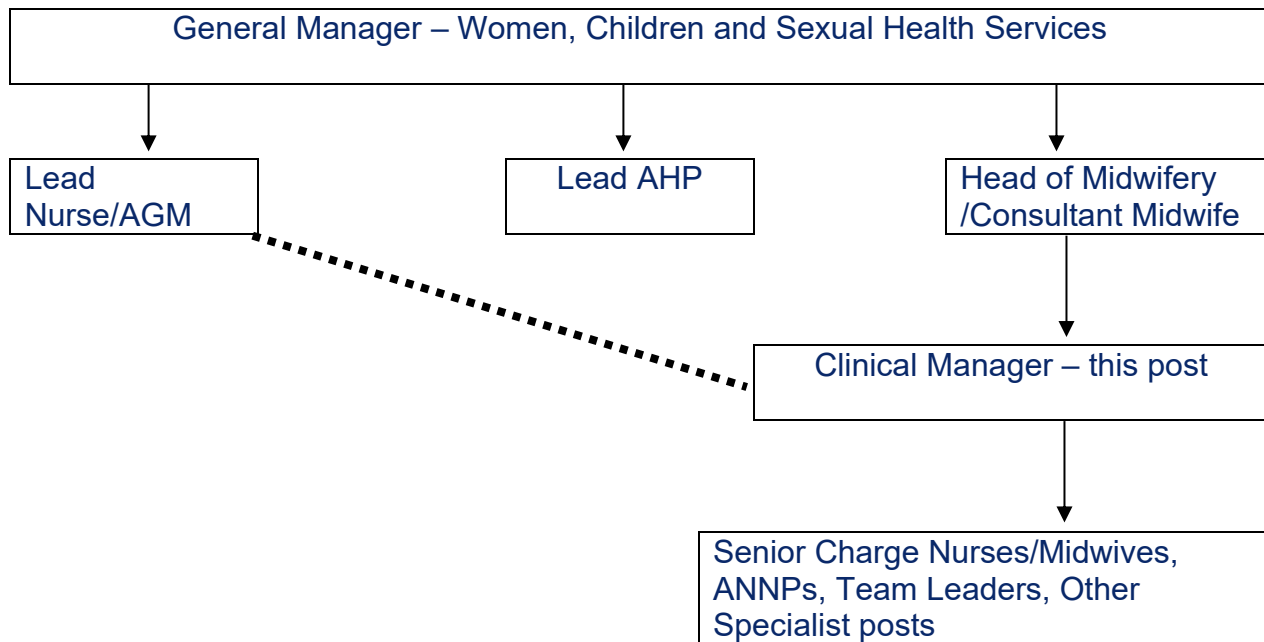
The post holder will have responsibility and accountability for budget and supplies within their area of responsibility.

The post holder will provide visible and effective leadership for the nursing and midwifery teams and services within the clinical areas. Acting as a role model, the individual will be visible and actively influencing, listening and challenging to motivate staff to provide high standards and quality of care for patients, carers and their families. The post holder is in a position to be the

front leader of promoting excellence in organisational behaviour and demonstrate core values are embedded in practice.

The post has corporate and clinical governance accountabilities, ensuring safe, efficient and effective care, compatible with professional and national clinical standards.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

The post holder has overall professional and managerial responsibility and accountability for services within their agreed area and will provide professional nurse leadership and contribution to other service areas.

Key points of Scope and Range:

- Provide professional and clinical leadership to nursing staff and develop clinical leadership skills of Senior Charge Nurses/Team Leaders/Others.
- Provide strong leadership with a visible accessible, authoritative and supportive presence to patients and relatives and ensuring staff can contribute effectively to the overall strategy for the service.
- Act as an expert clinical information resource.
- Take the lead in reducing the risk of Healthcare Associated Infection by ensuring that the standards required for a safe patient environment are achieved.
- The post holder is responsible for application of all HR policies and procedures within their remit for example recruitment and selection process, discipline, grievance, sickness absence and bullying & harassment.

- He/she will lead in Annual Development Review and setting of personal development plans for Senior Charge Nurses/Midwives and other direct reports including TURAS and individual performance management.
- Manage all staff within remit and monitor standards of services provided to their Wards/Departments in particular standards of cleanliness.
- Advise and support Senior Charge Nurses/Midwives and other senior Managers/Department heads in quickly resolving patient issues and complaints and improving ward/department environments.
- Lead by example and promote an environment where patients are treated with compassion, dignity and respect at all times.
- Will keep abreast of developments within their clinical sphere and ensure practice and clinical skills are responsive to these developments.
- Overall responsibility for the setting, implementation and evaluation of standards of nursing practice within their Wards/Departments/Community areas.
- In conjunction with the General Manager ensure clinical activity and financial targets are met along with delivery of service re-design and improvement projects.
- Contribute to the strategic planning and development of services within wider organisational policies and procedures and the ongoing evaluation of the service delivery.
- Contribute to annual budget setting and in conjunction with Senior Charge Nurses/Midwives take responsibility for the monitoring and management of all ward/department budgets within their remit. The post holder is the authorised signatory
- Accountable for ensuring the effective and efficient deployment of the staffing resource, safe staffing levels and appropriate skill mix to meet patient need and dynamic levels of activity, linking closely with the Head of Midwifery/Consultant Midwife, Lead Nurse, Lead Allied Health Professional, , Clinical Directors and other senior colleagues.
- Provide sound leadership and guidance across all disciplines ensuring staff can contribute effectively to the overall strategy for the service/directorate/division.
- Develop detailed business plans for the service consistent with the overall objectives of NHS D&G.
- Work closely with Clinical Directors, Head of Midwifery/Consultant Midwife, Lead Nurse and Lead Allied Health Professional to deliver both operational and strategic objectives.
- To develop services which contribute to the reduction of health inequalities.

5. MAIN DUTIES/RESPONSIBILITIES

Clinical

- Accountable for the delivery and standards of care by directly managing the nursing workforce/resources within their areas of responsibility.
- Has a key role in reducing the risk of Healthcare Associated Infection by ensuring that the standards required for a safe patient environment are achieved through the implementation and monitoring of action plans from environmental audits.
- Lead on and is responsible for promoting the development of improved patient services (clinical and facilities) at Ward/Department/Community level.
- Advise on clinical and wider aspects for refurbishment of facilities considering Health & Safety Executive and other statutory requirements.
- Responsible for ensuring the views of patients and users of the service are considered and improvements in service provision and care environments are achieved.
- Act as a role model through demonstration of strong professional leadership and demonstration of competent and professional practice.

- Contribute to and support the development of the Board's clinical governance strategy through implementation of evidence based practice and clinical risk management processes.
- Accountable for ensuring that all aspects of risk and clinical governance are robustly and effectively managed by implementing systems, control processes and risk management arrangements to support monitoring of compliance with internal/external governance and best practice requirements.
- Accountable for ensuring within the area of responsibility that effective systems are in place to investigate and respond to patient complaints and adverse incidents within the required timescale, and monitor the timeliness and appropriateness of their resolution.
- Initiate local audit to measure clinical and non-clinical performance, in collaboration with the multi-disciplinary team. Liaise with internal and external agencies to optimise safe care and avoid risk.
- Promote and support innovation in clinical practice.
- Act as an expert resource for the clinical management of patients and advisor to other colleagues.
- Responsible for ensuring national best practice standards are implemented within area of responsibility, and subject to regular audit and review e.g. NICE/SIGN Guidelines, NHSIS Standards, GIRFEC, Early Years, Corporate Parenting.
- In collaboration with the Head of Midwifery/Consultant Midwife develop the nursing and midwifery services to ensure they are best provided to meet the developing needs of the service and changing models of care.
- Act as the professional link with the Deputy Nurse Director and Head of Midwifery/Consultant Midwife and as nominated representative/deputy as required.
- Influence and participate within the overall clinical and service change strategy, and in particular within area of responsibility.

Professional:

- Provide exemplary professional and clinical leadership contributing to practice and workforce development, clinical governance and to the safe and effective delivery of clinical services within the Directorate.
- Practise within the legal & ethical framework as established by Nursing Midwifery Council (NMC) and National Legislation to ensure patient interests and wellbeing are met.
- Work within the National Health Service (NHS), NHS Dumfries and Galloway and Health & Safety Executive (HSE) Legislation, Policy, Guidelines and Procedures.
- Promote and facilitate a culture which empowers patients to take responsibility for their health, well-being and future lifestyle by practising in an open transparent and inclusive manner, thereby ensuring patients have the relevant information to participate in decisions about their care.
- Act as professional lead to nursing staff within areas of responsibility, and nominated professional lead as required for specialist service developments/projects.
- Responsible for actively managing conduct issues, seeking professional guidance from the Head of Midwifery/Consultant Midwife when appropriate and investigating such issues in line with Board policies and procedures.
- Responsible for ensuring that all Registered Nurses are on the NMC Register by having a system in place for carrying out confirmation of Revalidation and annual confirmation of registration via the NMC website. This will be managed in line with the Professional Registration Policy.
- Keep abreast of changes in practice and maintain own personal development.

Education and Research/Audit:

- Responsible for the provision of an appropriate learning environment in line with NES Quality Standards for Practice Placement.
- Responsible for educational and development needs of staff being met and that they have the skills and competencies to deliver high standards of patient care through Annual Development Review and develop the Knowledge and Skills Outlines for all posts in partnership with colleagues and Staff Side representatives.
- Responsible for identifying the educational, training and support needs for specialist/advanced practice roles and contribute to the development/delivery of educational programmes.
- Responsible for ensuring that evidence-based practice determines the delivery of patient care. Direct and facilitate clinical and nursing research and audit, encouraging utilisation of research findings to improve patient care. Identify research/clinical audit priorities in conjunction with relevant professional groups and contribute to the development of Clinical Audit plan for the Directorate.
- Provide guidance, supervision and support for staff undertaking research, audit or teaching activities.
- Network with other Nurse Managers within and outwith Dumfries and Galloway to share ideas and learn different practice.

Organisational/Managerial:

- Accountable for, ensuring effective budgetary control and contribute to the development of cost improvements as required.
- Accountable for the effective management of resources including stores supplies pharmacy and maintenance of equipment adhering to NHS D&G Standing Financial Instructions.
- Accountable for the efficient and effective management of resource including roster management and additional hours and authorisation of overtime hours, and reallocation of staff to optimise patient care in association with the Head of Midwifery/Consultant Midwife and other colleagues
- Responsible for the recruitment and selection process within remit to ensure skill mix/establishment meets workload, patient dependency levels and patient needs. Participating in Workforce Planning through benchmarking etc.
- Leads on and is responsible for the interpretation, development and implementation of clinical and non-clinical policies, both local and national, pertaining to areas of responsibility
- In collaboration with the General Manager, Head of Midwifery/Consultant Midwife and Deputy Nurse Director, develop and implement new roles and service developments in line with service/corporate needs taking consideration of finance and human resource implications.
- Work autonomously organising own time and that of staff within Directorate.
- Lead in the Annual Development Review and setting of personal development plans for Senior Charge Nurses and other senior nursing staff linking with relevant KSF outlines.
- Ensure all nursing staff within the remit complete KSF based PDPs which are reviewed on an annual basis.
- Share personal objectives with staff.
- Ensure absence is managed in line with NHS D&G absence management policy to achieve corporate targets.
- Undertake ongoing review of the Public Health Nursing (Health Visiting & School Nursing), Community Children's Nursing and Sexual Health Nursing establishment to ensure that

the staffing complement and skill mix is appropriate for, and in line with service requirements

- Responsible for ensuring implementation of legislation at an operational level e.g. Children & Young People (Scotland) Act 2014, Child Protection, Early Years, GIRFEC, Looked After and Accommodated Children, Corporate Parenting, Race Relations and Mental Health Act. Incapacity, equal opportunities.
- Contribute to the specifications and monitoring of Domestic/Catering Services within their area of responsibility ensuring standards of cleanliness and nutritional needs of patients are met. Liaise with Domestic/Catering Managers as required to discuss service issues.
- Advise and contribute to the effective management of patient admissions/discharge to ensure waiting list targets are met and delayed discharges/patient cancellations are minimised. Liaise with Capacity Managers and provide clinical advice. Appraise the General Manager of any pressures likely to affect the waiting list, and the impact on patients.
- Exercise leadership in achieving high morale based on sound organisation, fair and clear staff relationships and good communications between sites within remit.
- Provide advice and information to the General Manager and Head of Midwifery/Consultant Midwife on finance, relating to clinical service delivery.
- Contribute to developing, planning and implementing business cases for new services as delegated by the General Manager.
- Promote the development of a flexible and skilled nursing and midwifery workforce in line with NHS D&G, National Nursing strategy and Everyone Matters 20:20 vision.

Organisational/Managerial continued:

- Contribute to the wider corporate agenda on specific projects as required.
- Work in partnership, within HR policies, local and national guidelines, for staff management e.g. in relation to attendance, performance, conduct and capability. Be responsible as the line manager for managing nursing staff through the process of organisational change as it affects the directorate.
- Manage complaints, conflicts and issues from staff and other internal and external service providers and partner organisations.
- Effectively investigate and manage complaints and adverse incidents within the department, ensuring that mechanisms are in place for the reporting, investigation and monitoring of untoward incidents. In line with the divisional framework for clinical governance and in conjunction with the clinical services incident reporting group, ensure that any policy or procedural change required as a result of an adverse clinical incident is implemented effectively.
- Actively participate in the Improvement Programmes ensuring government targets are achieved.
- Participate in waiting list initiatives by organising staff through the use of redeployment or additional hours liaising with the General Manager. (if appropriate to area of responsibility).
- Participate in the implementation of the Major Incident Plan and act as the Major Incident Co-ordinator until control team arrives.
- Provide cover in the absence of Clinical/Nurse Manager colleagues(s) and deputise in the absence of the Head of Midwifery/Consultant Midwife..

Hospital Management.

- In rotation with colleagues is part of the rota for senior management 7 day cover.
- In rotation with colleagues, take responsibility for co-ordinating staffing and patient flow over 7 days.

- Ensure there is adequate patient flow.
- Management of patient flow between Health Boards.
- Support the Head of Midwifery/Consultant Midwife and General Manager in taking a lead role in management of site capacity and flow across their clinical areas.

6. SYSTEMS AND EQUIPMENT

- Record personally generated information such as training records, NMC Registration data, sickness absence monitoring, additional hours monitoring.
- Occasionally undertake research and development linked with relevant directorate priorities.
- Use computer software on a daily basis to create reports, spreadsheets and letters.
- Input and retrieve data for analysis from SSTS.
- Be responsible for ensuring that all staff are aware of and trained to meet responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and employees. Ensure that all areas within post holders remit actively manage the Health and Safety system (e.g. control books).
- Take active steps to ensure that staff are compliant with the Data Protection Act, Caldicott Guidelines and local policies regarding confidentiality and access to medical records.
- Promote the use of Information Technology to benefit personal development and patient care. Based on clinical knowledge and expertise contribute to/influence the NHS D&G IT Strategy.

7. DECISIONS AND JUDGEMENTS

- The post holder will be responsible to the General Manager. Performance will be managed against agreed objectives that will be reviewed regularly in partnership with the Head of Midwifery/Consultant Midwife.
- This post involves highly complex facts and/or situations requiring further analysis and development of plans for resolution.
- The post holder interprets and applies NHS D&G policies within areas of responsibility.
- Work autonomously and act independently guided by national, local and professional guidelines making clinical, managerial and professional decisions.
- The post holder has a high degree of autonomy and responsibility for anticipating problems, proposing and implementing solutions.
- Provides leadership and management across all services, delegating appropriate duties as required.
- In the absence of policy initiates required action using professional and managerial judgment.
- Manages, analyses and interprets highly complex and challenging situations/data and develops practical workable solutions to address them.
- Initiates, investigates and follows through when a breach of policy occurs.
- Analyses and interprets highly complex problems and develops practical and workable solutions to address them.
- Investigates and responds to complaints from staff, patients, carers and member of the public and initiates corrective action.
- Oversees and adjusts staffing levels in response to workload required within the competing priorities of the service, deciding on grades numbers/skill mix required, on a daily basis.

- Is responsible for staff performance, conduct and capability issues, department workload and dependency, recruitment and retention, clinical and professional development.
- Identifies, assesses and analyses risk and develops/implements action plans to eliminate or minimise the impact.

8. COMMUNICATIONS AND RELATIONSHIPS

- For the effective management of staff and the service the post holder requires a very high level of interpersonal and communication skills, to provide and receive highly complex/highly sensitive /contentious information particularly where there are barriers to understanding such as denial/resistance and to convey information sensitively when it is contradictory to patient/carer/staff expectations and desires.
- Communicate frequently with clinical and non-clinical staff in multiple departments/sites in NHS D&G and with colleagues in external organisations
- Fully support and participate in the management team discussions.
- Use persuasive, influencing and negotiating skills to achieve strategic objectives and to plan operational developments, including managing organisational change within the directorates.
- Engage in effective communication with patients, relatives and visitors; in particular take a pro-active role in preventing and addressing complaints.
- Act as a patient/staff advocate through the application of ethical, legal and professional knowledge and skills.
- Provide support, empathy and reassurance in the delivery of patient care.
- Contribute to a supportive working environment in the interest of staff morale and patient care.
- Develop external professional networks which promote both the profession and the organisation.

9. PHYSICAL, MENTAL, EMOTIONAL, ENVIRONMENTAL DEMANDS OF THE JOB

Physical

- Moving between Wards/Departments/Community areas on a frequent basis.
- Sitting for long periods of time inputting at key board and dealing with electronic communication, attendances at meetings and interviews.
- Clinical skills required by specialty, as defined by own scope of practice, for example administration of medicines.
- Moving & handling of patients.
- Moving & handling of ward equipment.

Emotional

- Frequent exposure to distressing and emotional situations involving sensitive, complex and contentious information e.g. dealing with complaints from patients/relatives, child protection work.
- Counselling staff with performance/conduct issues.
- Balancing conflicting demands on time on a daily basis and dealing with unpredictable interruptions which may result in a change of activity.

- Frequent high level of prolonged concentration required for analysis of data, writing reports and attending meetings.
- Performing mentally challenging tasks during periods of constant interruption.
- Managing stressful situations – i.e. staff sickness/conduct/competency issues within the nursing workforce.
- Responding to an unpredictable workload. Frequent interruptions for advice. Frequent requirement for concentration and attention to detail. Responding to competing demands from the wide-range of staff across the whole Directorate at all grades from the most senior to most junior.
- Balancing clinical and managerial demands.
- Working Conditions - occasional exposure to unpleasant working conditions i.e. Verbal aggression and Working in the vicinity of uncontained body fluids, foul linen, fleas, lice and noxious fumes.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Acting as an effective change agent at operational and professional level, communicating in potentially hostile, antagonistic or highly emotive atmosphere.
- Communicating/dealing with patients/relatives/staff following a serious incident/critical event.
- Communicating with and supporting distressed/anxious/worried relatives/patients/colleagues.
- Dealing with verbally abusive patients/members of the public.
- The post holder has frequent requirements for prolonged and occasional intense diligent concentration throughout the working day i.e. monitoring budget reports/spread sheets duty rosters, investigating incidents, complaints, counselling staff, implementing HR policies.
- Leading, developing and motivating a team in a challenging clinical environment.
- Ensuring a safe patient environment and delivery of effective care within the available resources.
- Managing the nursing/midwifery resource to meet potentially conflicting priorities.
- Influencing a wide and varied range of stakeholders.
- Reconfiguring services to meet the transformational agenda within a challenging financial and clinical environment.
- Maintain recruitment and retention of staff to promote safe, effective patient care thus ensuring service standards are met.
- Balancing competing demands made on the post holder from various levels of staff and management

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Registered Nurse on the NMC Register with extensive experience as a band 7 Senior Charge Nurse/Midwife or equivalent, or advanced CNS.
- First level degree supplemented by specialist knowledge/training/experience to master's level or equivalent.
- Management/leadership qualification or equivalent experience.
- Experience of budgetary control and implementing HR policies for example, bullying and harassment, attendance management, discipline and grievance policies.
- Excellent interpersonal skills are essential, to exert influence and develop constructive working relationships with a wide range of clinical and non-clinical staff and patients.

- Experience of working with service redesign.
- Demonstrates ability to work effectively in a leadership role.
- Ability to fulfil criteria outlined in the job description.
- Ability to work under pressure and able to meet targets relating to clinical and management issues.
- Demonstrate strategic and political awareness responding to the rapidly changing health care agenda – GIRFEC, Early Years, Corporate Parenting, Child Protection, Looked After and Accommodated Children/Young People.

12. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

Person Specification

ESSENTIAL	DESIRABLE
<p><u>QUALIFICATIONS</u></p> <ul style="list-style-type: none"> • Current NMC registration nursing or midwifery. • First level degree supplemented by specialist knowledge/ training/ experience to master's level or equivalent. 	<ul style="list-style-type: none"> • Management qualification • Leadership qualification/training • Quality Improvement Training
<p><u>SKILLS</u></p> <ul style="list-style-type: none"> • Demonstrates ability to work effectively in a leadership role, work flexibly, think creatively and communicate effectively at all levels. • Ability to work under pressure and able to meet targets relating to clinical and management issues. • Ability to deliver on both operational and strategic objectives • Ability to work collaboratively with colleagues in order to deliver on various agendas 	<ul style="list-style-type: none"> • Able to provide evidence of leadership style and its impact
<p><u>EXPERIENCE</u></p> <ul style="list-style-type: none"> • Extensive management experience in a senior nursing role. • Experience of managing or supervising staff • Experience of contributing to the implementation of change and quality improvement • Experience of upholding professional standards and NMC Revalidation • Experience of leading/managing highly complex situations which require analyses and development of plans to achieve resolution – workforce planning/complaints. • Experience of implementing HR Policies and Procedures • Evidence of anticipating problems, proposing and implementing solutions. 	<ul style="list-style-type: none"> • Experience of multi agency working. • Experience of working with colleagues at a national level • Evidence of delivering successfully on both operational and strategic objectives • Involved in investigating complaints/incidents and subsequent follow through actions
<p><u>KNOWLEDGE</u></p> <ul style="list-style-type: none"> • Awareness of the complexity of the NHS and the political aspects of a rapidly changing health care agenda. • Keep abreast of changes in practise and maintain own professional development • Effective budgetary control and resource management 	

<ul style="list-style-type: none"> • Knowledge across a range of nursing disciplines. • Knowledge of implementation of HR policies 	
<p><u>PERSONAL CHARACTERISTICS</u></p> <ul style="list-style-type: none"> • Authoritative whilst effective leadership skills • Contribute to a supportive working environment in the interest of staff morale and patient care • Able to have positive working relationships whilst at the same time having difficult and challenging conversations in potentially hostile, antagonistic or highly emotive atmosphere • Committed to the delivery of positive outcomes across all aspects of the role • Ability to deal with appropriate level of stress 	

Find Out More

NHS Dumfries & Galloway

For information on NHS Dumfries & Galloway, including details of further staff benefits, how to get started with us, advice for moving to the area, our facilities and beautiful surroundings, check out our **Work with Us** Portal.

To access the Work with Us web pages, copy and paste the following link into your web browser: www.nhsdg.co.uk/workwithus

Dumfries and Galloway Health and Social Care Partnership

For information on Dumfries and Galloway Health and Social Care partnership:
<https://dghscp.co.uk/>