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#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Clinical Nurse Manager  Responsible to (insert job title): General Manager /Chief Nurse  Department(s): Nursing  Directorate: East Lothian H&SC Partnership  Operating Division: Acute Care  Job Reference: 152776  No of Job Holders: 1  Last Update: May 2023 |
| 2.0 JOB PURPOSE |
| **To provide effective leadership, across** the four pillars of nursing practice (clinical practice, facilitation of learning, leadership, and evidence, research, and development) to all nurses working in East Lothian within Day Services.  **To support the General Manager/ Chief Nurse in developing new models of care which deliver positive outcomes for patients through the delivery of person centered, safe and effective care.**  **To lead the development of a staffing model across out-patients and Day Services which is based on patient need, best available evidence, and sound professional judgement. Maintain overall responsibility for the establishment, of nursing staff recruitment and development, and contribute to all operations in the EHSCP directly managed ward areas and hospital at home.** Continue to develop all services to deliver patient centered care which follows best practice and meets the requirements of those patients attending Day Services including Endoscopy and Out-patients.  Provide assurance on the quality of care across all ward areas of responsibility in relation to the management of Covid 19 and the implementation of infection, prevention, and control principles. |
| **3. DIMENSIONS** |
| The post holder will support the General Manager/Chief Nurse and work within the core HSCP expenditure and workforce covering staff and associated budget.  This post will be accountable for delivery of Day Services including the IV therapy room, Endoscopy and Out-patients and will lead on Health and Safety across the partnership.  The delegated budget responsibility for this post is £2,000,000  There may be a requirement to work flexibly across The HSCP to meet service demands.  They will be responsible for:  Professional leadership and governance for all nursing staff within day services which include endoscopy, out-patients and IV therapy.  Line manages nursing staff within these areas.  To monitor and manage the budget, as the budget holder, in respect of all nursing, and all clinical resources whilst ensuring high quality service is maintained to the value  To recruit, motivate, develop, and manage (or support the management) of all nursing staff, by provision of professional advice, leadership, objective setting, and appraisals  Key member of the Hospital Management Team  Deliver multi-professional development and education  Responsible for the management of all nursing staff and contributes to the management of operational matters –60 WTE.  Lead development and implementation of clinical nursing models across the services to meet the demands of the service. |
| 4. ORGANISATIONAL POSITION |
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| 5. ROLE OF DEPARTMENT |
| **Acute Services**  East Lothian HSCP is responsible for delivery of health and social care services to the population of East Lothian. The HSCP brings together those who plan, manage, and provide community services for the population of East Lothian with delegated authority to deliver integrated health and social care services within East Lothian. It fulfils the role for HSCP and Integration Authority as set out in the Scottish Government Public Bodies Act 2014. The HSCP has become a well-established partnership for the delivery of health and social care services to the population of East Lothian, circa 92,000. It has delegated authority and responsibility through the Joint Director/Chief Officer to manage range of services and to deliver integrated health and social care.  The community nursing service works in partnership with all community services and in collaboration with NHS Lothian, Primary Care, Voluntary and Third Sector services to support people to stay longer at home or in a homely setting. This includes planning, providing, managing, monitoring, and reviewing nursing care, following best practice to meet the requirements of people with nursing needs in a community setting, utilising thefour pillars of clinical practice – clinical practice, facilitation of learning, leadership, and evidence, research, and development**.**  The nursing teams are led by Senior Charge Nurses who manage all registered and unregistered staff including the assistant practitioners across all day services.  The post holder will provide assurance on the quality of care across all areas in relation to the management of Covid 19, infection, prevention, and control standards beyond covid. |
| 6. KEY RESULT AREAS |
| **Clinical Practice**   1. **Draw on expert knowledge of person-centered practice and the care of people with complex needs, including frailty, dementia and those requiring additional support whilst attending days services.** 2. **Ensure National Health and Social Care standards are met and maintained, and that they are used to support staff to deliver care that is safe, and outcomes focused. To be accountable for the standard of nursing and care provided to patients and ensure that it is delivered within a person-centered framework.** 3. **Ensure robust audit, monitoring, investigation and follow up mechanisms are established in relation to all policies and procedures in line with NHS Lothian, EL&SCP and Local requirements so that services are evaluated, and clinical governance objectives are achieved. Have the lead role in supporting the development and implementation of clinical protocols for the service to ensure high standards of care are evidence-based.** 4. **To have a key role in the service user/carer involvement and share equal responsibility with members of the management team for this thus ensuring that the views of users/carers are acknowledged and encompassed in service reviews and new developments.**   **Facilitation of Learning:**   1. **Promote the ethos of teaching across all areas of responsibility and building a reputation as a Centre of excellence whilst delivering day services.** 2. **Work with Universities and FEIs to provide excellent learning placements for health and social care students, student nurses and return to practice nurses in the care homes and care home support team.**   **Leadership**   1. **As a member of the East Lothian senior nursing team, contribute to the strategic direction of nursing within the EL&SCP and lead the operational delivery of nursing within the East Lothian day services.** 2. **Act as a positive role model by displaying respect for all colleagues and fostering an environment of openness, trust, and mutual support where staff, regardless of grade, can give opinions freely in a climate which is supportive and caring so staff feel valued.** 3. **Appraise and set objectives with nursing staff (in conjunction with the home manager where appropriate). Develop and implement a model of clinical supervision for nursing staff.** 4. **To line manage, recruit, motivate and develop nursing staff in accordance with NHS Lothian HR policies and procedures, (including sickness absence management, grievance, and disciplinary procedures) and appropriate Professional Codes of Conduct thereby ensuring a knowledge competent and reliable workforce.** 5. **Monitor, manage, authorise expenditure and be accountable for the budget in respect of all nursing and core clinical resources of the service, adhering to standing financial instructions and good practice thus ensuring the budget is appropriately managed.** 6. **Working closely with other senior charge nurse within day services , be responsible for the management of all appropriate nursing operational matters and some strategic developments within the service including reviewing and initiating service policies; developing and monitoring specific strategies for clinical and educational purposes; adherence to health and safety and other relevant legislative requirements thereby ensuring the provision of high-quality level of service and a safe environment for all patients.** 7. **To act as a professional advisor to nursing and other professionals in relation to a broad spectrum of issues including incident management policy and procedural matters, disciplinary issues, and resident care matters, specifically exercising professional judgment through experience in determining levels of risk in the resident population and others.** 8. **To deputise for the Chief Nurse/ General Manager during periods of annual leave to ensure any urgent matters are dealt with appropriately and timeously during their absence.** 9. **To participate in the review the service provision, effect the implementation of sometimes controversial service change, both strategic and operational, whilst liaising with staff organisations and staff groups affected by the change process to ensure staff are involved in the change process and changes are implemented satisfactorily.** 10. **To investigate and resolve complaints from patients, relatives and staff and respond to complainants through the appropriate systems and ensure implementation of any actions resulting from complaint investigation to improve service delivery and promote good team working.** Ensure that there are robust mechanisms in place for data capture (eg adverse events, complaints, solicited feedback), data reporting and review to ensure QI activity is prioritised and targeted to area of most need.   **Quality Improvement, Research, Development**   1. **Working closely with the Lead for Professional standards, provide strong operational leadership to ensure that staff are fully engaged and actively participate in quality improvement activities.** Ensure that there are robust mechanisms in place for data capture (eg adverse events, complaints, solicited feedback), data reporting and review to ensure QI activity is prioritised and targeted to area of most need. Working with the Chief Nurse/General Manager for research and development, identify opportunities for research such as supporting PhD students, collaboration with university colleagues. |
| 7a. EQUIPMENT AND MACHINERY |
| Computer/Printer.  Telephone.  Knowledge of clinical equipment e.g. manual handling equipment, pressure relieving devices, emergency equipment, specialized beds, and seating (this is not an exhaustive list). |
| **7b. SYSTEMS** |
| Cost Avoidance Data.  Compilation of Bank/Agency usage.  Compilation of all sickness/absence information and implementing ‘Promoting Attendance at Work’ policy.  Clinical Activity.  Attendance at training etc.  Staff personal Development Plans and appraisals.  Maintenance of Financial Systems.  Adherence to Budget Management guidelines and effective implementation of procedures.  Significant Adverse Event Reporting.  **\*\* This list is not exhaustive** |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder will meet regularly with the Chief Nurse/General Manager to review progress and set objectives.  Workload is mainly self-directed and determined by needs of the service however post holder will have responsibility for managing workload within professional guidelines and within corporate and service objectives.  Review of the performance is carried out by the Chief Nurse/General Manager in accordance with the NHS Lothian appraisal and performance system.  The post holder will be highly proactive, motivated, imaginative, and self-disciplined to meet all personal and service objectives.  The post holder should exercise sound judgment underpinned by a flexible approach to respond to unpredictable and competing demands which have significant impact both personally and professionally. |
| **9. DECISIONS AND JUDGEMENTS** |
| The post holder is expected, daily, to managerially and professionally anticipate problems or needs in managing service and resolve them autonomously e.g. utilisation of resources, staff management issues and matters relating to resident care.  The post holder is required to respond to unexpected problems and events and seek resolution autonomously or in conjunction with other relevant colleagues, e.g such as unexpected high sickness absence.  The post holder has the discretion to make decisions and judgments within managerial, clinical, and professional guidelines and in conjunction with other staff, including assessment of levels of risk to residents and staff. |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Managing people and services within East Lothian Health and Social Care Partnership and National polices and standards to ensure delivery of a high quality service and fair and equitable treatment of nursing staff irrespective of grade.  Determining most appropriate use of human and clinical resources against agreed financial objectives and achieving a balance between the demands of direct resident care and available resources.  Ensuring effective personal, organisational and change management in a Challenging, diverse, and demanding environment.  Acting as an effective change agent at operational and professional level, communication in potentially hostile, antagonistic, or highly emotive atmosphere. |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| **Internal:**  **The post holder will work closely with all Managers, Clinical Leads, and other members of the Management Team. The post holder will also be expected to effectively liaise with.**  **The resident, their relatives/carers and the multidisciplinary teams involved in the provision of care.**  **Care Home, East Lothian Council Managers, and all nursing staff – regarding resident condition, resource utilization, workload issues, staff issues, support, advice, and training.**  **Other directly line managed staff.**  **Other relevant departments within the Organisation e.g. Supplies, Infection Control, Human Resources, Recruitment Personnel**  **Staff Organisations.**  **External:**  **The post holder maintains communications and would be expected to liaise with a wide range of other agencies for support and advice.**  **NHS Lothian**  **Other Health Boards and Divisions**  **Voluntary Organisations**  **Central Legal office**  **Scottish Executive**  **User/Carer Organisations**  **NHS Education for Scotland**  **Higher Education Institutions**  **Care Inspectorate**  **\*\* This list is not exhaustive** |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills:**  **IT skills (daily).**  **Clinical skills for teaching.**  **Physical Demands:**  **Working for long periods of time at a workstation/computer (daily)**    **Mental Demands:**  **Ability to multi-task to meet the diverse requirements of the post (daily).**  **Concentration is required whilst making decisions and directing others in rapidly changing situations.**  **Accurately recall and report events.**  **Managing organisational change.**  **Long periods of high concentration preparing complex information to produce reports and papers often to non-negotiable timescales/targets (weekly).**  **Requirement to deal with and respond to frequent interruptions (daily).**  **Deal with complex and diverse issues concurrently (daily).**  **Emotional Demands:**  **Communicating with distressed/anxious/worried staff/residents and relatives (frequent).**  **Remaining objective in decision making during periods of high stress (frequent).**  **Dealing with moral and ethical issues (approximately monthly).**  **Coping with distressing information (approximately monthly)**  **Remaining objective and reasoned in demanding and difficult situations (weekly).**  **Supporting colleagues in emotionally demanding workplace (daily).**  **Maintaining self-motivation and that of others (continually).**  **Working Conditions:**  **Frequent travelling between different areas of NHS Lothian/EHSCP (several times a week).** |
| ****13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**** |
| **Registered Nurse with relevant experience as a nurse including appropriate experience as a senior post holder within the specialty of older peoples nursing in the NHS.**  **Educated to SCQF level 11 e.g.master’s qualification in management or leadership or equivalent experience**  **Proven ability to manage and monitor budgets effectively.**  **Highly developed interpersonal, leadership, motivational, decision making and communication skills.**  **Flexible approach to problem solving.**  **Effectively manage change in the face of resistance.**  **Evidence and ability to lead and manage service improvement, modernisation, and redesign.**  **Demonstrable evidence of ongoing development and education .** |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| **A separate job description will need to be signed off by each jobholder to whom the job description applies.**  **Job Holder’s Signature:**  **Head of Department Signature:** | Date:  Date: |