



## **JOB DESCRIPTION**

**Job Title:** Clinical Manager

**Reporting to:** The Registered Manager

### **Job Purpose**

As a member of the home's management team, the clinical manager plays a full part in providing the highest possible standard of care and service to all the residents. He or she also takes overall responsibility for managing the home in the absence of the registered manager.

The clinical manager adopts a 'hands-on' approach, working with, and taking responsibility for, the nursing and care assistant teams to apply the highest standards of modern and professional practice, ensuring that the home's policies and procedures are followed, along with relevant legislation, to meet residents' individual needs.

### **Job Duties**

#### **Management:**

- Demonstrate both clinical/care and managerial leadership to a team of nurses, carers and ancillary staff, as appropriate, allowing an opportunity for all staff to communicate openly and positively.
- Be aware of the need for budgetary control and ensure that other staff are aware of their responsibility in this area. To always ensure that staff numbers are monitored and within agreed budgets.
- Ensure that the health and safety policy is adhered to and that staff are instructed in their responsibility for the health and safety of residents, visitors and staff.
- Have a basic knowledge of the following documents and ensure that all the regulations are complied with at all times: Health & Social Care Act 2008 and accompanying regulations, Essential Standards of Quality & Safety and Local Multi-Agency Guidelines on the Safeguarding of Vulnerable Adults.
- Develop training and development programmes with the quality & training co-ordinator for staff in a structured way.
- Take charge of the care home in the registered manager's absence.
- Assist in planning monthly rotas and making amendments, as required, in order to eliminate the use of agency staff.
- Assist the registered manager in the implementation of the quality assurance scheme and ensure that the highest standards of compliance are achieved.
- Conduct staff supervisions and appraisals, as directed by the registered manager.
- Assist the registered manager with the recruitment, selection and onboarding of new staff.
- Ensure that the nurses adhere to the requirements of completing weekly and monthly audits and any other reports, as required.
- Ensure that key clinical areas, such as wound management, risk assessments and accident/incident reporting, are accurately documented and reported, according to company policy.



- Participate in external meetings in the absence of the registered manager. This may include clinical governance, safeguarding and any other external authority, as required.
- Review and deal with any complaints, ensuring that the team leaders' actions are satisfactory and that any further action is completed. Complaints must be dealt with following the home's policies and procedures.
- Ensure that staff are supervised and offered training, where deemed appropriate, to provide quality care services to residents.
- Facilitate a consistent, effective and robust induction programme for all nurses and care staff, together with the quality & training co-ordinator and in line with company standards.
- Demonstrate clinical care and managerial leadership to RGN team leaders and carers, allowing an opportunity for all staff to communicate openly and positively.
- Provide a visible, accessible and authoritative presence within the clinical/care areas of responsibility for residents, relatives and staff, aiding, advising and supporting them at all times.
- Support, advise and supervise the nursing team leaders to ensure that the delivery of care meets each resident's identified needs.
- Organise and formulate agendas for, and hold regular staff meetings with, all staff in line with the home's meetings policy.
- Be aware of the educational needs of staff and communicate these to the registered manager, taking every opportunity to help ensure that these needs are met so that all staff have the appropriate skills and knowledge to deliver competent and timely resident care.
- Pass on skills and knowledge to colleagues via supervision and mentoring, in line with own individual competencies.
- Keep the registered manager informed of the following: any issues or potential issues relating to communication with residents and families, members of the multi-disciplinary team in the home and other providers of care and services to the home, staffing issues, changes in residents' health, well-being or social needs, potential safeguarding issues, concerns relating to the environment within the home or any incidents/accidents involving staff or residents in the home.
- Maintain a good relationship with other members of the home's multi-disciplinary team and external providers of goods and services.

#### Care Practice:

- Ensure that the home offers person-centred care to all residents.
- Assist residents with those activities which they would usually perform, or have in the past performed themselves, but cannot now without assistance. Encourage and support the optimum level of independence while maintaining residents' dignity and self-esteem.
- Organise the implementation of the planned programme of care as set out in individual care plans, ensuring that this meets the totality of residents' care requirements including their physical, psychological and spiritual needs, using the agreed model of care.
- Regularly evaluate care plans and review their overall effectiveness, initiating changes, as required, in agreement with the registered manager.
- Communicate with residents, as well as their family and friends, to ensure that care plans contain as much life history information as possible.
- Be responsible for the safe administration and safekeeping of drugs and treatments, as prescribed and in accordance with CQC and NMC guidelines.
- Conduct pre-admission assessments as directed by the registered manager.
- Organise nursing time and use of equipment to maximise the potential of both.



- Maintain high standards of care at all times to meet the goals set out in the mission statement and the philosophy of care.
- Adhere to the professional standards of practice and behaviour set out in the NMC Code.
- Ensure that confidentiality is maintained at all times.
- Undertake personal professional development and keep abreast of new advances in nursing practice.
- Ensure that new research is applied when and where appropriate, making all staff aware of new developments in care.
- Be aware of and achieve CQC Fundamental Standards.
- Follow and promote all relevant codes of conduct (e.g. GSCC, NMC).
- Have a good knowledge of safeguarding, DoLS and the Mental Capacity Act and be able to put this knowledge into practice, guiding others and seeking advice and support as required
- Ensure the safe delivery of nursing care, maximising nursing and other resources.
- Organise time effectively and act autonomously to assess, monitor and identify clinical care needs, using equipment to maximise potential.
- Act as a role model and expert in the clinical delivery of care.
- Assess all levels of care against the competencies set out by the organisation to ensure the delivery of effective, safe and appropriate care that supports individuality and promotes quality and safety.
- Be responsible for auditing care delivery, developing action plans to rectify areas of weakness, monitoring and reporting to the registered manager.

#### General:

- Follow the home's written policies and procedures at all times.
- Be aware of and understand the home's mission statement and philosophy of care, contributing to their ongoing development and review.
- Promote a good image of the home within the community, as set out in the philosophy of care.

#### **Other**

- Hours of work will be agreed with the registered manager and worked on a rota basis. However, some flexibility regarding working hours will be required, according to the demands of the post.
- You will be expected to provide on-call and emergency cover in a pattern to be agreed with the registered manager.

#### **Specific Qualifications/ Skills/ Attributes**

- Clinically qualified with a valid NMC PIN number
- Management experience in the industry and, desirably, a management qualification
- Ability to lead and motivate a team
- Strong communication and interpersonal skills
- A problem-solving approach to enable issues to be resolved efficiently
- Strong IT skills

**This job description is not exhaustive and other duties may be required according to the needs of the home.**