

## Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title:</b> SERVICE MANAGER 4 (Clinical @ Sealodge)	<b>Director/Service:</b> ADULT SERVICES		<b>Office Use</b>
<b>Band:</b> 10	<b>Sector</b>		JE ref: 4475
<b>Responsible to:</b> Adult Services Lead Manager	<b>Date:</b> July 2024	<b>Lead &amp; Man Induction:</b>	HRMS ref:

**Job Purpose: In a clinical nurse led setting:**

Under the direction/delegation of the Adult Services Lead Manager, provide a healthy, stimulating, safe and caring environment for service users and staff, and to manage the unit in accordance with County Council policy and procedures and CQC (Care Quality Commission) Fundamental Standards and Regulations

<b>Resources</b>	Staff	Manages a full complement of nursing staff and care staff within a local service.
	Finance	Budget holder for the service including £1.2m in staffing
	Physical	Responsibility for the site(s), its buildings and the maintenance and renewal of fixtures, fittings and equipment.
	Clients	Responsibility for service users and their belongings.

**Duties and key result areas:**

1. Undertake the role, responsibilities and tasks of the Registered Manager as required by CQC in line with the Fundamental Standards and Regulations.
2. To facilitate and coordinate clinical practice within the service in accordance with the operational policy to ensure high standards of care and treatment are maintained.
3. Develop and bring into effect local service aims and objectives that reflect corporate objectives within the framework of allocated budgets and CQC Fundamental Standards and Regulations.
4. Provide a good practice model to staff, delegating work appropriately, providing clear guidance and motivation to staff to achieve service objectives and quality standards.
6. To ensure the delivery of effective care plans for service users. Also, to encourage co production in the Unit Systems.
7. Commitment to keep service users safe by providing a safe environment for them to live in.
8. Commitment to identify people who are suffering or likely to suffer significant harm and take appropriate action with the aim of making sure they are safe.
9. Liaise with colleagues within the team and other clinicians from other agencies in the development and implementation of individual care plans.
10. Ensure a safe, hygienic, and supportive environment for service users and their families and ensure that service quality standards are maintained.
11. Ensure appropriate safeguarding and risk management protocols are effectively delivered and maintained.
12. Oversee resource and deliver initiatives designed to help service users develop the capacity, skills, and strategies to maintain their independence.
13. Manage the medication procedures and delegate the administration of medication in accordance with medical advice and service procedures.
14. Maintain and manage appropriate written records in accordance with procedures including the preparation of professional and management reports.
15. Participate in inter-disciplinary work and represent the service in an official capacity at meetings both within and outside the authority.
16. Participate in developmental projects related to the service you manage and approved by the Adult Services Lead Manager.
17. Conduct staff appraisals, allocate individual work objectives to reflect the service plan, identify training and development needs and prepare skills and workforce plans.
18. Conduct individual clinical supervision sessions with nominated staff observing professional best practice.
19. Prepare and implement a workforce plan to recruit, select, develop and retain staff with the skills needed to deliver the agreed service plan.
20. Provide and develop 'in house' training in accordance with CQC regulatory requirements
21. Ensure appropriate arrangements are in place to ensure the effective operation of the unit and that all registration and legislative requirements are met.
22. Manage the Unit's delegated budget and to be responsible to the Adult Services Lead Manager for the use of the budget allocation.
23. Within the resources available ensure that the physical environment of the Unit is maintained in a proper and safe fashion.

24. To ensure that appropriate arrangements are in place to enable the effective and efficient operation of the Unit outside of office hours.
25. Deal with contingencies and emergencies in accordance with established guidelines.
26. Other duties appropriate to the nature, level and grade of the post.

**Work Arrangements**

Physical requirements:	Physically able to undertake the demands of the job.
Transport requirements:	Travel to work sites, area offices or training venues throughout the County on a routine basis and further afield on occasion
Working patterns:	Rota covering 7 days and shift patterns including night shifts when required to do so.
Working conditions:	To undertake on call responsibility over night to support with clinical and managerial decision making.

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**PERSON SPECIFICATION**

<b>POST: SERVICE MANAGER 4 (Clinical)</b>	<b>SERVICE: Adult SERVICES</b>	<b>Ref: 4475</b>
<b>Essential</b>	<b>Desirable</b>	<b>Assess By</b>
<b>Qualifications and Knowledge</b>		
A relevant nursing qualification (RNLD) with previous post registration experience Proven leadership qualities Relevant management qualification Knowledge of the CQC Fundamental Standards, regulations and the prevailing inspection regime Knowledge of the clinical needs of the client group including treatment of behavioural disorders, mental illness and violence and aggression Detailed understanding of theory and professional best practice for the client group	Degree in Business Management	
<b>Experience</b>		
Significant clinical experience in a senior post in a relevant setting with a relevant client group. Experience of managing staff, budgets and physical resources.	Experience in the development of organisational policy and practice	
<b>Skills and competencies</b>		
Skills in leading, organising and motivating staff Skilled in clinical assessment and decision-making Skills in managing performance, identifying staff training needs and skills planning. To support and coordinate student placements and identify personal development opportunities for the team. Adept at planning and prioritising resources, including own time. Able to use word processing, e-mail and internet software on a PC Skills in preparing and managing delegated budgets. Listens, consults others, and communicates clearly. Skilled in writing clear and logical reports. Able to write clear instructions, case notes and detailed logical reports. Manages confidently and effectively in stressful situations Deal with conflict and follow organisational policies and procedures. Ability to maintain personal resilience and health work life balance		
<b>Physical, mental and emotional demands</b>		
Physically able to undertake the demands of the job. Maintain an awareness of surroundings and service users with some periods of concentrated mental attention and pressures from deadlines, interruptions or conflict. Recognition and acceptance of professional accountability		

Dealing with service users and families whose behaviour may challenge the service Be pro-active in the scheme quality initiatives with the involvement in the development of working procedures and monitoring and maintenance of quality systems		
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**Motivation**

Committed to the ethics of quality and person-centred care and the NMC Code of Conduct. Adapts to change by adopting a flexible and cooperative attitude. Works collaboratively to achieve team spirit and manage the needs of staff and service users. Demonstrates integrity and upholds values and principles. Promotes diversity, equal opportunities and anti-oppressive practice in all aspects of work.		
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**Other**

Able to work shift rotas, including weekends and night-time working which might change at short notice. Able to meet the transport requirements of the post		
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**Key to assessment methods; (a) application form, (c) certificates, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits**