

Northumberland County Council

JOB DESCRIPTION

Post Title:	SERVICE MANAGER 3 (Clinical)	Director/Service:	ADULT SERVICES	Office Use
Band:	9	Sector		JE ref: 4380
Responsible to:	Adult Services Lead Manager	Date:	Lead & Man Induction:	HRMS ref:

Job Purpose: In a variety of care settings:

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

Resources	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. Knowledge of the clinical needs of the service users including treatment of behavioural disorders, mental illness, violence and aggression.
5. 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 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

POST: SERVICE MANAGER 3 (Clinical)	SERVICE: Adult SERVICES	Ref: 4380
Essential	Desirable	Assess By
Qualifications and Knowledge		
A relevant nursing qualification (RNLD) with previous post registration experience Relevant management qualification Knowledge of the CQC Fundamental Standards, regulations and the prevailing inspection regime Detailed understanding of theory and professional best practice for the client group	Degree in Business Management	
Experience		
Recent 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	
Skills and competencies		
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. 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. Ability to maintain personal resilience and health work life balance		
Physical, mental and emotional demands		
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. Dealing with service users and families whose behaviour may challenge the service		
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		
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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		

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