

Job Title: Lead Nurse	
Reports To: * Head of Clinical Care/Head of Care (dependant on Location)	Reporting to Job Holder:
<p>Overall, Purpose:</p> <p>To assist the * Head of Clinical Care/Head of Care (dependant on Location) and to work in partnership with Care teams to deliver high quality, customer focused and person-centred services to customers which maximises their independence and quality of life within a safe and secure environment. To provide effective operational and clinical leadership and management of all Clinical Care Services delivered within the Care Centre, ensuring compliance with current regulatory authorities. To implement the Centre’s clinical governance framework to ensure the excellence of clinical care provided to customers. To contribute to the continuous improvement and development of Clinical Care Services within the Centre to meet the needs of current and prospective customers.</p>	
<p>Principle Accountabilities:</p> <p><u>Planning and organising</u></p> <ul style="list-style-type: none"> • To maintain a person-centred culture and approach to support the delivery of high quality, customer focused and person-centred services to customers within the Care Centre, in order to maximise their independence and quality of life • To ensure that up to date and accurate person-centred care plans, for Care C • entre residents with a nursing need, are developed and maintained on the care planning system • To administer prescribed medication, and/or homely remedies, maintaining accurate records in compliance with current legislative requirements • To order medication and medical supplies for customers, to meet their medical needs • To participate in the implementation of quality assurance programmes for Clinical Care Services as required by the *Head of Clinical Care/Head of Care (dependant on Location) • To assist the *Head of Clinical Care/Head of Care (dependant on Location) in the preparation of costed business plans for Clinical Care Services within the Centre • To contribute to the recruitment, retention and development of suitably skilled, qualified, and experienced colleagues is to meet service needs • To ensure the effective implementation of Ben’s policies and procedures within the Care Centre • To contribute to the maintenance of management information systems within the Centre • To ensure that effective reporting procedures are maintained with the Centre’s senior management team <p><u>Business focus</u></p> <ul style="list-style-type: none"> • To assist in the implementation and maintenance of the standards required by legislation related to the registration of the Centre • To comply with current Fire, Health & Safety at Work, Environmental Health, and associated legislation by ensuring that Ben’s policies and procedures are implemented within the Care 	

Centre and that safe procedures and practices are always carried out, and reporting arrangements are followed as required

- To promote and maintain a safeguarding culture within the Care Centre, ensuring that Ben's safeguarding procedures and protocols are effectively implemented in order to maintain a safe and secure environment for customers
- To identify issues relating to a customer's condition and vulnerability, and to support care planning and risk assessment which safeguards the individual, seeking guidance where appropriate from the *Head of Clinical Care/Head of Care (dependant on Location)
- To analyse any incidents or difficulties involving customers in the context of a person's clinical condition, for necessary adjustments to be made
- To implement the clinical governance framework, and arrangements, to ensure excellence in the Clinical Care Services provided, to ensure customers safety, and wellbeing at all times
- To undertake robust and comprehensive investigations of incidents and complaints as directed by the *Head of Clinical Care/Head of Care (dependant on Location) and ensure that outcomes are recorded and reported in line with Ben's policies and procedures
- To ensure compliance with Ben's protocols and requirements on maintaining confidentiality

Communication

- To ensure all communications and interactions with customers, relatives and other stakeholders is effective, sensitive, and professional
- To maintain effective communication and collaboration with GP's, other medical professionals, the wider multi-disciplinary team within the Care Centre and other outside agencies to meet customers, social, emotional, health and welfare needs
- To provide effective handovers, sharing significant information with appropriate members of the Centre's senior management team
- To communicate and engage with colleagues to ensure they are fully informed about matters which affect their day-to-day work and practice and develop their knowledge and understanding of Ben as an organisation

Budgetary control

- To contribute to the development of annual budget proposals to for Clinical Care Services
- To regularly monitor and manage allocated staffing budget ensuring that it remains within agreed financial limits
- To identify opportunities for costs efficiencies within allocated budget, whilst maintaining the quality-of-service delivery

Managing performance

- To promote and maintain a positive and inclusive leadership and management culture which motivates, involves, and engages care colleagues
- To contribute to the delivery of a culture of performance and service excellence within Clinical Care Services
- To support the effective leadership, management, coaching and development of Clinical Care colleagues, including the consistent application of the performance review process
- To contribute to the assessment and evaluation of the quality and effectiveness of Clinical Care Services provided to customers and assist in the development and implementation of service/standards improvement plans to enhance the customer experience.

- To assist the *Head of Clinical Care/Head of Care (dependant on Location) develop and implement opportunities for Continuous Professional Development (CPD), support nurse revalidation and the delivery of robust student placements

Stakeholder relationships

- To represent Ben and the Care Centre in a positive manner, welcoming all visitors, and where appropriate, liaising with the local community and multi-disciplinary teams

Achieving customer service excellence

- To contribute to the delivery of consistent high-quality levels of service to all customers and visitors to the Care Centre, ensuring an experience which often exceeds expectations and helps to promote the Care Centre in a positive way
- To promote a culture which recognises, respects and values diversity and equality of opportunity for our customers and colleagues.

Additional duties

- To comply with the NMC Code of Professional Conduct and Scope of Professional Practice in all aspects of clinical work and maintain a clear and up to date understanding of the Code and its requirements
- To achieve revalidation in line with NMC requirements
- To undertake continuous professional development (CPD) activities to improve performance
- To undertake ad hoc projects as required by the *Care Centre Manager (CCM) and/or Head of Clinical Care/Head of Care (dependant on Location)
- To undertake any other duties specified from time to time by the *CCM and/or Head of Clinical Care/Head of Care (dependant on Location).

This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.

Deliverables – Key Measures:

Planning and organising

- To deliver Clinical Care Services within the Care Centre following person centred principles and practice, to ensure that the customers physical, social, and emotional needs are met, whilst ensuring their dignity, choice, and independence are always maintained.
- To undertake assessments and produce care plans which meet identified customer needs based on a person-centred approach
- To conduct regular audits and participate in quality assurance programmes to evaluate the standard of designated Clinical Care Services delivered to customers.
- Excellent clinical care standards and practices are always maintained

Business focus

- Clinical governance systems, procedures and protocols are implemented within the Care Centre to support the delivery of excellent Clinical Care Services, whilst maximising the safety and well-being of the residents

- Reporting and recording systems are accurately maintained to support a healthy, safe, and secure environment for customers, colleagues, and visitors to the Care Centre
- To ensure that all organisational policies and procedures are applied to support decisions made and that they reduce risk as much as possible
- To ensure Clinical Care Services within the Care Centre operates consistently and is compliant with the relevant regulatory frameworks
- Safeguarding issues are identified and reported in a timely manner and in line with legislative and organisational requirements

Communication

- Excellent working relationships are maintained with other professionals and agencies who work with the Care Centre to provide a welcoming, safe and secure environment for customers and visitors
- Customers, relatives and other stakeholders are informed about the services provided by the Care Centre
- To ensure that all Ben information is communicated accurately and on time so that colleagues working in the Care Centre are knowledgeable about matters that affect their day to day working lives and about the wider organisation.

Budgetary control

- Allocated staffing expenditure is regularly reviewed and cost efficiencies are identified where appropriate, agreed with the * Head of Clinical Care/Head of (dependant on Location) and implemented.
- Staffing budget is managed to agreed levels.

Managing performance

- To meet Key Performance Indicators (KPI's) for the Care Centre and support the * Head of Clinical Care/Head of Care (dependant on Location) to meet KPI's for Clinical Care Services
- Agreed improvements identified as a result of audits or other quality assurance initiatives are implemented within agreed timescales
- Opportunities are arranged on a regular basis to engage with Colleagues and gain their contribution to improving the Clinical Care Services delivered within the Care Centre and to improving their working environment

Stakeholder relationships

- Stakeholder awareness and knowledge of the services provided by the Centre is improved

Achieving customer service excellence

- Feedback about the quality of the Clinical Care Services provided from customers within the Care Centre is positive and that customers' expectations have been met or exceeded
- Customers and colleagues experience a positive and engaging environment where they are treated with respect and their differing needs are recognised, valued and responded to appropriately and they can be confident that disrespectful and/or discriminatory behaviour is effectively challenged and managed

Additional duties

- To support effective and efficient business operations by working across all Houses within the Care Centre as required.
- To be responsible for the safety and security of Centre buildings, as required by the * Head of Clinical Care/Head of Care (dependant on Location) and to liaise with and report to the * Head of Clinical Care/Head of Care (dependant on Location) or are Care Centre Manager (CCM)the any matters of concern.
- Accept ad hoc projects as required by the *CCM and/or Head of Clinical Care/Head of Care (dependant on Location)

PRIDE values

To embody and deliver the role of House Leader in line with our values:

Passionate

Respectful

Inclusive

Driven

Empowered

Experience required (but not essential):

- Experience of implementing clinical governance systems, procedures and protocols within a residential/nursing care or similar environment

Technical Knowledge:

- RGN/RMN and currently registered with the NMC
- Knowledge of the principles of person centred care
- Knowledge of the legal framework relating to the provision of Clinical Care Services
- Knowledge of assessment and care planning using a person-centred approach
- Evidence of CPD

Other significant role requirements:

- Demonstrate the Core Behaviours for the role
- Excellent nursing practice and clinical skills
- Effective written communication skills to prepare documents, reports, procedures about Clinical Care Services, its customers, and care colleagues
- Able to use initiative
- Ability to work autonomously, prioritising simple and complex tasks
- Ability to engage effectively with customers, relatives and other stakeholders to promote and raise awareness of the Care Centre and its services
- Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to customers and colleagues
- Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery

JOB DESCRIPTION



Date updated: 26th April 2023 DD/NH

Ben - Motor and Allied Trades Benevolent Fund. Registered office: Lynwood Court, Lynwood Village, Rise Road, Ascot SL5 0FG. A charity registered in England and Wales (no.297877) and Scotland (no.SC39842). A company limited by guarantee, registered in England and Wales (no.02163894).