**JOB DESCRIPTION: CLINICAL LEAD NURSE**

**Reports to: Operations Manager/Registered Manager/Directors**

**Summary of position**

* To manage the care requirements of existing clients
* To ensure new packages are started up in a timely manner
* To promote the business and its reputation when liaising with funders
* To line manage other nominated Healthcare Assistants and field staff
* To develop new services as directed by the UCC in new geographic areas or new client groups.
* To be actively involved in the business development within your geographical area and scope of your role. This may include visiting perspective commissioners or health and care, attending and participating in conferences and road shows and achieving increase business for UCC.

**Dimensions of the Role**

* The role will be field based and will require interaction with clients, PAs, Head of Standard Care and internal departments.
* The Clinical Nurse Manager will be responsible for a number of clients and this will be dependent on the age, severity of the needs and geography.
* The Clinical Nurse Manager will be responsible for specific new developments.
* The Clinical Nurse Manager will provide advice, support and cover for their buddy Manager, Care Manager and other senior team members.
* The Clinical Nurse Manager will be responsible for a client group in keeping with their clinical area of expertise or under directional support
* The Clinical Nurse Manager will assist in training other clinical nurses and PA’s, healthcare assistants and general complex care training.
* Owing to nursing revalidation we expect that on a quarterly basis that all qualified staff deliver a research-based presentation to their peers. This will work towards your CPD but also enable both you and your team to keep up to date on new innovative and changes in nursing practice.
* To demonstrate yearly and/or within your appraisal that your personal CPD file is continuously updated, and you are ensuring your nursing practice is current.
* Your working time will be 40 hours per week predominately worked within Monday to Friday hours however our service operates on a 24/7 basis, so dependent on the needs of the service there is an expectation that you will cover weekends and nights if required.

**Key Responsibilities**

**Client Management:**

* To ensure that the rights of the “service user” are upheld and always promoted, assuring principles of choice, respect dignity and privacy.
* To provide a ‘meet and greet’ for all new clients into the service, introduce their care team and monitor and review the support closely in the initial first weeks.
* To ensure that the client is aware of their Head Office contacts in respect of Rotas, Invoicing, Personnel and Recruitment, and aware of their local office in respect of Care Quality Commission (National Standards).
* To visit clients a minimum of once each month, and deal with any issues raised, review of care and support and facilitate customer team meetings.
* To undertake client reviews monthly and submit review documentation to the Operations Manager/Registered Manager.
* To strive to ensure client satisfaction, and deal with client complaints in the first level in accordance with company procedures, liaising with the Operations/Registered Manager as required.
* To develop new services as directed by the UCC Directors.

**Staff Management:**

* To ensure that company policies and procedures are understood and followed by all the teams.
* To provide support and guidance to Healthcare Assistants in the completion of their duties and to coach and develop them in delivering a high quality service
* To undertake Healthcare Assistants Competencies and reviews, supervisions, spot checks and appraisals as required, including identification of training needs and submit review documentation to Operations/Registered Manager.
* To assist in NVQ training and assessments for Healthcare Assistants.
* To provide an effective rolling rota for Healthcare Assistants availability according to company guidelines. Ensure this is updated on the electronic roster systems.
* To ensure Healthcare Assistants notify yourselves and/or Care Manager responsible for completion of the rosters if they are unable to perform their shifts in a timely manner and manage all absences effectively.
* To provide mentoring and support for your team of Healthcare Assistants, ensure their skills are matched affectively against our clients needs.
* To provide Recruitment with a specification for replacement Healthcare Assistants and work with the Recruitment Administrator to recruit replacement Healthcare Assistants as quickly as possible
* To contact all new Healthcare Assistants within 48 hours of referral by Recruitment Administrator or office team, to introduce all new Healthcare Assistants to clients within 7 days, liaising with UCC senior Management team to ensure smooth start-up of new packages.
* To maintain contact with new Healthcare Assistants, keeping them informed of progress until new packages go live.
* To provide advice, support and cover as part of the management rota and on-call during times of absence (e.g. sickness and holidays), ensuring that holidays are planned so that they minimize lack of cover or absence over the same period.
* To undertake return to work interviews and take part in disciplinary procedures as required.

**Compliance and Reporting:**

* To ensure that the company meets all the requirements of the National Care Standards in respect of the delivery of its service provision.
* To ensure all relevant paperwork is completed accurately and on a timely basis.
* Ensure all MAR charts, care logs and relevant documents are quality checked and audited monthly and any issued identified are actioned appropriately.
* That all Client reviews, re-assessments, re-risk assessments are completed regularly or when there has been any change of needs.
* Ensure all healthcare assistants are supervised, supported, mentored, and appraised according to UCC policy and procedures.
* To ensure all healthcare assistance are observed and signed off when competent on both their clinical and care-based competencies. To regularly review their competencies in-line with any changes of the customer’s needs.

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| **Job specifications** | |
| **Essential** | **Desirable** |
| Registered Nurse with an active PIN – Ideally in the discipline required. (i.e. adult/Paediatric) | Good IT skills |
| Excellent communication skills – verbal, written and electronic | Experience in Management within the health and Social Care sector |
| Strong leadership skills | Experience within a community setting |
| Experience within complex clinical care – (ITU/NICU) |  |
| Good organisational/planning skills |  |
| Ability to work with a strategic plan |  |
| Ability to work with all grades of staff |  |
| Full drivers licence and own car – ability to be geographically mobile |  |
| Ability to work under own initiative or within a team |  |
| Clear police check relevant to country of residence |  |
| Excellent time management skills |  |

I agree to fulfil the duties and responsibilities to the best of my ability within this role.

Name: …………………………………………………………………….

Signed: …………………………………………………………............ Date: …………………………