# Job Description

**Clinical Manager**

# TITLE OF POST Clinical Manager

**REPORTS TO** Hospital Manager

**ESSENTIAL QUALIFICATIONS** Registered Nurse: Mental Health; relevant experience

**DESIRABLE**  Mentorship qualification

**JOB PURPOSE:**

* To ensure that the highest standard of clinical care is provided, therapeutically based on a named nurse/team nursing approach.
* Lead clinical practice from the front, manage clinical performance of the nursing staff and ensure targets are met.
* To co-ordinate clinical aspects of the hospital and to ensure a sound co-operation between the clinical departments in the interests of delivering an excellent service to patient/ Ensure the MDT works together to provide a consistent approach to service user care.
* To support staff in delivering a high standard of care through regular appraisals, training and development of evidence/research based practice.
* To be fully up to date with all statutory law; e.g. CQC regulations, and to do whatever is necessary to ensure that the hospital complies.
* To line manage the Ward Managers and undertake completion of supervision/appraisals
* Lead on the clinical leadership for all ward based staff, to develop and deliver a quality therapeutic service.
* Work within The Code as issued by your governing body.(NMC)
* Support the hospital manager in ensuring the hospital has effective systems, which promote safety and security.
* To participate in the manager’s on-call system to provide the first point of contact for ward based staff, outside of normal working hours.
* To ensure clinical audit takes place and that action plans are created and reviewed on a regular basis.
* To foster a culture of professional development, team support and excellent standards of care.
* Lead on the day-to-day clinical operational management of the hospital, ensuring the hospital and services are safe, effective, caring, responsive and well led.
* Support the hospital manager in the management of the clinical budget and ensuring costs are managed accordingly
* Aware of the Cygnet values & behaviours and use them to provide a daily framework for own and teams working.
* Support the hospital manager in the recruitment for the hospital
* Ensure the ward implements Cygnet Health Care Policy and Procedures and maintains agreed levels of service, which meet the standards for the hospital.
* To act up as required by the Hospital Manager.
* Undertake any reasonable request.

**MAIN RESPONSIBILITIES:**

**Leadership and management**

* Provide clinical leadership, expertise and empower ward management teams to drive up the standards of practice through a clearly defined, monitored supervision structure and team work
* Providing advice and support to the wards to ensure the retention of staff.
* Facilitate and provide clinical strategic direction for the services within the hospital
* Oversee all aspects of people management practices on the ward including recruitment, selection, appraisal, performance management, grievances and disciplinary.
* Actively influence and persuade ward teams and senior people where appropriate
* Oversee that all ward staff receive their annual appraisal and personal development plans
* Always provide constructive feedback to clinical staff and encourage the development of personal growth in line with their personal future career aspirations.
* Advise non- clinical teams on issues relating to clinical issues across the hospital
* Role model taking ownership and being prepared to be held accountable for own actions and omissions.
* Act as a role model for ethical behaviours in line with the NMC code and Cygnet core values.
* Delegate effectively and ensure you are aware of the team member’s competencies and skills.
* Ensure that Cygnet values and Cygnet culture as defined is upheld and demonstrated.
* Provide support to teams in managing of serious incidents and subsequent debriefing and support of staff.
* To assist the Ward Managers in co-ordinating nursing activity over a 24-hour period; i.e. adequate rostering, including grade and skill mix provision.
* To promote continuous quality improvements through the setting of standards, monitoring and evaluating practice through the use of audit.
* To take the lead in clinical audit and take a key role in completion of the audit process, working closely with the Quality and Compliance Lead.
* To oversee all direct reports, implement performance appraisals for identified staff and play a full role in monitoring, reporting and recording performance and conduct of staff.
* To maintain high standards amongst staff with regard to company and national guidelines and legislation. To take appropriate action to promote good staff discipline through effective staff management and where necessary, the use of the company disciplinary procedure.
* To represent the hospital at relevant meetings, both internal and external, promoting a positive image for Cygnet Health Care.
* To oversee co-ordination and deliver responses to all complaints of a clinical nature to the required standard.
* To liaise with relevant other individuals, officers and authorities as appropriate.
* To assist the Hospital Manager with promoting the services through facilitating on-site visits and external visits as necessary.

## Clinical

* Have a prominent role in the governance of the units by attendance of appropriate meetings and assurances that relevant information and lessons learnt are shared appropriately.
* Oversee third party notifications are made where appropriate and effective liaison occurs with relevant bodies; e.g. the CQC and local safeguarding team; maintain effective logs and share information as required with the corporate leads; e.g. corporate risk manager and safeguarding lead.
* To ensure that care plans are based on agreed team assessment of individual need, written to a high standard and evaluated regularly.
* To develop the service in order that high quality is maintained and our Customers (Patients and Funding Authorities) continue to see us as the lead provider in the area.

**Communication:**

This relates to effectively communicating the needs and requirements of service users and others to provide excellent care and service. Effective communication is a two way process.

* Lead communication for the hospital with outside agencies and identify and solve issues that are brought to your attention.
* Role model the managing medical and psychiatric emergencies and debriefing of staff following a serious issue.
* Lead and communicate effectively with all MDTs to utilise resources across the services to support service user needs
* Be able to identify and role model the impact of contextual factors on communication.
* Be able to adapt communication styles to take account of others’ culture, background and preferred way of communicating.
* Provide feedback to others on their communication style and effectiveness where appropriate.
* Maintain the highest standards of integrity when communicating with service users, carers, relatives, colleagues and the wider public to build trusting and effective therapeutic relationships.
* Provide accurate and appropriate information at all times, in all forms when required to.
* Oversee that all interventions are documented clearly, accurately, comprehensively and contemporaneously
* Competently and confidently write reports and present & discuss information regarding hospital services
* Clearly and positively articulate the hospital and company goals and focuses
* Ensure that all communication (verbal or written) between the ward and other departments or agencies is of a high standard in its both content and presentation.

**Budgetary / Financial Control:**

* Be aware of the need to manage and maintain budgets agreed by the Hospital Manger/Director and Head Office.
* Ensure ward finances are managed within allocated budget, including recruitment of staff. To ensure that there is agreed funding for all admissions.
* Communicate to all staff how they can contribute to the efficient management of financial and material resources.
* Identify and deal with cost pressures, which may have an impact on the financial expenditure of the ward. The post-holder will be expected to notify any such situations to the clinical services manager if they cannot be dealt with at a local level.
* Effectively manage the clinical budget for the hospital

## Professional

* To maintain in confidence all medical records, correspondence and information pertaining to the hospital, its service users and staff according to General Data Protection Regulations, the NMC guidelines for record keeping, the NMC Code of Professional Conduct and Cygnet Health Care policy and procedure.
* To promote constructive relationships with all colleagues, clinical and non-clinical.
* To observe the statutory legal requirements as laid down in the 1983 Mental Health Act, the Code of Practice, the Health and Safety at Work Act 1974 and other relevant legislation.
* To ensure that all standards of clinical practice as a minimum meet the expectations laid down in the relevant professional Codes of Practice and surpass the requirements for ongoing professional development.
* To be aware of current trends in clinical practice through research findings and study with specific relation to the clinical area.
* To provide clinical leadership by sound decision-making based on clear and fair judgment.
* To facilitate, where appropriate, discussion and understanding of need/ progress and nursing procedures between relatives and medical/ nursing staff, and to facilitate appropriate visiting arrangements for relatives and other professionals.
* To provide a strong and visible leadership presence on the wards, supporting staff and providing assistance for de-briefs where indicated.
* Provide supervision and guidance to all direct reports.
* Develop and contribute to development in the workplace as a continuous learning environment
* Actively engage in supervision, annual appraisals and competency assessments in order to reflect on and develop own practice.
* Develop and use a coaching approach to encourage others to develop
* Maintain PIN via revalidation process

## Educational

* To remain up-to-date with new theoretical and clinical practice.
* To provide both informal and formal teaching sessions for junior staff and students.
* To be a ‘self-starter’ in all matters which pertain to personal development.
* To report and agree needs with the Hospital Manager for implementation.

**Service improvement and quality**

* Attend and actively participate in the Nursing Practice Development Group meetings.
* Facilitate and provide clinical strategic direction for the services within the hospital
* Develop and review strategic plans for services taking into account changing circumstances
* Feed local service improvements into group plans for ongoing service improvement
* Facilitate clinical audit meetings and dissemination of learnings from incidents
* Initiate, develop, implement and evaluate new ideas for services in conjunction with the MDT’s, staff and service users
* Always question and act upon poor practices, process and behaviors at all levels
* Role model the ability to adapt to new ways of working and be open to making positive change to own ways of working
* Consistently review the effectiveness if ward rota planning against budgets and take action where required.
* Involve and engage teams and service users to discussions on the likely impact of changing policies, strategies and procedures on practice.
* Where guidelines are not met, lead on investigating and responding in a timely manner and taking the appropriate action.
* Coach others to understand, identify and deal with risk to quality
* Ensure all nursing practices that take place in the hospital are within the guidelines set by the NMC and other professional groups and are in accordance with Company policy.
* Work with the medical director to ensure the correct standards are met by the speciality and on call doctors.
* Monitor advocacy, pharmacy, pathology and occupational Health services and make the hospital manager aware of any problems.
* Oversee recruitment, and selection, appraisal, performance management, grievance and discipline.
* Manage complaints from service users and relatives and investigate and escalate to the hospital manager as appropriate.
* Overall responsibility for high quality delivery of assessment, planning, implementation and evaluation of service user’s care from admission to discharge within the service.
* Responsible for ensuring that agreed standards of clinical care are met.
* Accountable for overseeing of individualized care packages are created and implemented for each service user to ensure the best possible outcomes
* Accountable for ensuring all service user records are maintained and that the information is of good quality and meets the requirements laid out by the commissioning and regulatory bodies.
* Promotion Cygnet Health Care positively and actively participate in marketing events for the hospital.
* Take responsibility for attending all statutory and mandatory training as stipulated.

**Health, safety and security**

* Ensure legal and professional responsibilities are met to ensure all Mental Health Legislation is correctly implemented.
* Inform the hospital manager about incidents and SIs ensuring the correct reporting procedure is actioned and used as a learning tool within the service.
* Responsible for ensuring a safe and welcoming environment is provided for staff, service users and visitors.
* Oversee Integrated Governance Meetings and ensure learning is disseminated from incidents and oversee all audit processes and ensure actions are taken and reviewed.
* Ensure that the clinical and operational polices are implemented and maintained.
* Ensure that the service user’s rights and dignity are maintained by all staff
* Manage and investigate concerns regards care and treatment and promote the whistleblowing policy so staff are aware of how it works.
* Ensure all staff work in a way that identifies and reduces risks to health & safety
* Monitor and manage any breaches in confidentiality for service users, staff and the organisation.

**Person Specification**

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| ATTRIBUTES | ESSENTIAL | DESIRABLE | HOW ASSESSED |
| **QUALIFICATIONS** | 1st Level Registered Nurse  Evidence of post qualification personal and practice development    Mentor Preparation Course/ENB 998 or equivalent  Evidence of post qualification personal and practice development | Teaching/Assessing in Clinical Practice  Post registration qualification Level 5 in leadership and management | Application form  Production of valid  certificates |
| **EDUCATION/TRAINING** | Evidence of Continuous Professional Development  Substantial experience of equivalent management experience, at ward manager level or above.  Evidence of recent practice in an inpatient setting. | Formal management development qualifications | Application form  References  Interview |
| **KNOWLEDGE/EXPERIENCE** | Substantial experience of working with an MDT and in an inter-agency setting.  Understand responsibility to statutory and non-statutory organisations.  Experience of change management and/or working in a changing environment  Knowledge and experience in working with patients detained under the MHA 1983 (Amended 2007)  Ability to assess, deliver and evaluate quality care  Ability to work within company policies and NMC code of conduct  Ability to demonstrate team working/leading and development of others  Ability to lead multi-disciplinary meetings, demonstrating knowledge of inter-agency and collaborative working.  Ability to deal sensitively with difficult situations and to manage conflict when it arises.  Substantial experience of teaching and supervision.  Experience of complex investigation and disciplinary. | Experience of working across a spectrum of mental health services.  Experience of turning around underperforming services. | Application form  Interview/Assessment  References |
| **PRACTICAL AND INTELLECTUAL SKILLS** | Experience of conflict management and negotiating skills.  Confidence in own knowledge, skills and abilities  Good IT skills  Experience of challenging poor practice and demonstrate ability to support staff to help improve performance.  Extensive experience of supervising and teaching staff.  Excellent written and verbal communication skills. Able to communicate with all stakeholders showing ability to share information where there could be barriers to understanding.  Able to evidence/demonstrate problem solving and decision making skills  Professional phone manner  Able to plan and organise own time and workload and meet deadlines. | Experience of using Cygnet Health Care’s electronic systems | Interview/Assessment  References |
| **ANALYTICAL AND JUDGEMENT SKILLS** | Able to think analytically and present points in a structured and reasonable manner verbally and in writing.  Able to understand complex situations/information using assessment skills to decide the best course of action.  Ability to use clinical nursing assessment skills to make decisions in the hospital  Evidence of ability to manage a project from inception to completion. | Project management | Interview |
| **TRAINING AND EDUCATION** | Willingness to work towards professional and performance objectives (through appraisal and objective setting)  Evidence of ability to select and develop staff. | Experience of delivering training to groups.  Experience of identifying training and performance objectives for others | Application form  Interview  Reference |
| **CIRCUMSTANCES/PERSONAL** | Demonstrate evidence of Cygnet Health Care Values  Commit to provide a service in more than 1 base and be flexible over working hours.  Able to travel efficiently across a geographic area and to attend corporate events and meetings.  To participate In an occupational Health assessment meet any requirements set  Be deemed as medically fit for the role  Must undertake and pass full PMVA training course  Deputising for hospital manager and completion of on-call | Clean Driving License | Occupational Health  Interview  References  DBS Enhanced checking including appropriate ISA Barred List |

**This Job Description is not definitive and will be reviewed annually in the light of developments within Cygnet Health Care, in consultation with the post holder.**

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

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