

### Job Description

<b>Job Title:</b>	Senior Nurse (Clinical/Management Model)
<b>Band:</b>	8a
<b>Division:</b>	Mental Health
<b>Job Evaluation Reference No:</b>	1299v1/JE/23
<b>Responsible to:</b>	Associate Director of Nursing and the Operational Manager for Adult Services
<b>Responsible for:</b>	Providing clinical leadership within the Community Mental Health Service for Adults (CMHSA)

### Overview

The Senior Nurse will provide leadership and assure that the highest standards of care are taking place at CMHSA. They report to the Associate Director of Nursing and the Operational Manager for Adult Mental Health Services and will provide professional leadership to Community Mental Health Team for Adults (CMHSA) They will be professionally accountable to the Executive Director of Nursing.

### CARE

In Manx Care we pride ourselves on our Commitment & passion, Accountability & reflection, Respect & inclusion, and Excellence & innovation. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

### Job Purpose

There are 3 main strands to the Senior Nurse role.

To improve the patient experience by:

- Securing and assuring the highest standards of clinical care by providing leadership to the professional and direct care staff within the CMHSA
- To work with administrative and support services to ensure high standards of environment and support care are delivered and monitored

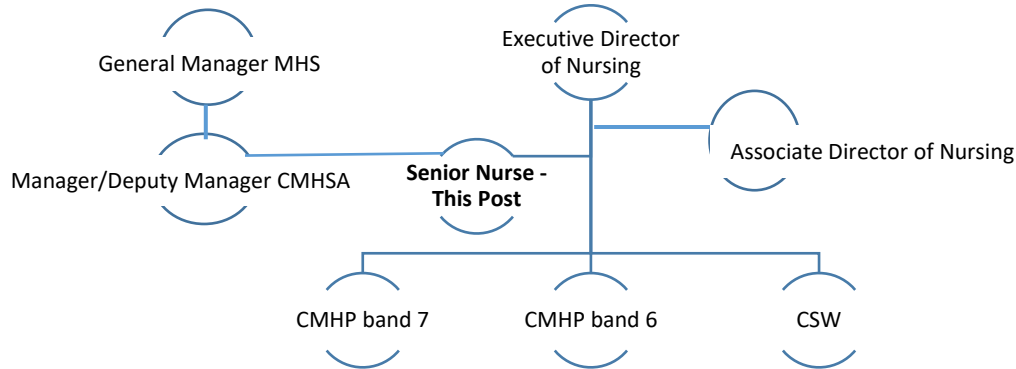
- ♥ Providing a visible, accessible and authoritative presence to whom patients and their families can turn for assistance, advice and support.

### **Duties and Responsibilities**

- ♥ To provide clinical leadership built on the philosophy of valuing and respecting staff and ensuring that they have an excellent role model to follow
- ♥ To have a strong presence and a high profile, and to be easily identifiable and accessible to patients and their families
- ♥ Develop and empower staff in order to facilitate learning and change
- ♥ To promote multi-disciplinary team working within CMHSA
- ♥ Participate in clinical governance activities and to work with the Care Quality and Safety team to ensure that research, development, clinical audit and effectiveness outcomes are integrated into practice
- ♥ To take the lead and co-ordinate action on standards of cleanliness across areas of responsibility, ensuring that the environment is fit for purpose
- ♥ Ensuring the safe storage and handling of medicines
- ♥ Ensure the highest standards for preventing and controlling infection, liaising where necessary with the infection control team
- ♥ Provide mentorship, preceptorship and clinical supervision to senior nurses within the service
- ♥ Communicate effectively with the team on a timely basis ensuring robust systems exist so that staff feel informed
- ♥ Provide leadership and operational oversight to the clinics held within CMHSA, e.g. depot, NMP and physical health
- ♥ Continue to develop own sphere of clinical practice as agreed within personal objectives and demonstrate commitment to personal CPD
- ♥ Participate in regular clinical supervision in line with policy
- ♥ Undertake training as necessary in line with the development of the post and as agreed with line manager as part of the personal development planning process
- ♥ To achieve and demonstrate agreed standards of personal and professional development within agreed timescales
- ♥ To contribute positively to the effectiveness and efficiency of the teams in which they work
- ♥ To undertake any other duties at the request of the line manager which are commensurate with the role
- ♥ To take part in the on call management rota for Integrated Mental Health Services.

## Organisational Structure

A copy of the organisational structure and its relevance to this role is shown below.



## Communication and Relationship Skills

The communication and relationship skill requirements of this role are:

- The post holder requires refined and developed clinical, managerial and professional communication skills to establish robust communication networks for self and team with service users, carers, staff team and other health and social care workers and agencies
- Communication at all levels requires tact, diplomacy, sensitivity and understanding along with negotiation and persuasion skills
- The post holder communicates with: Patients/relatives and carers, staff within own clinical area and across other areas of Mental Health, including Senior Managers, Medical and deputy director of Mental Health, Personnel within Social Services and Health services, Voluntary and Charitable agencies
- Clinical Information - this may include referral allocation, acceptance or declining of referrals, assessment outcomes, issues of risk, changes and fluctuations in Mental health, treatment intervention and outcome, issues of consent, referral to other services, education and advice to clinically support service user, closure/transfer of care
- Management information - this may include negotiation of service provision, service developments and initiatives, challenges to the service, outcome of audits undertaken, personnel and student issues
- Professional information - this may include information to enhance service delivery, changes to standards and guidelines that will impact the service delivery, educative and promotional information

- The post holder communicates professional views and opinions to Mental Health strategic meetings, collating and disseminating information to be shared across the CMHSA and wider service
- The post holder communicates with service users and carers, who may have barriers to communication both receptively and expressively. E.g. cognitive impairment, sensory difficulties, extreme confusion, agitation, aggression or psychosis, language barriers (where English is not the first language)
- Written, verbal and electronic communication methods are utilised
- Groups and individual treatment is undertaken; the post holder communicates with service users; MDTs; professional groups
- Provide accurate and timely responses to service users, carers, advocates, senior managers in response to complaints about the Adult Service
- To establish and maintain clear lines of communication with other members of the Multi-disciplinary and Management Team to enhance good working relationships and dealing with differences/conflict in ways that maintain productive working e.g. through regular meetings with ward/service area managers, attendance at clinical and strategic meetings
- To facilitate or chair team meetings to communicate results of audit and evidence based research that influences delivery of Service
- Represent Integrated Mental Health Services at the Manx Care Clinical Audit Committee and other key agencies e.g. Social Care Division and implement audit action plans
- Communicate with staff in own team – negotiating priorities; resolving conflicts and ensuring staff have necessary knowledge to provide effective service (often this is contentious)
- To ensure development and maintenance of effective communication channels between staff
- To provide accurate and timely communication in response to enquiries regarding waiting list and clinical concerns
- To represent the team or service at operational and strategic level
- To communicate identified issues regarding performance and competence to the staff member in question and Services Manager
- Demonstrate the ability to communicate complex, contentious and sensitive information in an understandable form to service users and others, which may include giving unwelcome or difficult to accept information e.g. supporting service users and carers following diagnosis, advising of environmental or self-harm risks
- To facilitate or chair team meeting to communicate results of audit and evidence based research that influences delivery of Service.

### **Knowledge, training and experience required to do the job**

The essential knowledge, training and experience requirements of this role are:

- The essential knowledge, training and experience requirements of this role are:
- BSC or equivalent RMN qualification
- Registration with relevant professional body
- Evidence of post-graduate training in Mental Health to MSc or equivalent or willingness to undertake such training
- Full, valid Driving License and access to own vehicle
- Accredited Practice assessor/practice supervisor
- Professional experience, leadership and management of staff
- Significant experience in Adult acute and in patient care services
- Experience of leading and adapting to change within area of practice

- Specialist knowledge and application of current clinical guidance and best practice in mental health
- Experience of promoting excellence in practice and improvements in service delivery
- Up to date knowledge of changes in legislation relating to mental health
- Evidence of post qualification personal and professional development.

### **Analytical and Judgement Skills**

- The post holder has the autonomy and discretion to clinically lead the CMHSA Service in terms of clinical demand and personnel available within the parameters of professional and organisational requirements
- The post holder works independently with monthly managerial supervision from the associate director of nursing
- In consultation with the service manager, the post holder will make decisions regarding service priorities, service delivery, changes to practice and team performance
- To prioritise and screen referrals accepted, ensuring that judgements are made on a consistent and equitable basis against agreed criteria
- To use managerial and clinical leadership skills including tact, diplomacy, motivation to maintain staff morale and effective team working practice e.g. team building events
- To decline inappropriate referrals using clinical expertise and judgement, advising the referrer and relevant others of reasons
- Undertake detailed analysis of documents and reports, to contribute to the development of policies and guidelines for presentation to the Managers Policy Group
- Support less experienced staff with their decision making
- To identify unmet needs and gaps in service provision and highlight to line managers
- To interpret and apply guidance and relevant legislation relating to health and social care in post holder's profession and Mental Health Services e.g. NICE, NSF etc.
- Post holder is accountable for interpreting professional and ethical guidelines and principles in order to reach a sound clinical decision
- To seek additional information from referrers or other members of health and social care team where there is inadequate information to progress referral
- Make decisions on delegation of work to staff within team using discretion and knowledge to ensure this is conducted with maximum effectiveness
- Using clinical reasoning skills and knowledge, advise and support staff in meeting service users treatment and intervention where required
- To make decisions on when to obtain further managerial expertise e.g. Human Resources in respect of employment law
- To undertake detailed analysis of statistical information, documentation and reports to produce policies and guidelines for presentation to service manager

Decisions and Judgements regarding, clinical intervention would include:

- Consideration of physical, psychological, cultural and social factors is essential in all clinical interventions
- The post holder is required to make decisions within various care settings with differing outcomes e.g. identification of environmental/self-harm risk
- In the decision making process, the post holder will require to contact, obtain and analyse information for a range of sources e.g. family, GP, Social Worker, Warden, Care Agencies and Medical Records
- To balance the professional requirement to provide client centred care with the concerns and wishes of relatives and other service providers
- To balance the wishes of service users who wish to follow their own course of action against identified risks e.g. possible detriment to health

- To identify when to implement relevant policies and procedures e.g. safeguarding and the protection of vulnerable adult/child protection
- Demonstrate expert clinical reassessing skills based on specific diagnosis to identify service users' treatment and needs.

### **Planning & Organisational Skills**

- To assist operational manager to produce business plans and cases, using evidence and analysis to produce these
- To independently manage clinical projects identified in Business Plan
- To monitor the achievement and progress of business planning objectives, reviewing progress with delegated tasks and ensuring team contribution to these
- To plan strategically for future service development and anticipated changes in staffing e.g. succession planning
- To independently plan, manage and prioritise the competing demands of patient; staff and service development tasks
- To undertake appraisal and produce personal development plans for staff in team both directly and indirectly through the line management structure
- To direct, plan and organise induction for new staff members
- To support and direct staff within team to manage and prioritise their own workloads
- To independently identify the priorities within clinical, organisational and managerial tasks
- To rapidly change plans priorities in an ever changing working environment
- To plan and organise case conference, team meetings
- To respond with immediacy to crisis situations which arise within the workplace e.g. potentially aggressive patients; staff debrief, service user expressing suicidal ideation
- To respond efficiently/effectively in the event of an unexpected/unforeseen event within service area e.g. missing patient
- To plan, organise and deliver events/educational sessions e.g. representing the profession at a careers convention and presenting a Power Point presentation to Nursing Students
- To plan meetings for which post holder has responsibility. These could include patient reviews or delegated service development roles. Planning involves booking venues, issuing invitations, producing agendas and taking and circulating minutes e.g. case conferences, service planning meetings
- To lead projects delegated by operational managers, associate director of nursing and other Manx Care senior management or identified within own business plan
- To independently plan and prioritise and manage own time.

### **Physical Skills**

The physical skill requirements of this role are:

- Driving to and from meetings at different mental health basis on a daily basis
- Use of PMVA techniques (rarely)

### **Patient/Client Care**

The patient/client care requirements of this role are:

- ♥ To have a strong presence and a high profile, and to be easily accessible to patients and their families
- ♥ Ensure the physical health; social and spiritual needs are met, as far as possible
- ♥ Ensure that high standards of record keeping, patient assessment, risk assessment and care planning are delivered and lead the developments through the operational manager and deputy in audit and quality improvement programmes
- ♥ To ensure the development and regular review of high quality patient information.
- ♥ Actively seek the views of service users and carers in the development and monitoring of inpatient and community services.
- ♥ Devise and provide various training to patients/carers, other medical professionals on a regular basis
- ♥ Provide very specialist advice to patients/carers, this may include supporting them in extremely difficult circumstances; such as grievance.

### **Policy and Service Development**

The policy and service development requirements of this role are:

- ♥ Interpret policies, including cleaner hospitals, privacy and dignity into a meaningful patient centred philosophy of care for nurses
- ♥ Promote and take the lead in the implementation of clinical benchmarking within the service
- ♥ To undertake service and service user reviews using both qualitative and quantitative methods and report on findings
- ♥ Support Managers in the undertaking of reviews and investigations relating to clinical practice as requested by the adult pathway managers or associate director of Nursing and lead and support staff in the implementation of recommendations arising from such reviews
- ♥ To contribute to a healthy and safe working environment by adhering to health and safety regulations, professional and directorate policies.

### **Financial and Physical Resources**

The financial and physical resource requirements of this role are:

- ♥ This post holder is an authorised signatory up to a value of £2000.00
- ♥ Responsibility to report and action faults with equipment or building defects e.g. telephone system, IT system.

### **Human Resources**

The human resource requirements of this role are:

- ♥ Participate in the selection, recruitment and retention of nursing and allied health staff
- ♥ Contribute to the identification of training and development needs and assist where appropriate with the planning and implementation of educational programmes for nurses and care delivery
- ♥ Provide mentorship, preceptorship and clinical supervision to senior nurses within the Service
- ♥ Participate in regular clinical supervision in line with Policy

- ♥ To provide effective supervision, mentoring and monitoring for the CMHSA team as directed, ensuring that they are appropriately trained and skilled and that they practice in accordance with their professional Code of Conduct
- ♥ To organise, delegate, plan and implement induction, training and education of students and new members of staff assigned or employed to work within the CMHSA services
- ♥ Provide specific training sessions to staff, service users, carers and other organisations
- ♥ To communicate issues regarding student performance to Higher Educational Institutions
- ♥ To identify training, education and research needs of team members and develop action plans to meet these needs.

### **Information Resources**

The information resource requirements of this role are:

- ♥ To maintain accurate and up-to-date statistics for the CMHSA service, monitoring caseloads through electronic systems/spreadsheets
- ♥ To undertake detailed analysis of statistical information, documentation and reports to produce policies and guidelines for presentation to Operational Managers
- ♥ In the decision making process, the post holder will require to contact, obtain and analyse information for a range of sources e.g. family, GP, Social Worker, Warden, Care agencies, Medical Records
- ♥ The post holder is required to be able to produce high quality reports in Word, Excel and use the Microsoft Office suite on a daily basis
- ♥ Produce reports on the delivery of services at regular intervals
- ♥ Maintain accurate and up to date documentation consistent with legal, professional and organisational requirements.

### **Research and Development**

The research and development requirements of this role are:

- ♥ To be a member of relevant professional special interest groups, using networks locally, regionally, nationally and with Higher Education Establishments in order to share information, research and good practice
- ♥ To assist in identifying audit priorities within team, develop audit plans and lead and undertake audits; research and pilot studies which relate to service delivery and business planning objectives.
- ♥ To actively lead and/or participate in audit and research into interventions within specialist field to evaluate effectiveness of clinical practice.

### **Freedom to Act**

The freedom to act requirements of this role are:

- ♥ To be accountable for interpreting professional and ethical guidelines and principles in order to reach a sound clinical decision
- ♥ To be involved in the negotiation of service provision, service developments and initiatives

- ♥ Be able to address challenges to the service, outcome of audits undertaken, personnel and student issues
- ♥ Be responsible for the provision of clinical supervision to the adult service. Ensuring there is a system in place to support staff, identify learning needs for the individual relevant to the area and ensure safe professional practice in accordance with NMC Code
- ♥ To deputise for adult pathway managers and associate director of nursing at meetings
- ♥ To undertake the operational management of the CMHSA service deputising in the absence of the operational Manager where required.

## **Confidentiality**

In the course of your duties you may have access to confidential material about patients, members of staff or other business of the organisation. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018 and General Data Protection Regulation.

## **Health & Safety**

It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers. In the absence of Manager/ Deputy Manager, the Registered Nurse is responsible for all patients, staff, allied health professionals, the building and all safety protocols.

## **Safeguarding**

The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment.

Staff must work in accordance with all health and social care policies relating to safeguarding.



## Job Description Appendix 1

### Physical, mental and emotional demands of the job and working conditions

This section should describe the nature, level, frequency and duration with which you will be expected to deal with physical, mental and emotional effort and the nature, level, frequency and duration of demands arising from inevitably adverse environmental conditions.

#### Physical Effort

- Highly developed skills and confidence in dealing with rapidly changing solutions, whilst co-ordinating and ensuring safety and calmness at all times
- The post holder must have the appropriate level of fitness to be able to respond to any psychiatric/medical emergencies
- Working at the computer, sending and receiving emails, producing reports, letters on a daily basis
- Maintaining a fixed position at desk whilst completing clinical notes/administration for 2-3 hours daily.

#### Mental Effort

- High levels of concentration and effort throughout. The post holder is required to assimilate and analyse numerous situations and information
- The post holder is required to provide a visible accessible and authoritative presence throughout the Acute Adult Service to whom staff, patients, families and multi-professionals can access for assistance, advice and support.

#### Emotional Effort

- Frequently exposed directly to highly emotional, volatile rapidly changing situations. The post holder is also the main support for staff, patients, families and other professionals
- The post holder is also a key person for dealing with complaints/grievances and ensuring there is a satisfactory outcome.

#### Working Conditions

- Working within a shared office environment, requires high levels of concentration, sensitivity and diplomacy to ensure patient and staff confidentiality is maintained at its optimum level
- Contact and exposure to patients or carers who may be potentially verbally abusive or aggressive
- Risk of exposure to Hospital Infectious diseases e.g. MRSA.

### Agreement of above description

I have read and agree with the above description

**Job Holder's Name** (please print)

**Date:**

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**Job Holder's Signature**

**Date:**

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**Line Manager's Name** (please print)

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**Line Manager's Signature**

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**Manx Care  
Person Specification**

<b>Job Title:</b>	Senior Nurse
<b>Board:</b>	Manx Care
<b>Care Group:</b>	Integrated Mental health Services
<b>Grade/Band:</b>	8a

Attributes	Essential (E) or Desirable (D)	Method of Assessment
<b>Qualifications</b>		
<ul style="list-style-type: none"> <li>▾ BSC or equivalent RMN qualification</li> <li>▾ Registration with relevant professional body</li> <li>▾ Evidence of post – graduate training in mental health to MSc or equivalent or willingness to undertake such training</li> <li>▾ Accredited practice assessor/practice supervisor</li> <li>▾ Professional experience, leadership and management of staff</li> <li>▾ Research and development methods</li> <li>▾ Non-medical prescribing qualification</li> </ul>	<ul style="list-style-type: none"> <li>E</li> <li>E</li> <li>E</li> <li>E</li> <li>E</li> <li>D</li> <li>D</li> </ul>	<ul style="list-style-type: none"> <li>▾ CV</li> <li>▾ Interview</li> <li>▾ CV</li> <li>▾ CV</li> <li>▾ CV/Interview</li> <li>▾ CV</li> <li>▾ CV</li> </ul>
<b>Experience</b>		
<ul style="list-style-type: none"> <li>▾ Significant experience in Adult acute care Services</li> <li>▾ Experience of leading and adapting to change within area of practice</li> <li>▾ Specialist knowledge and application of current best practice in Mental Health</li> <li>▾ Experience of promoting excellence in practice &amp; improvements in service delivery</li> <li>▾ Up-to-date knowledge of changes in legislation relating to mental health</li> <li>▾ Evidence of post qualification personal &amp; professional development</li> <li>▾ Ability to review and analyse data and recommend a course of action</li> <li>▾ Experience of leading clinical audit and research</li> </ul>	<ul style="list-style-type: none"> <li>E</li> <li>E</li> <li>E</li> <li>E</li> <li>E</li> <li>E</li> <li>D</li> <li>D</li> </ul>	<ul style="list-style-type: none"> <li>▾ CV</li> <li>▾ Interview</li> <li>▾ CV/Interview</li> <li>▾ CV/Interview</li> <li>▾ CV/Interview</li> <li>▾ CV</li> <li>▾ CV/Interview</li> <li>▾ CV</li> <li>▾ CV/Interview</li> <li>▾ CV</li> </ul>

<p><b>Attributes</b></p> <ul style="list-style-type: none"> <li>♥ Excellent written and oral communication skills</li> <li>♥ Experience of investigations of complaints and incidents</li> <li>♥ Good oral and written English</li> <li>♥ Ability to communicate complex, sensitive information in a highly emotive and demanding setting</li> <li>♥ Ability to promote multi-disciplinary team working within the CMHSA</li> <li>♥ Ability to work closely with key professional to ensure that administration and support services are designed and delivered to achieve highest standards of care</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<ul style="list-style-type: none"> <li>♥ CV</li> <li>♥ Interview</li> <li>♥ CV</li> <li>♥ CV/Interview</li> <li>♥ CV</li> <li>♥ CV</li> </ul>
<p><b>Care</b></p> <ul style="list-style-type: none"> <li>♥ Ability to show COMMITMENT to working together, demonstrating pride and determination in all that you do</li> <li>♥ Showing APPRECIATION by welcoming staffs opinions and listening to others views</li> <li>♥ Demonstrate RESPECT by having trust in the service and is trusted to deliver on promises; act with integrity and is ethical in everything you do</li> <li>♥ Show the ability to continuously develop; encourage others to develop; embrace change and thrive on EXCELLENCE</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<ul style="list-style-type: none"> <li>♥ CV/Interview</li> <li>♥ Interview</li> <li>♥ CV/Interview</li> <li>♥ CV/Interview</li> </ul>
<ul style="list-style-type: none"> <li>♥ Pleasant, friendly disposition</li> <li>♥ Have a genuine desire to care for adults with mental health problems</li> <li>♥ Satisfactory Police Check</li> <li>♥ Isle of Man Worker</li> <li>♥ Full, valid Driving Licence and access to own vehicle</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p>	<ul style="list-style-type: none"> <li>♥ CV</li> <li>♥ CV/Interview</li> <li>♥ Pre-employment checks</li> <li>♥ CV</li> </ul>