

JOB DESCRIPTION

1. JOB DETAILS

Post Title:	Service / Nurse Manager
Grade:	Responsibilities similar to Band 8A-D
Hours:	40 plus break, on occasion additional hours may be required to undertake the role well. Under Labour Law, the hours must not exceed 48. Flexibility will be required and it is expected the post holder will work one evening per week and one weekend day per month. Twice a year the postholder will be required to work nights.
CAG:	CAMHS
Reports To:	Managerially; CAG Lead Professionally; Director of Nursing
Accountable to:	Director of Nursing

2. JOB PURPOSE

The CAG Service/Nurse Manager will be responsible for the delivery of safe, effective and patient-centered services, directing staff to maintain high standards of professional conduct. They will work alongside the CAG Lead to develop and implement clinical care pathways; monitor the quality of clinical care, including safety, outcomes and patient feedback; and develop staff to strive for the delivery of excellence. With consultant colleagues and other heads of professions, they will set the standards and act as role models for an effective multi-professional culture. They are responsible for the delivery of agreed operational objectives, driving quality improvements, and leading the CAG accreditation programme, through values-based leadership, establishing a strong culture of accountability.

To deliver training to multi disciplinary staff in the CAMHS CAG and participate in the delivery of the Hospital wide Professional Development Programme.

The post holder will operationally lead the development of a new CAMHS Ward at the Hospital in the context of the Hospital working towards being a Centre of Excellence.

The post holder will provide clinical and visible nursing leadership, advice and support to nurses working in the CAG, upholding professional standards.

The reputation of Maudsley Health, MACANI, South London and Maudsley NHS Foundation Trust and Emirates Health Service should be upheld and be enhanced due to the contribution of the post holder.

3. FACTS AND FIGURES

Staff directly managed: CAG Nursing staff. It is expected that in due course, there will be additional professions to manage including social work and administration.

4. ORGANISATIONAL POSITION

Member of the CAG Leadership Team
Member of the Maudsley Health Management Team.

5. KEY OUTCOMES

The post-holder is expected to achieve the following outcomes:

Service Management

- Staff within the CAG have the appropriate skills to deliver care and are appropriately led and supported to deliver to their full potential, and deliver the outcomes for which they are responsible.
- All staff understand their responsibilities in the delivery of care, and how they are accountable for this.
- Clinical staff have access to information about the quality and effectiveness of clinical care delivery, and are empowered to change practice to improve outcomes at a local level.
- Patient care is delivered to the highest standards, and there is continual oversight and monitoring of process and outcomes with clinical outcomes being routinely monitored, reviewed and reported on a regular basis.
- The post-holder actively contributes to the delivery of the agreed contract with EHS, this may include assuming agreed responsibilities at hospital-wide level that contribute to the success of the contract.
- To make recommendations about resources required to ensure the care and environment is of a high standard.
- Patient activity is routinely monitored, shared with staff team and reported, with appropriate actions taken if necessary to ensure overall efficiency of the CAG.
- The CAG, and Hospital, is supported to obtain further accreditations.
- With the support of the CAG Lead, the Service/Nurse Manager should ensure CAG objectives, KPI's QIP are progressed in an efficient and effective manner, taking corrective action where necessary.
- To take a lead for the overall environment for CAMHS and undertake regular walk arounds to ensure the clinical environment is safe, clean and appropriate for children and adolescents and their families/carers.
- To embed and operationalise the new UAE Mental Health Law.
- To progress patient and family involvement in the CAG.

Risk and Governance

- The post-holder manages clinical governance systems, including the Risk Register, within the CAG to ensure that clinical practice meets all regulatory and risk management requirements, and that clinical care is delivered consistently and to a high standard.
- The CAG operates with a pro-safety culture that positively encourages staff and service users to detect and report safety risks, hazards, incidents and near misses.
- CAG staff are able to describe how they report, manage and reduce risks, respond to patient feedback, and embed learning in order to improve services.
- To implement lessons learnt from complaints and incidents to inform changes in clinical practice and service delivery.
- There is positive contribution to the Risk Management framework within the hospital, providing assurance and compliance with agreed standards.
- The CAG meets targets for compliance with the agreed accreditation framework, and staff are actively engaged in striving for excellence.
- Best practice is recognised and rewarded, and learning shared across the hospital through contributions to formal communication channels.
- Service users are meaningfully involved in assurance and compliance activity.
- Nurses continuously monitor the impact and acceptability of care delivery, questioning established practices and using innovative approaches within agreed parameters.

Professional and Clinical Leadership

- Clinical performance is consistent with expected standards of practice and inconsistency is identified and remedied.
- Clinicians within the CAG are competent as measured against expected continuing professional development standards and requirements for appraisal and supervision.
- Practice standards are based on contemporary evidence based policies, guidance and protocols which take account of all relevant statutory and professional guidance, and systems give assurance that all AI Amal nurses work to these policies.
- To act as a clinical advisor role model for ward staff in the absence of the Ward Manager offering assistance, applying problem solving skills and support where possible.
- Record, promote and celebrate success within the nursing workforce, ensuring that nursing achievements are promoted and acknowledged.
- Staff within the hospital are aware of the Professional Code, and any serious contraventions of the Code are dealt with swiftly.
- Expert professional advice is accessible, and professional standards are consistently maintained without unacceptable variation.
- The post-holder maintains a full knowledge of new and emerging development in aspects of policy, practice and education and leads on their introduction into clinical services, as agreed.
- The post-holder will act as a credible clinical leader to CAG staff, visibly role modelling excellent care and interventions and demonstrating professional boundaries with service users and carers. The involvement in direct clinical care is an important component of the role.

- It is the postholders responsibility to ensure a license to practice is obtained and also to retain the license. Support through the initial process would be provided along with advice about retention of the license
- To act with integrity and honesty.

6. COMMUNICATIONS AND WORKING RELATIONSHIPS

COMMUNICATION WITH	FREQUENCY
Managing Director	Weekly
Clinical Director	Weekly
Director of Nursing	2/3 times weekly
CAG Lead	Daily
Unit Managers (when relevant)	Daily
Other CAG Service Managers (Nurse Managers)	Weekly/as required
Heads of Professions	Monthly/as required
Service User Representatives	Regularly/Monthly

7. OTHER INFORMATION

General

The post-holder is required to follow EHS and Maudsley Health policies and procedures including:

Confidentiality

Confidentiality/data protection regarding all personal information and hospital activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Information Governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.

Equal Opportunities

Promote the concepts of equality of opportunity and managing diversity service-wide.

Health and Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.

Infection Prevention and Control

Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with policy.

Professional Standards and Performance Review

Maintain consistently high professional standards and act in accordance with NMC and FAHR professional code of conduct and ethics. Employees are expected to participate in the performance review process.

Service/Department standards

Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its patients.

Finance

All staff will comply with the financial processes and procedures.

Safeguarding Children

Employees should be aware of the principles of the UK Children Act 1989, 2004 and Wadeema’s Law. They will also need to be familiar with local Child Protection and Safeguarding, including Vulnerable Adults requirements.

This job description will be subject to regular review and adjustment.

SUMMARY

This job description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties. The post may change over time to reflect the developing needs of the hospital and its services, as well as the personal development of the post holder.

It should be noted that the Service Manager role is one provided by Maudsley Health/MACANI for Emirates Health Services at Al Amal Psychiatric Hospital. The contract requires experts in their specialist fields to be provided and it is important that post holders are able to carry out their roles with credibility, professionalism and to deliver on objectives.

As mentioned previously, the reputation of Maudsley Health, MACANI, South London and Maudsley NHS Foundation Trust and Emirates Health Services should be upheld and it should be enhanced as a result of the contribution of the post holder.

Job Description Agreed, Staff Member

Job Description Agreed, HR Manager

Date

PERSON SPECIFICATION
CAG Service / Nurse Manager

		Where Tested
Qualifications Essential Desirable	<ul style="list-style-type: none"> Registered Nurse (Mental Health/LD) at Degree level Evidence of Continuing Professional Development Registered with NMC or professional licensing body Completion of senior leadership programme Masters Degree or equivalent in relevant subject 	App App App/web App /Int App/Int
Skills Essential	<ul style="list-style-type: none"> Excellent analytical and evaluative ability, able to make judgements involving highly complex facts or situations, or incidents, which require the analysis, interpretation and comparison of a range of problems, data and conflicting options. Able to give specialist nursing and assurance advice and express complex technical issues, both orally and in writing in an easily understood manner for a range of audiences. Able to express sensitive or contentious information and findings on the subject of issues such as serious incidents, staff behaviour and attitude. Able to contribute to the management of the hospital as a whole Able to establish credibility and good relationships with internal management and staff, and representatives of external agencies and partners and manage those relations with sensitivity and diplomacy. Strong leadership skills with an open and participative management style. Able to influence, persuade, negotiate, and motivate. Able to manage individual and team performance effectively. Ability to communicate and present effectively both verbally and in writing, presenting ideas with clarity in a persuasive and influential style, for a variety of audiences including the Trust Board and external inspectorate bodies, and large audiences of staff and other stakeholders. 	App/Int App/int App/int App/int App/int App/int App/int App/int App/int Int
Knowledge Essential	<ul style="list-style-type: none"> Knowledge of nursing, clinical governance, and mental health care processes and reporting. Knowledge of quality improvement methodology. Knowledge of clinical pathways, evidence-based care, clinical 	Appt/Int App/Int App/Int



	<p>outcomes and service delivery in area of speciality.</p> <ul style="list-style-type: none">• Knowledge and practical understanding of systems and structures of governance and assurance as they relate to the provision of clinical services	App/Int
Experience Essential	<ul style="list-style-type: none">• Experience of clinical service management, working effectively with multi-professional teams.• Experience of working in a multi-cultural environment and knowledge of methods of develop culturally sensitive clinical practice.• Experience of using QI methodology to develop highly effective clinical services.• Experience of working flexibly within complex systems to deliver against a range of outcomes.• Experience of commitment to equal opportunity, fair access and service user empowerment.	App App/Int App Int Int.