

Maudsley Health

Job Description

Post Title	Service/Nurse Manager
Hours	40 (42.5 to include break), on occasion additional hours may be required to undertake the role well. Under Labour Law, the hours must not exceed 48. Flexibility may be required, and it is expected the post holder will work one evening per week.
Department	CAMHS, Addictions, Mental Health of Older Adults, Intellectual Disability
Base	Maudsley Health- Abu Dhabi, but travel may be required across the MENA Region
Reports to	Chief Nursing Officer, working closely with the Clinical Director
	<i>The postholder will be employed by MACANI LLC.</i>

Maudsley Health

1 Maudsley Health is the brand name for the collaboration between South London and Maudsley NHS Foundation Trust (SLaM) and MACANI, the local partner. It was formed in 2015 to support the development of high-quality mental health services within the Middle East. Ambitious development plans are being progressed, and the service is growing geographically and clinically in a planned way. Maudsley Health began by providing child and adolescent mental health services in Abu Dhabi in 2015 and then Adult Mental Health Services in 2017. In 2018 the service successfully bid for a contract to work with the then Ministry of Health and Prevention (now Emirates Health Services) to support the development of Al Amal Psychiatric Hospital in Dubai.

The aim of Maudsley Health in the UAE is to deliver high quality mental health services, including advice, training and consultation across the range of mental health problems. This requires working collaboratively with multi-disciplinary colleagues, other professionals, families and patients. The service aims to provide a supportive environment using evidence-based approaches and will offer training and development to professionals. The post is being created to support the development of services in the Middle East.

They will have access to an office and computer facilities; the use of an electronic record system is required.



Maudsley Health - Vision and Mission

Vision

To be a service of excellence and innovation and to help establish the UAE as a world class provider of mental health care.

Mission

- ❖ To improve the mental health and wellbeing of the UAE population.
- ❖ To deliver high quality evidence based care; Prevention, Early Intervention, Community, Outpatient and inpatient mental health services.
- ❖ To have professional, motivated and happy staff who feel proud of their contribution.
- ❖ For patients to feel cared for and that the service they received has been positive for them.
- ❖ To be actively influencing, supporting and delivering quality research in the MENA region.
- ❖ To grow into a specialized mental health teaching organization.
- ❖ To actively support medical tourism.
- ❖ To be authentic and sustainable.

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2	<p>Job Purpose</p> <p>The CAG Service Manager (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 Clinical Director 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 their colleagues and 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. The Service Manager should add to the reputations of Maudsley Health, MACANI and South London and Maudsley NHS Foundation Trust.</p>
3	<ul style="list-style-type: none"> • KEY RESPONSIBILITIES <p>The post-holder is expected to achieve the following outcomes:</p> <p>Service Management</p> <ul style="list-style-type: none"> • Staff within the CAG are appropriately led and supported to deliver to their full potential and deliver the outcomes for which they are responsible. • Patient care is delivered to the highest standards, and there is continual oversight and monitoring of process and outcomes. • Staff are recruited promptly and have the appropriate skills to deliver care. • The CAG has a continual learning programme in place. • 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.
- The post-holder actively contributes to the delivery of high quality services, this may include assuming agreed responsibilities at hospital-wide level that contribute to the success of the organisation and satisfaction of patients.
- Making recommendations about resources required to ensure the care is of a high standard.
- Clinical outcomes are measured and shared.
- KPI's and QIP's are known and shared within the CAG and are part of the culture.
- Resources are allocated to ensure maximum efficiency and effectiveness and budgets are managed within allocation.

Risk and Governance

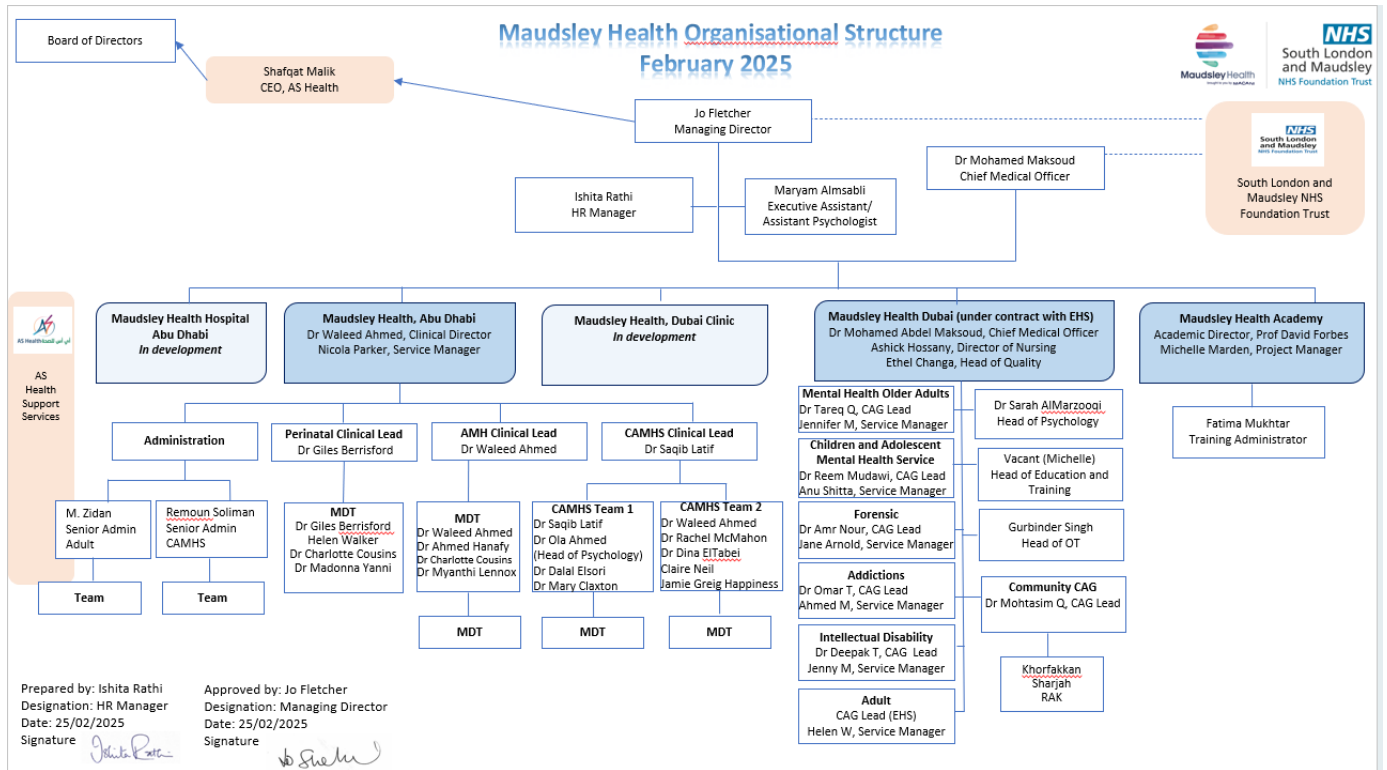
- The CAG operates with a pro-safety culture that positively encourages staff and service users to detect and report safety risks, hazards, incidents and near misses.
- CAG staff are able to describe how they report, manage and reduce risks, respond to patient feedback, and embed learning in order to improve services.
- 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 with clinical care consistently being delivered to a high standard.
- 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

- Nursing performance is consistent with expected standards of practice and inconsistency is identified and remedied.
- The post-holder manages quality systems within the CAG to ensure that clinical practice is evidence based and meets requirements and clinical care is delivered consistently and to a high standard.
- The post-holder manages quality systems within the CAG to ensure that practice is as safe and that there are processes in place to ensure continuous learning and a no blame culture.
- All nurses within the Hospital are competent as measured against expected continuing professional development standards and requirements for appraisal and supervision.
- Nursing 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 the nurses work to these policies.
- Nurses in the hospital are aware of their professional Code, and any serious contraventions of the Code are dealt with swiftly.
- Expert nursing 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 nursing policy, practice and education and leads on their introduction into clinical services.

- The post-holder will act as a credible clinical leader to CAG staff, visibly role modelling excellent nursing care and demonstrating professional boundaries with service users and carers.

Organisational Position



Communication and Working Relations

COMMUNICATION WITH

FREQUENCY

Managing Director

Weekly

Chief Medical Officer

Weekly

Chief Nurse

Daily

Clinical Director

Daily

Ward Managers

Daily

Other CAG Service Managers (Nurse Managers)

Weekly

Heads of Professions

Monthly/as required

Service User Representatives

Monthly

Contribution:

Time commitment: 40 hours per week (not including break) over five days. To be worked flexibly including one later shift per week and occasional night shifts and Saturdays/Sundays to ensure practice out of hours is consistent with expectations. The post holder will be part of the Hospital On-Call system.

Other Information

Confidentiality

Confidentiality/data protection regarding all personal information and service 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 FAHR and the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all relevant 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 Health and Safety responsibilities, 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 service policy.

Professional standards and performance review

Maintain consistently high professional standards and act in accordance with the relevant professional code of conduct. 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 customers.

Finance

All staff will comply with the financial processes and procedures.

Safeguarding Children

Employees must be aware of the responsibilities for safeguarding children and vulnerable adults.

Code of Conduct

The post holder is required to adhere to the standards of conduct expected of all staff, under the requirements of FAHR. This job description will be subject to regular review and adjustment.

Caveat

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 appropriate to the pay band. The post may change over time to reflect the developing needs of the service, as well as the personal development of the post holder.

Brief terms and conditions

(All below are subject to change)

- Service Managers to have 22 days annual leave per annum, plus the government declared national holidays.
- The post-holder is required to participate in the CPD program.
- Post holders will have access to 2.5 study leave days per annum consistent with Personal Development Plans.
- The post-holder will be an employee of MACANI, a UAE entity.
- The post-holder will be expected to live within 60 minutes of their workplace unless agreed otherwise by prior negotiation.

8

- The appointment will be subject to satisfactory Occupational Health and Enhanced DBS/CID clearances and visa requirements, including health testing.
- It is the condition of your employment that you are and remain a fully registered medical practitioner and are included on the NMC or equivalent Register and maintain the Department of Health, Abu Dhabi license. The organisation will apply for the initial license in the UAE, but it is the individual's responsibility to ensure these registrations are renewed.

Person Specification

Verified at interview (I), by application form (A) or by test (T)

		Where Tested	
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in nursing/Mental Health Nursing (mandatory requirement for a nursing license in the UAE) • Two (2) years of experience post qualification in a clinical setting. • NMC Registration or equivalent. • Evidence of Continuing Professional Development • Master's Degree or equivalent in relevant subject • Completion of senior leadership programme 	App	
Essential		App App	
Desirable		App App App /Int	
Skills	<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	
Essential		App/int App/int App/int App/int App/int App/int App/int App/int	
Knowledge		<ul style="list-style-type: none"> • Knowledge of nursing, clinical governance, and mental health care processes and reporting. • Knowledge of quality improvement methodology. 	Appt/Int
Essential			App/Int

	<ul style="list-style-type: none"> • Knowledge of clinical pathways, evidence-based care, and service delivery in area of speciality. • Knowledge and practical understanding of systems and structures of governance and assurance as they relate to the provision of clinical services. 	App/Int 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.

Staff Name:	
Signature:	
Date:	
Line Manager:	
Signature:	
Date:	