

## Job Description

<b>Job title</b>	RGN/RMN	<b>Job family</b>	Older People Services
<b>Reporting to</b>	Deputy Home Manager	<b>Job code</b>	OP/013
<b>Location</b>	Various across division	<b>Evaluation Date</b>	14/02/2013

### Main Purpose

Required to undertake and manage direct resident care, having participated fully in the assessment, planning and evaluation of care needs. To undertake the delivery of care, including individual and group sessions to agreed quality standards as prescribed by internal procedures and health legislation.

### Key Accountabilities

#### Quality

1. Manage the assessment, implementation and evaluation of individual resident care plans while promoting a professional working environment to ensure a high standard of resident care.
2. Adopt a systemic, individual approach to all resident care plans and communicate the outcomes to the clinical team both verbally and in writing, ensuring all CPA and risk assessment documentation is kept up to date.
3. Ensure effective communication of any concerns relating to resident care.
4. Deputise in the absence of the Unit Manager and their Deputy to manage the staffing and clinical needs as required.
5. Support and supervise care staff or new recruits.
6. Professional experience and nous to know when medical concerns or decisions need referring to Deputy or Home Manager.

#### Innovation

7. Assist and support regional management in developing and implementing new services.

#### Value

8. Manage the assessment, implementation and evaluation of individual patient care plans while promoting a professional working environment to ensure a high standard of patient care.

## **Knowledge & Skills**

First level registration.

## **Experience**

Sound, demonstrable post qualified experience, acquired through professional training in a related environment.

## **Autonomy & Impact**

Organises and prioritises own workload within established procedures, focussing on short-term objectives. Refers complex issues to senior staff. Oversees work of care staff.

## **Intelligent Problem Solving**

Problem solving is based on acquired knowledge, skills and experience usually requiring the adaptation of existing systems and processes in response to clinical needs.

## **Responsibility**

### **Staff**

May be required to allocate and oversee the work of care staff.

### **Budgets & equipment**

Delegated responsibility for the care, security and maintenance of equipment, drugs and other consumables in the home.

### **Informatics**

Shared responsibility for the confidentiality, security and accuracy of resident records, data and information. Ensures good quality resident documentation, which meets the regulatory guidelines and statutory requirements.

## **Communication & Interaction**

Communication and interpersonal skills are key and will usually involve activities such as coaching, counselling with residents, their families and local external partners.

## **Working environment**

The problems faced by residents may present difficult and challenging situations, which may heighten the physical, sensory and emotional demands of the role.

## **Special Features**

Prepared to undertake Continuing Professional Development.

## Upholding Company Values

Competency	Req'd Level	Descriptors
<b>Quality - Of care, treatment, of facilities and of staff</b>	<b>3</b>	<ul style="list-style-type: none"> <li>✓ Checks quality of own work</li> <li>✓ Follows procedures</li> <li>✓ Corrects errors and mistakes</li> <li>✓ Complies with relevant regulatory and statutory requirements</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Double checks accuracy of own and work of others</li> <li>✓ Carefully monitors and checks the accuracy and quality of others' work</li> <li>✓ Values the input and expertise of colleagues</li> <li>✓ Keeps clear, detailed records and files</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Introduces new systems and processes to improve quality</li> <li>✓ Highlights shortcomings in processes, investigating unusual behaviour and identifying underlying causes</li> <li>✓ Introduces performance standards and relevant KPIs to improve the quality of processes and outputs</li> <li>✓ Tests out hypotheses using modelling techniques to make predictions and forecasts</li> <li>✓ Develops broad plans to take into account risks, conflicts, resources as well as timescales</li> </ul>
<b>Innovation - Being forward thinking and thought leaders</b>	<b>2</b>	<ul style="list-style-type: none"> <li>✓ Adapts new services already introduced in other areas within the group</li> <li>✓ Amends these services to suit the needs of the local service</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Proposes new services to regional management, taking into account the local needs of the area</li> <li>✓ Assists and supports regional management with developing and implementing these new services</li> </ul>
<b>Value - Due to transparency and flexibility</b>	<b>2</b>	<ul style="list-style-type: none"> <li>✓ Prices services in line with local needs</li> <li>✓ Reacts to local feedback regarding pricing of services</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Regularly reviews services and price points adjusting where appropriate</li> <li>✓ Adjusts prices in line with demand for services</li> </ul>