

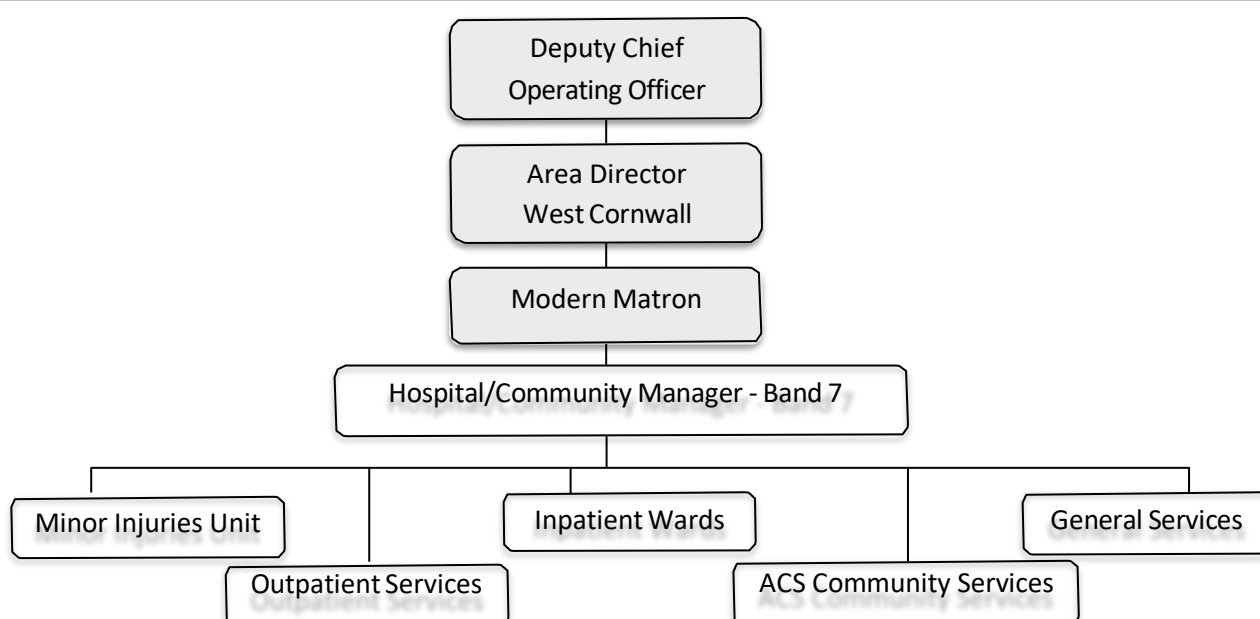
Job Description

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|------------------------------|--------------------------------------|
| Job Title | Hospital/Community Manager |
| Salary Band | Band 7 |
| Division/Service Line | Adult Community Services |
| Department | Community Hospital – Isles of Scilly |

Job Overview

- To continue to develop a responsive, safe, caring and committed community and Hospital Health service provision whilst leading an integrated team from the front.
- To provide managerial and clinical leadership to the nursing, therapy, community and support staff.
- To manage the daily running of the Minor Injury Unit (MIU), Hospital Ward and Community ensuring effective staff rostering and skill mix.
- To ensure the delivery of high quality evidence based patient care within the guidelines of Cornwall Partnership NHS Foundation Trust (CFT) policies and procedures.
- To promote effective communication and partnership working with all members of the multi-disciplinary and inter-agency teams including medical staff, patients, Adult Social Care (ASC), carers and the wider community, Commissioners and Voluntary Sector.
- To ensure effective management of MIU, Ward and Community resources as budget holder for the hospital.
- To support and deputise for the Modern Matron.
- To work flexibly with peers and managers in the Locality, prioritising resources as required.

Organisational Chart



Duties and Responsibilities

Communication and Working Relationships

- Good verbal communication skills and the ability to communicate effectively to provide and receive highly complex and sensitive information with:-
 - ASC
 - GP's
 - The Public
 - Other organisations such as the Voluntary sector
 - League of Friends
 - CFT Directors
 - Staff
 - Management Teams
 - Patient Forums
 - Landlord of the Buildings
- Working with ward, departmental and community team leaders to ensure that all new staff attend appropriate induction programmes.
- Implement and work within CFT's Human Resources policies on all staffing matters, including appraisal, capability and disciplinary issues requiring empathy, reassurance and persuasion.
- Communicate sensitive and confidential information concerning staff and patients, some of whom may have special needs with barriers to understanding or be hostile or antagonistic.
- Support teams, and in partnership with the Matron, ensure that all Safeguarding issues involving staff are appropriately reported and dealt with in a timely manner.

Management and Personal Development

- Provide clinical leadership to the nursing/therapy team, which is built on the philosophy of valuing and respecting staff thus ensuring that all nurses have an excellent role model to follow.
- Work closely with the Matron, to ensure that the nursing/therapy teams are fully conversant with contemporaneous nursing policy and practice.
- Demonstrate a high level of clinical skills through own participation in direct patient care.
- In partnership with the Matron, Director of Nursing and Professional Practice, ensure that the NMC Code of Professional Conduct Guidelines is adhered to within the teams.
- Contribute to the CFT nursing profession through locality and organisational professional structures.
- Support Team Leaders in the process of supervision within the nursing/therapy teams ensuring that both clinical and managerial supervision is in place.
- Investigate complaints and untoward incidents relating to nursing practice in partnership with the Matron and Area Director; dealing with complex facts and situations requiring the analysis and comparison of various options, assessing and interpreting the complex needs of patients and staff and to write reports as required.
- Monitor the standard of cleanliness and catering in the unit and take appropriate action if any problems arise.
- Maximise quality of care within the budget available; authorise rosters relating to overtime, annual/special leave, absence; order equipment and supplies whilst constantly monitoring need and demand.
- Work across the service over a period of seven days a week.
- Flexible working arrangements will be in place to ensure visibility and contact with patients, carers, and relatives as well as supporting the nursing teams both in the Hospital and Community settings.

- Support teams to contribute to the overall financial management of the hospital, ensuring services are delivered efficiently and effectively, within budget limits and represent good value for money.

Clinical Activities

- In partnership with the nursing/therapy staff, ACS, community services and MIU, determine therapeutic programs for care which are evidence based.
- Supporting teams to ensure that there are systems in place to set and monitor high standards of nursing care within the units and in the community.
- Interpret policies including cleaner hospitals, safety, privacy and dignity into meaningful patient based philosophy of patient care for nurses.
- Maintain personal contact with patients, relatives and carers being sensitive to their needs for respect, safety, privacy and dignity and act as a senior point of contact.
- Communicate and work with the multi-disciplinary team to promote comprehensive patient care.
- Ensure that high standards are maintained throughout the units and community in relation to a clean environment, acceptable catering standards and giving particular attention to the safety, privacy and dignity of patients.
- Ensure that high standards of record keeping, patient assessment, care planning, risk assessment and management, discharge planning and care co-ordination are delivered through supporting teams in audit and quality improvement programs.
- Ensure that there are user-focused systems in place to set and monitor high standards of nursing care and supporting services.

Strategic Development, Planning and Organising

- Continue to develop responsive, safe, caring and commitment to the Health services on the Isles of Scilly in each unit.
- Enable teams to utilise research and evidence to inform and underpin nursing practice.
- Work with the Matron and Area Director, Director of Nursing and Professional Practice, and the Clinical Governance Team to deliver the Clinical Governance agenda.
- Maintaining a constant link with the Health Services across CFT.

Administrative

- IT literate
- Proficient written and numeracy skills

IT Systems and Processes

- Plan audits and undertake pilot projects - NHS Constitution – CQC Compliance.
- Proof of maintaining personal entry on professional register.
- Experience of implementing service improvement initiatives.
- Experience of implementing Governance requirements

Additional Information

Code of Conduct

The post holder is required to comply with all relevant Code of Conducts for the role, including the Trusts Code of Conduct. All staff are required to support the Trust's commitment to developing and delivering excellent customer service by treating patients their carers, families, friends, visitors and staff with professionalism, dignity and respect. All staff are expected to behave in a professional manner and not to bring the Trust into disrepute.

Confidentiality and Data Protection Act

All NHS employees have a duty to maintain confidentiality under both common law and the Data Protection Act 2018. Service users and staff have a right to expect that any information, whether personal or commercial, held by the Trust will be treated in a confidential manner. All employees of Cornwall Partnership NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff.

Safeguarding Children and Vulnerable Adults

All employees of Cornwall Partnership NHS Foundation Trust must be familiar with and adhere to the Trust's safeguarding policies and procedures.

Personal Development

All employees are required to undertake statutory and essential training as directed by the Trust. This will be monitored through the supervision and appraisal process which is in place for all staff to participate in.

Risk Management and Health and Safety

All employees of Cornwall Partnership NHS Foundation Trust are required to make positive efforts to maintain their own personal safety and that of others. You are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties. It is also essential that precautions advised by Management, Occupational Health, Risk & Safety Services, etc. are adhered to for your own protection.

Infection Prevention and Control

All staff, collectively and individually, has a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of infection control.

Location/Mobility

In accordance with the Trust's requirements, all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of, and for the duration of a significant internal incident, major incident or pandemic. You may be required to work at or from any additional location as determined by the Trust. You may also be required to travel between Trust premises for the performance of your duties.

Equal Opportunities

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices, to ensure that all users and providers of its services are treated according to their needs.

Review of the Job Description

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

Rehabilitation of Offenders Act

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 is applicable to this post. Therefore should you be offered the post it will be subject to a Disclosure & Barring Service check satisfactory to the Trust. You will therefore be required to declare all criminal convictions, cautions, reprimands and warnings that would not be filtered in line with current guidance

The Trust operates a no smoking policy. Employees are not permitted to smoke anywhere in the premises of the Trust or when outside on official business. Staff must be mindful of public perception and therefore must not smoke whilst travelling in Trust identified vehicles or when can be identified as a member of CFT staff.

Person Specification

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|------------------------------|--------------------------------------|
| Job Title | Hospital/Community Manager |
| Salary Band | Band 7 |
| Division/Service Line | Adult Community Services |
| Department | Community Hospital – Isles of Scilly |

| Role Requirement | Essential | Desirable |
|---|--------------------------|--------------------------|
| <i>Education / Qualifications and Relevant Experience</i> | | |
| Professional registration e.g. NMC, HCPC | <input type="checkbox"/> | |
| Mentorship Qualification or equivalent | <input type="checkbox"/> | |
| Education - Degree in relevant subject or appropriate experience | <input type="checkbox"/> | |
| Recognised senior management training/Masters qualification | <input type="checkbox"/> | |
| Minor Injury Nurse Qualification or similar | | <input type="checkbox"/> |
| Substantial experience working at a senior level | <input type="checkbox"/> | |
| Experience of managing a multi-disciplinary staff team, including line management, supervision, responsibility and operational management of staff and services at Band 6/7 | <input type="checkbox"/> | |
| Clinical expertise | <input type="checkbox"/> | |
| Experience of clinical audit | | <input type="checkbox"/> |
| Knowledge and experience of successful initiatives to improve patient flow | | <input type="checkbox"/> |
| Experience of managing budgets and challenging financial targets. | <input type="checkbox"/> | |
| Experience of multi-professional collaboration at senior level including partnership working | <input type="checkbox"/> | |
| Experience of engaging patients and users | <input type="checkbox"/> | |
| Experience of representing services at different organisations | | <input type="checkbox"/> |
| Experience of managing Community Health Services | | <input type="checkbox"/> |
| <i>Skills and Aptitude</i> | | |
| Relevant developed clinical expertise and knowledge in caring for patients with chronic long term conditions | | <input type="checkbox"/> |
| Basic keyboard skills | <input type="checkbox"/> | |
| Good level of verbal and written communication skills. | <input type="checkbox"/> | |
| IT literate including the ability to use Word; Excel; Databases competently | <input type="checkbox"/> | |

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| <i>Knowledge and abilities</i> | | |
| Able to demonstrate up to date knowledge of nursing developments especially relevant to community services | <input type="checkbox"/> | |
| Ability to build and develop teams of people to provide strong leadership to support a diverse integrated workforce | <input type="checkbox"/> | |
| Ability to approach problems from a business perspective, identifying service opportunities and improvements | <input type="checkbox"/> | |
| Detailed knowledge of current health policy and its impact on Community Services | <input type="checkbox"/> | |
| Willingness and ability to undertake required specialist clinical training | <input type="checkbox"/> | |
| <i>Personal Qualities</i> | | |
| Ability to work under tight time deadlines | <input type="checkbox"/> | |
| Ability to deal with constant interruptions | <input type="checkbox"/> | |
| Ability to travel around locality area | <input type="checkbox"/> | |
| Demonstrated ability to make sound and timely decisions and initiate action to solve problems | <input type="checkbox"/> | |
| Ability to weigh up situations and consider the benefits and problems before decisions are made | <input type="checkbox"/> | |
| Demonstrable ability to plan, manage and implement projects when required and assume delegated lead responsibilities | <input type="checkbox"/> | |
| Demonstrable ability to plan and implement change in the service and ensure the involvement of the workforce in the programme of change. | <input type="checkbox"/> | |
| <i>Other</i> | | |
| Demonstrates evidence of Trust "CHOICE" values | <input type="checkbox"/> | |
| Ability to travel independently where required | <input type="checkbox"/> | |
| Disclosure and Barring Service check satisfactory to the Trust | <input type="checkbox"/> | |
| Occupational health clearance satisfactory to the Trust | <input type="checkbox"/> | |
| This role may be deemed as an Information Asset Owner in line with the Trust Information Risk Policy | | |