

Team Leader – Nursing and Residential Care

Department: Health and Community Services (HCS)

Division: Learning Disability Services

Reports to: Learning Disability Service Manager

JE Ref: HCS630

Grade: CS12 **JE Date:** 08/06/2020

Job purpose

The Team Leader for nursing and residential care provides leadership and management for nursing and residential care homes for people with a learning disability & autism. The Team Leader manages various packages of care and support this by the delivery of health and education programmes for people with a learning disability & autism.

The role leads on the management of teams in delivering specialist interventions in assessment and implementation of personalised care by managing overall delivery of services. The Team Leader is pivotal in enabling support for individuals & families within residential, nursing homes, and patients/clients own homes in order to deliver service initiatives and in liaison with other agencies, Hospital & primary care provision.

Job specific outcomes

1. Promote the rights, interests, needs and choices of patients/clients, carers and other interest groups in the planning, delivery and review of health and social care services.
2. The post holder will demonstrate a high level of expertise within the specialist service providing advice, education and support to staff, patients /clients, families and carers using evidence based practice.
3. Manage new ways of working that emphasises a more efficient and patient/client focused service and by working collaboratively with Jersey Care Commission ensuring regulations and standards are maintained through overseeing the Registered Manager within each area.
4. Implement service policies and procedures to ensure team members understand and adhere to compliance of organisational and professional standards.
5. Monitor and manage operational issues in line with Health and Safety directive as they arise within residential, nursing and an individual own home, taking appropriate management action ensuring needs of the individual and organisation are supported and maintained.
6. Implementation of learning disability & autism frameworks to ensure partnership working with key stakeholders and agencies; developing integrated pathways to access housing, employment, respite, legal support and care packages where required.

7. Staff development through analysing needs across all care teams that consider service users changing needs. This includes monitoring staff performance and providing effective and structured supervision in line with organisational policy.
8. Work with service managers, senior colleagues and key stakeholders to monitor changing requirements in line with strategic policies and evaluate how current service delivery meets identified needs and adapt/develop service goals and operational governance to meet these needs.
9. Manage resources within the residential, nursing and individual care homes to maintain and deliver high quality support to improve residential & nursing services for people with learning disabilities & autism.
10. Responsibility for promoting and safeguarding the welfare of adults at risk who come into contact with the service.

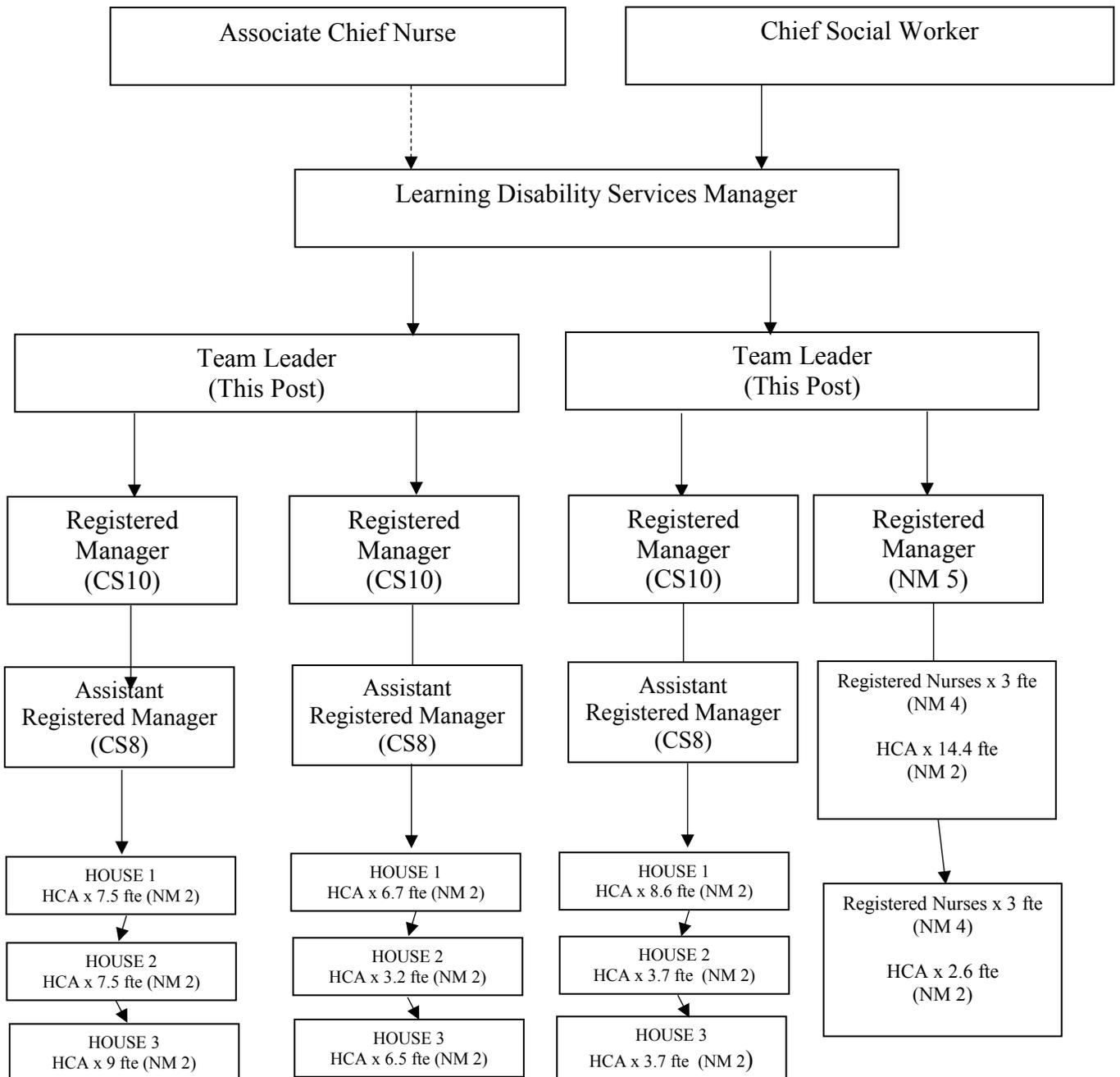
Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisation chart

Insert an organisation chart showing this role and its line managers and reports (individual names must not be included only post titles)



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Must possess 1st Level Registered Nurse qualification within the learning disabilities field (RNLD, RNID, RNMH).</p> <p>Specialist knowledge acquired through 1st degree supplemented by higher level diploma training within field of learning disability or equivalent experience.</p> <p>Management or leadership award/ qualification.</p> <p>Mentorship qualification or equivalent.</p>	<p>Working towards Masters' degree in health-related subject or equivalent level of experience.</p> <p>Evidence of further relevant professional courses and CPD</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Contributes to service planning</p> <p>Ability to lead on service initiatives and new service structures through an effective change management programme.</p> <p>Sound, practical understanding of relevant legislation (Capacity and self-determination (Jersey) law 2016 and mental health (Jersey) law 2016</p> <p>Understanding of NMC Code of Practice.</p> <p>Practical knowledge and application of current legislation to adults at risk to underpin delivery of safe patient care.</p>	<p>Project Management experience</p>

	<p>Proficient in understanding and determining clinical assessments and coordination of care packages</p> <p>Skilled practitioner in assessing health needs of individuals and determining resources to ensure interventions are achieved.</p> <p>Provide visible and accessible professional leadership, knowledge and promotion of standards within clinical practice.</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Driving licence with access to own vehicle</p> <p>Used to working in a busy environment</p> <p>Undertake clinical skills and provide treatment/advice as per speciality and scope of practice within specific homes.</p> <p>Using agreed protocols of clinical practice and professional guidelines within nursing, residential & home care settings.</p> <p>Work based nursing skills (Catheter, PEG, Maybo competent) or willingness to develop in post.</p> <p>Use professional judgement to act as an advocate for clients/patients.</p> <p>Support and enable clients/patients to make informed decisions relating to their treatment and management.</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Highly developed communication skills to effectively communicate with colleagues, patients/clients, and relatives/carers.</p> <p>Report writing and liaising as required with medical staff and other members of the multidisciplinary team, communicating both verbally and in writing.</p>	<p>Effective presentation skills</p>

	<p>Effectively prioritise and coordinate own and clinical team activities.</p> <p>Adaptable and flexible to meet changing needs.</p> <p>Knowledge of clinical governance and audit.</p> <p>Experienced in completing clinical supervision of nursing staff.</p> <p>High level interpersonal and influencing skills that can communicate at all levels.</p> <p>Ability to identify, propose and implement solutions.</p> <p>Strong team player who can professionally lead and motivate teams.</p> <p>Conflict resolution</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience undertaking literature reviews/research of nursing interventions to apply in practice.</p> <p>Significant post qualification experience consolidated in practice to lead teams.</p> <p>Experience of autonomous working in a management role.</p> <p>Experience of managing change effectively.</p> <p>Experience of designing and delivering training to colleagues.</p> <p>Experience of developing staff within a team.</p>	
<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>Knowledge and understanding of safeguarding frameworks.</p> <p>Act to care for and safeguard the public.</p>	

	<p>Working as part of a multi-disciplinary/ multi agency team.</p> <p>Flexibility in approach to the role, striving to look for solutions which meet the needs of individuals they manage.</p> <p>Emotional resilience and maturity.</p> <p>Objectivity and fairness.</p>	
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Core Accountabilities, Attributes and Behaviour Indicators

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.

This next section is for Job Evaluation purposes only (Please remove everything below this point when using the JD elsewhere e.g. for recruitment / consultation purposes)

Additional job information

Specific to the role

The following sections are included to ensure that a complete picture of the job can be gained for job evaluation purposes. The requirements of the job are summed up in the preceding sections; nothing in the following sections should sit at odds with the earlier information to word count for each element should be no more than 100 words. The Additional job information section will be removed once the job has been evaluated.

Communication and Relationships

Tell us about the skills required by a typical post-holder to communicate, establish and maintain relationships and gain the cooperation of others. Let us know the skills required to motivate, negotiate, persuade, make presentations, train others, empathise, communicate unpleasant news sensitively and provide counselling and reassurance. You should also include any difficulties involved in exercising these skills.

Responsible for management, development and leadership of various teams within Residential & Nursing Care including responsibility for effective communication and sharing of information within a multidisciplinary framework.

Develop, build and maintain effective links with statutory and voluntary agencies to enable efficient networking between the organisation and other agencies/providers. This includes liaison between primary care providers, hospital, mental health & external agencies.

Negotiate outcomes in situations that may involve wide range of participants contributing to decision making to ensure an effective and efficient service provision.

Work with parents, carers and organisations where difficult and complex health & social care needs may need to be addressed where patients/clients may be hostile, antagonistic.

Advocate on behalf of individuals with learning disability & autism who may have difficulty with communication or may not have capacity.

Interpret, communicate and support the rights and responsibilities of people with learning disabilities as well as sensitive/highly sensitive, confidential information concerning patients/clients requiring empathy, persuasion and reassurance.

Analytical Skills

Please describe the analytical and judgemental skills required to fulfil the requirements of the job. Consider any requirements for analytical skills to diagnose a problem or situation, or to understand complex situations or information, and judgemental skills to formulate solutions and recommend/decide on the best course of action.

Maintain knowledge in relation to adult safeguarding and advising and supporting learning within the processes applied.

Facilitate and chair complex meetings for high-risk care packages where there is difference in opinions between service provider and family.

To act as best interest decision maker when required to support complex and high-risk decisions in line with Capacity and Self- Determination Law.

Challenge views and actions that are not consistent in developing best practice and services.

Skills for assessing and interpreting complex needs of patients/clients and staffing issues and co-ordinate and resolve complex situations with regards to professional interventions when required.

Planning & Organisation

Please tell us about the planning and organisational skills required to fulfil the job responsibilities. You should include a description of the skills required for activities such as planning or organising services, departments, rotas, meetings, conferences, events and for strategic planning. Please reference the complexity and degree of uncertainty involved in these activities. Include details of the length of typical planning horizons.

Plans and delivers residential and nursing care to improve outcomes, offering choice, control and quality of life for adults with learning disabilities & autism ensuring professional standards and best practice are embedded throughout.

Work with health care teams and private providers who support adults with a learning disability ensuring commissioning of appropriate services as and when required.

Manage community based residential, nursing & 1:1 care packages for individuals with learning disability, autism and associated conditions.

Provide specialised advice in relation to care/ specialised programmes of care/ care packages relating to individuals with a learning disability & autism.

Accountable for direct delivery of sub-division of a clinical and/or or social care service(s) within defined teams and budget.

Assesses, develops and implements nursing care programmes/nursing care programmes; provides specialist advice; responsibility for delivery of services within a defined geographical area.

Ensure nursing staff have access to individual training adhering to revalidation requirements in line with professional body.

Continuously monitor activities against quality standards and anticipate factors that may reduce quality and take effective action to address them.

Work with other services and agencies to plan interventions and programmes that address the needs of the learning disability community i.e. to reduce inequalities, promote health and wellbeing and prevention of ill health.

Lead delegated work on projects, participating in working groups at operational and strategic level as agreed/determined by the Head of Learning Disability Services.

Manage referrals and allocations for the teams within Residential, Nursing and individual packages.

Facilitate, chair and act as best interest decision maker when required to support complex decision making in line with Capacity and self- Determination law (2014) when required for patients/clients under their care.

Manage allocation and deployment of staff across service areas and monitor delivery in line with best practice and professional standards.

Coordinate multi-agency support and advice on complex high-risk cases when required for individuals under their care.

Responsible for managing various team's performance in order to deliver annual health checks, health action plans, Positive Behaviour Support reviews and personalised interventions with the aim of reducing the use of in-patient services for people with learning disabilities & autism ensuring needs can be met within their identified care provision.

Responsible for ensuring services are in place to respond to mental health needs of people with learning disabilities & autism in residential, nursing and individual homes.

Participate in the recruitment and selection of staff.

Physical

Skills

Tell us about any physical and sensory skills, hand-eye co-ordination, dexterity, manipulation and/or requirements for speed and accuracy, keyboard and driving skills required by the role Include the reason it is needed, and how frequently it is used. Please ensure that this information is in line with the Person Specification.

Developed physical skills around manual handling several times a day.

Manipulation of objects, people, narrow margins for error; highly developed physical skills, accuracy important; manipulation of fine tools, materials

Formal Maybo (physical intervention) training.

Dexterity and accuracy required for, e.g. injections, feeding pumps and infusion, insertion of catheters and duties related to nursing practice on a daily basis.

Special feeding techniques (PEG/PEJ).

Policy and Service Development

Tell us about any responsibilities of the job for development and implementation of policy and/or services. Let us know the nature of the responsibility and the extent and level of the jobholder's contribution to the relevant decision-making process, for instance, making recommendations to decision makers. Also, tell us whether the relevant policies or services relate to a function, department, division, directorate, the whole trust or employing organisation, or wider than this; and the degree to which the responsibility is shared with others.

Lead on the development of standard /protocols within Residential, Nursing and individual homes ensuring audit is in place that involve collating, analysing and reporting results.

Identify risk and prioritise evaluation within service provision, liaising with relevant services and agencies in order to contribute to policy and practice changes arising from audits/complaints.

Contributes to policies, participate in and actively contribute to working groups both internal and external in reviewing and development of policy and services.

Raise quality issues and related risk report directly to Head of Services for people with a learning disability & autism.

Lead on the implementation of policy/standards documents/best practice guidelines within their area of service.

Ensure Datix and unforeseen events relating to clients and staff are appropriately investigated and recommendations implemented.

To ensure that Residential & Nursing teams are working consistently within legislation, organisational procedures, risk assessment and management.

Lead and participate in the delivery of educational programmes for all grades of nursing, medical and allied health professional staff and act as a mentor/assessor to staff members and students as required.

Participate in provision and identification of in-service training for all team staff.

Take responsibility for ensuring personal and completion of any statutory or mandatory training as required recognising own professional practice and competence in order to undertake further training and academic qualifications as required to maintain specialist knowledge.

Be aware of research being undertaken within specialist field of practice, participating where required and disseminating/ensuring research affects change in practice.

Financial and Physical Resources

Include any financial sums important to the job and briefly explain the job's active involvement (e.g. payments processed, budgets monitored, budgets managed, procurement and/or contract values, how much the job may spend, efficiency savings etc.). If this feels difficult to answer because amounts vary across teams, then include for each team, or state a range.

Let us know of any physical assets (including clinical, office and other equipment; tools and instruments; vehicles, plant and machinery; premises, fittings and fixtures; personal possessions of patients/clients or others; goods, produce, stocks and supplies).

Please describe the nature of the responsibility clearly (e.g. careful use, security, authorised signatory, maintenance, budgetary and ordering responsibilities); the frequency with which it is exercised; the value of the resources; and the degree to which the responsibility is shared with others.

Authorises overtime for nursing and support staff.

Responsible for procurement and ordering of supplies.

Has a delegated budget, under direction from the Learning Disability Service Manager, for staff/non-staff of between £2-3 million dependent on area(s) of responsibility. Budget requires Learning Disability Managers approval for purchases over £5000.

Identify to Learning Disability Service Manager any resource issues that affect learning, development, training and delivery of services.

Act as a personal resource to primary & secondary care teams, private providers and other multi agency services to improve their management and care of learning disability clients and families.

Work with other agencies to identify risks that may impact on health and social needs within the learning disability community and review resources that may be required to make changes in support of their specialist area.

Responsible for equipment used by the individual areas managed by them and in maintaining stock control to ensure equipment is at hand.

Responsible for ordering and safe storage of medications used within Residential, Nursing and individual homes.

People Management

Let us know about any responsibilities of the job for management, supervision, co-ordination, teaching, training and development of employees, students/trainees and others in an equivalent position.

Include work planning and allocation; checking and evaluating work; undertaking clinical supervision; identifying training needs; developing and/or implementing training programmes; teaching staff, students or trainees; and continuing professional development (CPD). It also includes responsibility for such personnel functions as recruitment, discipline, appraisal and career development and the long-term development of human resources. The nature of the responsibility of the responsibility is more important than precise numbers of those supervised, co-ordinated, trained or developed.

Provide leadership, direction and effective management, assessment and delivery of specialist health and social care interventions for adults with learning disabilities & autism.

Contribute to training and development of nursing interventions across learning disability services.

Ensure opportunities for residential and individualised teams learning and personal development.

Participate and facilitate team training; required to design, deliver and facilitate training programmes across multi agency services i.e. Safeguarding, Epilepsy, learning disability awareness, sexual awareness.

Organises student placements and allocates placement within limitations of the student aligning against course expectation.

Supervision and line management of staff teams (between 30 – 50 staff) of various nursing and non-nursing grades.

Prioritise workloads to enable effective delivery of care and resources within the homes.

Involved in selection and recruitment and inductions of team members.

Deal with all personnel and performance issues including health and safety / disciplinary / sickness monitoring matters for the teams they manage, liaising with human resources where required.

Chair multi-disciplinary meetings In the absence of Head of Service if required.

Respond to changing needs of service delivery, reactive management in emergencies to ensure appropriate residential or nursing placement at short notice.

Information Resources

Tell us about any specific responsibilities of the job for information resources (e.g. computerised; paper based etc.) and information systems (both hardware and software e.g. HR or medical records).

Let us know about the nature of the responsibility (security; processing and generating information; creation, updating and maintenance of information databases or systems) and the degree to which it is shared with others.

Initiate and carry out audit projects to monitor and develop effective residential & nursing services.

Maintain work-related records on Care Partner & Trak Care systems ensuring assessments and pathways meet required nursing needs of individuals with a learning disability & autism.

Work with the Law Office, Safeguarding & Probation agencies to deliver appropriate pathways to individuals with a learning disability who may require reasonable adjustments due to presentation.

Freedom to Act

Please tell us about the context in which the job operates, illustrating the extent to which a typical post-holder would have accountability for their own actions and those of others, to use own initiative and act independently; and the discretion given to the jobholder to take action. Consider supervisory/managerial control; instructions, procedures, practices and policies; professional, technical or occupational codes of practice or other ethical guidelines; the nature or system in which the job operates; the position of the job within the organisation; and the existence of any statutory responsibility for service provision.

Provide leadership, direction and effective management of several teams ensuring that all members understand and deliver strategic aims of the service.

Manage operational problems that arise within clinical nursing activity, manage complaints and clinical issues as they arise ensuring appropriate actions are taken.

Report objectives, progress and outcomes as required to Learning Disability Service Manager.

Demonstrate autonomous working taking responsibility for decision made in clinical activity and in support of the teams managed under their responsibility.

Available for guidance to other multidisciplinary team members on nursing/non-nursing matters if required.

Accountable for own professional actions

Physical Effort

What level of physical effort (e.g. normal office work, lifting, pushing, pulling, applying force etc.) is required, including approximate weights, for what reason and how frequently is it required.

Normal office work

Physical skills where there are narrow margins for error (lifting and handling).

Carries out immunisations to specific client group within local learning disability population.

Frequent light effort for several short periods (Walks, sits and stands most of shift).

Frequent moderate effort for several short periods (behavioural interventions such as safe restrictive techniques).

Kneels and crouches to e.g. dress wounds/manoeuvre patients, lift equipment and clients in clinical activities such as manual handling.

Mental Effort and Concentration

Describe the type and extent of tasks that require concentration. E.g. the period and continuity. This might include practical tasks including driving, and desk-based work.

Frequent concentration in completion of care plans, reports and associated paperwork.

Work pattern primarily predictable but may be required to respond to unpredictable behaviours and reactive placements at times.

Concentration in providing clinical care activities (immunisation, calculating medications, carrying out tests for health related issues).

May be interrupted to deal with unpredictable patient/client behaviour.

Constant interruptions in dealing with staffing issues and rota.

Emotional Effort

Describe the nature, level and frequency of emotional circumstances the job directly encounters. The test is not whether a specific person is upset by what happens as a regular part of the job, it is whether any reasonable person would become upset.

May be subject to occasional distressing or emotional circumstances (imparting unwelcome news to client and/or family members and support the process of bereavement/funeral arrangements)

May be subject to occasional highly distressing or emotional circumstances (care of terminally ill clients, Safeguarding issues, e.g. abuse, self-neglect).

Require to work with clients who may present with challenging behaviour daily or as requested by qualified nurses/healthcare assistants working in homes.

Working Conditions

Tell us about the nature, level, frequency and duration of demands arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise, and fumes) and hazards, which are unavoidable (even with the strictest health and safety controls), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Managing the working environment, ensuring safe for self, colleagues, clients and others, taking the necessary action in relation to risks and hazards.

Occasional highly unpleasant conditions - Verbal or physical aggression on visits/required to respond to healthcare assistants when called to do so.

Body odours on a daily basis, dust, noise/ Body fluid when supporting vulnerable individuals who require assistance.

Any other information

Include any information that you believe is important to ensure that we have a sound understanding of the role that is not included anywhere else in the form.

Review and respond to witness statements and legal arguments in relation to learning disability clients within their care.

Coordinate and consult with other agencies in relation to court proceedings and sharing information with the law office in relation to learning disability clients within their care.

Give instruction to the Law office where required in relation to learning disability clients within the community in their care.

Prepare court statements and reports where required in relation to learning disability clients within their care.

Represent the service in court hearings where required in relation to learning disability clients within their care.

ONE GOVERNMENT



Date of Evaluation

Post Number

Post Band