We believe that people should be looked after with the utmost dignity and respect and are proud of the high standards we achieve through a continuing philosophy of developing standards and delivering service.

REGISTERED GENERAL NURSE

TIME COURT NURSING HOME, CHARLTON, LONDON

£13.47 PER HOUR, 25 HOURS PER WEEK

As a Registered Nurse, you will have previous experience of working in a care environment and will have gained skills that enable you to take charge of a busy nursing home.

As well as the ability to liaise with G.P's and other health professionals, you must also be able to organise, supervise and aid the development of the care staff. You will be required to develop and maintain residents care plans and participate in quality and risk assessments. This role also requires you to demonstrate competency in functional literacy and numeracy, and have excellent communication skills with a strong awareness of the needs of older people.

Our excellent benefits package includes 33 days annual leave, pro rata (including bank holidays) and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SC3128.

Closing date: 5pm on 27th February 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Care Limited is a subsidiary of Sanctuary Housing Association, an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Sanctuary Care

ROLE PROFILE REF: CL3F

Role Title	Registered Nurse (Level 1)
Reporting to	
Role Purpose	To prescribe, deliver and supervise care and nursing services in accordance with external and internal standards and procedures

Key Result Areas (KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)	**Key Elements** (Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).	**% Time** (Current priority for each KRA)
Nursing Care Ensure the delivery of a quality care service	• Prepare, agree and monitor residents care plans • Deliver care to expected quality standards • Participate in the completion of quality and risk assessment • Attend routine reviews with health and social services staff • Oversee and monitor contacts with relatives and visitors of residents • Advocate on behalf of your clients by ensuring their interests and rights are promoted and protected	
Supervise Staff Ensure optimum individual/ team performance	• Support and develop care staff through appraisal • Carry out effective work place supervision and training • Identify and monitor performance issues • Maintain staff establishment as set by rotas	
Compliance Ensure legislative and company standards are met and maintained	• Adhere to standards of clinical practice • Monitor staff compliance with procedures • Minimise waste and adhere to local budget requirements • Report inappropriate practices and residents complaints to the Nurse in Charge	

Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

Core Competencies (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Adapt to change React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations	1	• Understand and recognise need for change • Accept change is ongoing • Be open to new ideas • Look for new and better ways of doing things • Remain focused on goal • Review and monitor systems and make changes if needed • Do not change if the best already exists • Learn from change
Communicate well with others Listen to the needs of others and convey information clearly and accurately	1	• Be patient, polite, approachable and helpful • Empathise with people from all backgrounds and cultures • Respect opinions and views of others • Tell the right things to the right people at the right time in the right way • Present written material in a professional way • Use discretion appropriately, maintain confidentiality • Adapt to any special communication needs people have • Use body language effectively and understand its effects on others
Get the best out of self and others Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop	2	• Agree and set clear objectives for staff and carry out regular performance development sessions • Be fair, consistent and unbiased in managing staff taking into account their differing backgrounds, skills and experiences • Be approachable, supportive and keep confidences to build working relationships based on trust • Give credit where credit is due; make others feel valued • Know how to motivate people and build teams, create enthusiasm and commitment • Recognise potential in others and encourage self development • Provide regular constructive feedback
Impress the customer Ensure service provided consistently meets customer needs	2	• Encourage and support staff to be client focused and creatively deal with queries/issues • Seek and monitor satisfaction levels responding appropriately • Review existing practices and procedures in customer service, to ensure they are accessible to everyone, take into account any special needs they may have • Offer a responsible service tailored to client needs • Ensure delivery of a top quality service • Make clients aware of what else they might need or may be useful • Successfully attract new customers • Deal effectively with complex and sensitive issues
Work well with others Contribute towards working as part of a team and involve others through liaising and building trust	1	• Know when you have the power/authority to make decisions and when to seek help • Be flexible • Share credit and responsibility • Share ideas, skills and knowledge • Work towards the common goals of the team • Be prepared to listen and support other team members and staff in the wider organisation • Understand own/others roles and impact upon each other • Be aware of own role in organisation and how it contributes to organisation strategy

Role-specific Competencies (Role-specific competencies are those Competencies which may apply specifically to the role)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)

Make decisions and implement solutions Reach decisions to resolve problems	1	• Make realistic, workable and timely decisions and know when need more time to make the decision • Be aware of the consequences/knock on effects of decision/problem • Accept could get it wrong • Be able to identify, describe and define the problem • Prepare to make the decision/solve the problem, seeing it through accepting full ownership • Engage in meaningful consultation and check all facts before making the decision
Plan and organise effectively Plan, prioritise and think ahead to maximise efficiency and meet deadlines	1	• Identify priorities and work within deadlines • Think ahead • Be realistic about the time it takes to do things • Monitor progress to keep on track towards objectives and review plans • Have a plan B • Ask for help to decide priorities when there are conflicting demands • Be aware of impending tasks and targets • Document work so others can take over in absence

Expertise in Role (Role-related knowledge, skills & experience required at selection)

(Although all these requirements must normally be met on appointment, in special circumstances a candidate may be appointed who does not meet a particular requirement. This is providing that the shortfall can be made good in a reasonable time, and the candidate brings other skills, knowledge or experience which are valuable to the role and the organisation)

Clinical/technical skills/knowledge and/or functional experience for the role:

- Good communication skills including clear written and spoken English
- Prepared to undertake on-going training
- 12 months post registration experience

Relevant clinical/technical, vocational or educational qualifications for the role:

- Registered Nurse level 1 and proof of clinical update
- Registered Mental Nurse level 1 and proof of clinical update (if applicable)

Knowledge of software packages:

- N/A

Staff management skills/experience:

- Evidence of achievement in directly supervising staff

Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Sanctuary Care Induction Programme undertaken
- Individual training in policies, procedures and service standards
- Establish relationships with key contacts
- Understands own role and objectives
- Trained in internal IT systems relevant to role

Estimated time to complete initial induction & training 9 months

How would trained & proficient performance be displayed?

(After completion of initial induction & training and after a further period of time in the role (normally at least equal to the period of the induction and training), the role holder should be able to demonstrate the following:)

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work

Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Residents	%	Internal	%	External	%
1	Routine Information Exchange	✓		✓		✓	
2	Agreeing and Interpreting						
3	Leading and Influencing						

Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Care Home based throughout all units of the home
- Shift work required
- Required to act as designated “Nurse in Charge” of the home in absence of senior staff
- Required to maintain a high level of confidentiality at all times