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.

SENIOR STAFF NURSE – MENTAL HEALTH

MEADOWS HOUSE, KIDBROOKE, LONDON

£30,030 PER ANNUM, 37.5 HOURS PER WEEK

If you have good post-registration experience, this is the perfect opportunity to advance your career, helping older people have the life they deserve.

We are looking for an enthusiastic Registered Nurse Mental Health to lead our nursing unit for elderly residents living with Dementia who present with challenging behaviors. You will also work with the Home Manager in developing specialist care.

The successful candidate will have good management skills to support staff and ensure that person centered care is delivered. Good end of life care for residents with mental health needs is a fundamental aspect of care delivery in the unit so experience in this area is desirable. It is also essential that the candidate has previous experience of working in a Nursing Home on a permanent basis for a minimum of one year and that they have extensive knowledge of Dementia.

Working in an area of care where agendas are constantly changing, you will need the skills to work with and support a variety of professionals from different agencies. A working knowledge of continuing care legislation is essential. Experience of managing budgets would also be beneficial.

Our excellent benefits package includes 33 days annual leave (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:SC3182.

Closing date: 5pm on 2nd April 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.

Sanctuary Care

ROLE PROFILE REF: CL2F

Role Title	Senior Staff Nurse
Reporting to	
Role Purpose	To develop a quality service that meets with registration, legislative and organisational requirements in conjunction with Deputy Manager

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)
Manage Staff Manage staff to ensure optimum individual/team performance	• Deputise for Deputy Manager • Assist with the recruitment, development and training of staff • Motivate staff to achieve agreed targets and deadlines • Communicate with staff through regular briefings • Devise effective and well run rotas in conjunction with the Deputy Manager • Manage staff performance informally and through the performance review process	
Nursing Care Ensure the delivery of a quality care service	• Prepare, agree and monitor residents care plans • Deliver care to agreed quality standards • Participate in the completion of quality and risk assessment • Ensure quality services are carried out by staff • Attend routine reviews with health and social services staff • Oversee and monitor contacts with relatives and visitors • Respond effectively to residents complaints	
Quality Assurance Ensure personal and nursing care is delivered to a high standard	• Promote clinical governance to meet best practice • Set targets for nursing and care staff and monitor output against standards • Ensure quality services are carried out by acting as a role model to staff • Promote the empowerment of resident choice • Monitor budgets and expenditure at unit level • Promote and monitor relationships with residents, relatives and visitors	
Compliance Ensure legislative and company standards are met and maintained	• Promote standards of clinical practice • Maintain and monitor procedures	

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*	2	• Listen to others and ask questions to clarify points and sum up to ensure others understand • Be clear, concise, precise, use plain language • Be positive and constructive even under duress; Keep cool under pressure • Put across complex ideas simply both orally and in writing • Show sensitivity and understanding in every situation • Prepare in advance for discussion, identify key issues and develop valid responses • Achieve a constructive conclusion, even in difficult situations • Effectively use a wide range of communication tools and techniques • Ensure that any special communication needs are met • Provide reasoned, logical argument
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
- 1 years experience of clinical supervision of staff
- Proven relevant experience in care of older people (1 year minimum)

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

- Registered Nurse level 1 and proof of clinical update
- QCF Assessor (D32 / D33) desirable or willingness to achieve

Knowledge of software packages:

- Basic knowledge of Microsoft Word or similar
- Basic knowledge of Microsoft Excel or similar

Staff management skills/experience:

- Supervisory experience (12 months minimum)

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 12 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 working 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