Job Description

Clinical Lead (Deputy Care Manager)

About Blind Veterans UK

Blind Veterans UK helps vision-impaired ex-Service people of every generation rebuild their lives after sight loss. Since 1915 we have provided rehabilitation, training, practical advice and emotional support to tens of thousands of blind veterans. **We help blind ex-Service men and women lead independent and fulfilling lives by supporting them with our in-depth expertise, experience and full range of services.**

We have a new corporate strategy, Victory over Blindness 21, which aims to future proof the charity and provide the best possible support to blind veterans today and for decades to come.

We currently support approximately 4,500 veterans, more than ever before in the charity's history. We know that our current, and future, membership is aging. In five years, more than 40 per cent of the blind veterans we support will be over 90. That's why we are investing in our community-based teams to make our services more accessible to our members.

Our values

Our values underpin the way we work and interact with each other, and how we deliver services to members. Built around the central statement "We work together as One Team", our values are:

* **Caring** is at the heart of everything we do
* We **enable** and trust each other
* We foster a **pioneering** spirit
* We celebrate **success**!

Our culture

Our Culture Statement describe the vision of our culture and is the anchor point for how we talk about it and is the handrail we use to aid our behaviour and attitude to working practises and create a fantastic place to work and, ultimately, allow us all to best support blind veterans.

The Culture Statement, which describes the future ’Blind Veterans UK Way’, can be found [**here**](https://blindveterans.sharepoint.com/sites/intranet/PublishingImages/Pages/AboutUs/Culture%20Statement.pdf) **and our** [**Vision, Mission, Values and Culture are detailed on our website**](https://www.blindveterans.org.uk/about/our-vision-mission-values-and-culture/)

The basics

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| Job title | Clinical Lead (Deputy Care Manager)  |
| Grade (TBC) |   |
| Post reports to | Health and Wellbeing Manager  |
| Directorate   | Operations |
| Team  | Health and Wellbeing |
| Budget Responsibility |  |
| Number of Direct Reports |  TBC  |
| Location | Brighton/Rustington |

The purpose of the role

This role requires excellent leadership, which engages, inspires and motivates a health care team, delivering first class care and support to our Blind Veterans.

To promote a culture of continuous improvement and collaboration across the department and across the centre. Ensure a thriving centre environment, that promotes positivity, fun and inclusivity for staff, volunteers, visitors, and residents, which is reflected in their feedback.

The Clinical Lead role holds responsibility for the running of health care within the Centre, supporting the delivery of a programme of high-quality evidence-based wellbeing activity breaks and holidays to our members and other customers.

The role requires excellent skills in leadership, which creates a highly positive and solution focused working culture, which engages, inspires and motivates others within a highly positive working culture.

Main accountabilities

* Be responsible for and take charge of the smooth running of the care department and attend Centre meetings.
* Work alongside the Registered Care Manager and Centre Leadership Team to ensure compliance in relation to the standards & regulations as set out by the regulatory authorities and bodies that govern the provision of nursing and health care services (Care Quality Commission, Care Inspectorate Wales, Nursing and Midwifery Council).
* Maintain all aspects of the planning, running and ongoing monitoring of the centres registered care floors.
* Have oversight of rota management, ensuring sickness and annual leave cover is arranged in a timely manner and that the skill mix ensures the continuation of high standards of support to our members and other beneficiaries is always maintained. This will mean covering shifts where necessary to ensure adequate support is available to members at all times.
* Work alongside the Practice Development Nurse to audit and review all relevant documentation to ensure high standards of record keeping are maintained at all times.
* Ensure the nursing and care staff operate within the charity’s values and ethos. Through leading by example, you will be a visible presence on the care floor working alongside the care and nursing staff to meet the needs of our beneficiaries.
* Ensure staff are trained, supervised, supported, and empowered to deliver a high-quality service to our members and other beneficiaries. This will involve direct line management, supervision, coaching and guidance, demonstrating excellent leadership skills at all times.
* To ensure high-quality nursing and care services are delivered to members and other beneficiaries in line with the charity’s policies and procedures.
* You will ensure members and other beneficiaries are at the heart of the services received, and the needs of our members are identified and met through appropriate assessment, planning, reviewing and delivery of care and support.
* Oversee and ensure compliance in relation to confidentiality, safeguarding and risk management procedures to ensure that members’ safety and wellbeing are safeguarded in a timely and responsive manner.
* As Infection Control Lead, be responsible for the implementation of infection control in line with the charity’s policies/PHE Guidelines and assist the Registered Manager in ensuring that high standards of hygiene are always enforced.
* Effectively communicate with internal and external colleagues to ensure the members receive a high-quality service from the charity and that members needs are appropriately identified and met.
* Work collaboratively with the Wellbeing Support Lead and the MDT Lead to ensure that all inhouse and wellbeing programmes are well resourced and supported.
* Manage a small devolved budget

Other dimensions of role

* This post will be required to make timely decisions independently, demonstrating accountability when operating in a solution focused environment.
* In the absence of the Health and Wellbeing (Registered) Manager, you will deputise on their behalf.
* Promote a culture in which safeguarding is openly discussed and can be readily reported.
* This role will also have a strong link with the health and well-being team at our other Centre which will allow for great clinical support as well as collaborative and innovative work
* The post is largely self-directed with high levels of operational decision making, supervising and autonomy.
* The role requires the post holder to communicate in a variety of styles and formats, both written and verbal, on a regular basis, in order to influence, inform and advise staff and members and other beneficiaries regarding wellbeing and services at the Centre.
* Ensure that all member feedback from the Care Department is collected and collated working with the Hospitality Lead to ensure continued service development and compliance with inspections related to regulatory compliance.
* Attend relevant internal and external training courses, as agreed with your line manager.
* Engage actively with our volunteers as appropriate and within the scope of the post.
* Undertake any reasonable tasks from time to time at the line manager’s request, as may be deemed appropriate within the scope of the post

Qualifications, experience and skills

Essential:

* NMC Registered General Nurse
* Hold NVQ level 5 Health and Social Care.
* Understanding of the standards & regulations as set out by the regulatory authorities and bodies that govern the provision of nursing and health care services (CQC, CIW, NMC).
* Knowledge of Health and Safety in relation to delivering Care.
* To act in accordance with the Nursing & Midwifery Council Scope of Professional Practice and ensure registration is always maintained ensuring continued professional development.
* Experience of managing care team
* Responsible for managing a devolved budget and ensuring effective use of people and resources.

Desirable:

* Leadership & Management experience within a healthcare setting.
* Previous experience of autonomy and decision making
* Ability to effectively communicate with internal and external stakeholders
* Ability to lead by example, providing inspiration leadership and support to a large team
* Ability to lead and inspire staff through effective line management
* Ability to challenge poor practice/performance
* Work in solution focused way/ high paced environment
* Oversee care and support to complex cases with beneficiaries with multiple and variable support needs
* Experience of completing and implementing risk assessments
* Experience of working in non-traditional care setting eg rehabilitation service.
* Experience of Visual Impairment
* Understanding of the Military Community

This Job Description is a guide to the work the job holder is required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of the Contract of Employment.