

## PERSON SPECIFICATION

Moving into a residential or nursing home can be a stressful and anxious time for residents, carers and relatives. We will show empathy, sensitivity, compassion and understanding at all times.

Kind	Behaviour we expect	Behaviour we will not accept
Safe	✓ <b>Treat</b> everyone in a friendly, courteous manner, smile & make eye contact	
	✓ <b>Help</b> anyone who appears lost	
	✓ <b>Listen</b> to the wishes and preferences of patients	✗ <b>Forgetting</b> we are here to provide a service to residents
	✓ <b>Treat</b> patients & colleagues with dignity & respect	✗ <b>Criticising</b> colleagues/disagreeing with them in front of residents, visitors and other staff
	✓ <b>Understand</b> people come from varied backgrounds; challenge bias, prejudice & intolerance	✗ <b>Appearing</b> unapproachable or moody
	✓ <b>Follow</b> FJS's procedures for hand hygiene and infection control	✗ <b>Imposing</b> personal beliefs and opinions on residents
	✓ <b>Maintain</b> privacy and ensure confidential information is kept safe and secure	✗ <b>Blaming</b> others/other departments for mistakes
	✓ <b>Learn</b> from mistakes & ask for support where necessary	✗ <b>Wearing</b> inappropriate dress/or having an unprofessional appearance
	✓ <b>Respond</b> promptly to call bells, telephones & other requests for help	✗ <b>Being</b> unsupportive of change/of new ideas for improvement
	✓ <b>Ensure</b> appearance is professional & name badge is visible	✗ <b>Moaning</b> and demoralising others without making an attempt to change things
Excellent	✓ <b>Keep</b> work area clean, tidy & pick up litter when you see it	
	✓ <b>Use</b> plain language & speak in English when carrying out duties	
	✓ <b>Provide</b> consistently high quality care & service	
	✓ <b>Look</b> for better ways of working to achieve improvements	
	✓ <b>Respect</b> residents' time; apologise & explain if we keep people waiting	
	✓ <b>Question</b> poor practice process & behaviour	
	✓ <b>Access</b> opportunities for learning & development	
	✓ <b>Uphold</b> the values and be proud to be part of FJS	

**PERSON SPECIFICATION****Post Title:** Clinical Manager**Department:** Nursing and Residential Services

\* Key: AF = Application Form

C = Certificate

I = Interview

<b>Factors</b>	<b>Essential Criteria</b>	<b>* How Evidenced</b>	<b>Desirable Criteria</b>	<b>* How Evidenced</b>
COVID Vaccination	From November 11th 2021 it is national requirement that anyone entering a care home to be fully vaccinated	COVID pass		
<b>Qualifications</b>	Registered Nurse (RN) qualified	AF & C	Management Qualification (RMA) or other	AF & C
<b>Experience</b>	Minimum of 5 years RN experience in a similar role	AF & I	Previous experience as a Registered Manager with some dementia care experience	AF & I
	Managerial and/or Team leadership qualities and demonstrative experience	AF & I	Experience of leading a team in a large corporate care home setting	AF & I
	Planning and management of staff duty rota systems	AF & I	Good knowledge of rotas and multi site management	AF & I
	Knowledge of CQC and Essential standards of care	AF & I		
<b>Emotional Intelligence</b>	Able to relate well to other people	I		
	Able to demonstrate empathy for the needs of residents	I		
	Able to relate well to the importance of maintaining the dignity and respect of residents	I		
	Able to demonstrate understanding of the importance to work toward a person centred approach to all staff and care delivery	AF & I		
<b>Knowledge</b>	Understand the importance of confidentiality and demonstrate a knowledge of how it can be maintained	AF & I		
	Able to demonstrate a good understanding of Safeguarding of Vulnerable Adults policies and procedures	AF & I	Experience of working on Safeguarding investigations	AF & I

	Awareness of the Mental Capacity Act 2005	AF & I	Training certificate in Mental Capacity	C
	Awareness of Infection control procedures	AF & I	Training certificate	C

<b>Factors</b>	<b>Essential Criteria</b>	<b>* How Evidenced</b>	<b>Desirable Criteria</b>	<b>* How Evidenced</b>
<b>Skills</b>	Excellent verbal and written communication skills	AF & I		
	Basic level of numeracy	AF		
	Basic level computer skills	AF	Knowledge and /or experience of using Microsoft Office packages. Knowledge and/or use of other electronic databases	AF
	Attention to detail	AF & I		
	Able to recognise and prioritise workload effectively, especially in an emergency situation	AF & I		
	Able to recognise the situation when a more senior member of staff is required	AF & I		
<b>Additional Requirements</b>	Knowledge of Basic Health & Safety requirements	AF & I		
	Committed to providing excellent resident care	AF & I		
	The ability to understand and behave at all times, towards residents, visitors and colleagues according to the Company's Code of Conduct.	AF & I		