

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
<ul style="list-style-type: none"> ✓ Treat everyone in a friendly, courteous manner, smile & make eye contact ✓ Help anyone who appears lost ✓ Listen to the wishes and preferences of patients ✓ Treat patients & colleagues with dignity & respect ✓ Understand people come from varied backgrounds; challenge bias, prejudice & intolerance 	<ul style="list-style-type: none"> ✓ Follow FJS's procedures for hand hygiene and infection control ✓ Maintain privacy and ensure confidential information is kept safe and secure ✓ Learn from mistakes & ask for support where necessary ✓ Respond promptly to call bells, telephones & other requests for help ✓ Ensure appearance is professional & name badge is visible ✓ Keep work area clean, tidy & pick up litter when you see it ✓ Use plain language & speak in English when carrying out duties 	<ul style="list-style-type: none"> ✗ Forgetting we are here to provide a service to residents ✗ Criticising colleagues/disagreeing with them in front of residents, visitors and other staff ✗ Appearing unapproachable or moody ✗ Imposing personal beliefs and opinions on residents ✗ Blaming others/other departments for mistakes ✗ Wearing inappropriate dress/or having an unprofessional appearance ✗ Being unsupportive of change/of new ideas for improvement ✗ Moaning and demoralising others without making an attempt to change things
<p>Safe</p>	<ul style="list-style-type: none"> ✓ Provide consistently high quality care & service ✓ Look for better ways of working to achieve improvements ✓ Respect residents' time; apologise & explain if we keep people waiting ✓ Question poor practice process & behaviour ✓ Access opportunities for learning & development ✓ Uphold the values and be proud to be part of FJS 	
<p>Excellent</p>		

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Post Title: Clinical Manager

Department: Nursing and Residential Services

* Key: AF = Application Form C = Certificate I = Interview

Factors	Essential Criteria	* How Evidenced	Desirable Criteria	* How Evidenced
Qualifications	Registered Nurse (RN) qualified	AF & C	Management Qualification (RMA) or other	AF & C
Experience	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		
Emotional Intelligence	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		
Knowledge	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

Factors	Essential Criteria	* How Evidenced	Desirable Criteria	* How Evidenced
Skills	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		
Additional Requirements	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		