**PERSON SPECIFICATION**

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| **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** |
| ✓ | **Treat** everyone in a friendly, courteous manner, smile & make eye contact |  |  |
| ✓ | **Help** anyone who appears lost |  |  |
| ✓ | **Listen** t the wishes and preferences of patients | 🗶 | **Forgetting** we are here to provide a service to residents |
| ✓ | **Treat** patients & colleagues with dignity & respect | 🗶 | **Criticising** colleagues/disagreeing with them in front of residents, visitors and other staff |
| ✓ | **Understand** people come from varied backgrounds; challenge bias, prejudice & intolerance | 🗶 | **Appearing** unapproachable or moody |
| **Safe** | ✓ | **Follow** THE FED’s procedures for hand hygiene | 🗶 | **Imposing** personal beliefs and opinions on residents |
| ✓ | **Maintain** privacy and ensure confidential information is kept safe and secure | 🗶 | **Blaming** others/other departments for mistakes |
| ✓ | **Learn** from mistakes & ask for support where necessary | 🗶 | **Wearing** inappropriate dress/or having an unprofessional appearance |
| ✓ | **Respond** promptly to call bells, telephones & other requests for help | 🗶 | **Being** unsupportive of change/of new ideas for improvement |
| ✓ | **Ensure** appearance is professional & name badge is visible | 🗶 | **Moaning** and demoralising others without making an attempt to change things |
| ✓ | **Keep** work area clean, tidy & pick up litter when you see it |  |  |
| ✓ | **Use** plain language & speak in English when carrying out duties |  |  |
| **Excellent** | ✓ | **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 THE FED |  |  |
| Innovation and excellence in health & social care | THE FED |

**PERSON SPECIFICATION**

**Post Title: Registered Nurse Department: Clinical**

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| **Factors** | **Essential Criteria** | **How Evidenced \*** | **Desirable Criteria** | **How Evidenced \*** |
| **Qualifications** | RGN Level 1 |  AF/I | RGN/RNMH | Certificate |
| **Experience** | Medication administration | I |  | AF/I |
|  | Writing care plans and care planning/reviews | I |  |  |
|  | Experience of delivering person centred care | I |  | AF/I |
|  | Knowledge of caring for the elderly  | AF/I | Previous care home work/experience of dementia related illnesses | AF/I |
| **Knowledge** | Demonstrate empathy for the needs of residents | I |  |  |
|  | Understand the importance of confidentiality and demonstrate a knowledge of how it can be maintained | I |  |  |
|  | Relate well to others | I |  |  |
|  | Decision making skills | I |  |  |
| **Skills** | Excellent communication skills | I |  |  |
| To be able to lead a team | I | Previous experience of working as an RGN in charge of a shift at night |  |
| Attention to detail | I |  |  |
| Able to recognise and prioritise workload effectively, especially in an emergency situation | I |  |  |
| Computer literate | I |  | AF/I/Certificate |

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| **Additional Requirements** | Health & Safety requirements | AF |  |  |
|  | Committed to providing residents’ care | I |  |  |
|  | The ability to understand and behave at all times, towards residents, visitors and colleagues according to the Company’s values of **kind, safe** and **excellent**. This behaviour is outlined on the final page of this person specification. | I |  |  |
| **\* Key:** AF = Application Form | I = Interview | T = Test |