

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

**PERSON SPECIFICATION**

**Post Title:** Unit Manager

**Department:** 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>
<b>Qualifications</b>	Registered Nurse (RGN) qualified	AF & C	Management and/or Team Leading Qualification or willingness to work toward	AF & C
<b>Experience</b>	Minimum of 2 years RGN experience	AF & I	Chairing of meetings	AF & I
	Managerial and/or Team leadership qualities and demonstrative experience	AF & I	Experience or knowledge of carrying out audit, quality and risk management initiatives	AF & I
	Planning and management of staff duty rota systems	AF & I	Good knowledge of CQC staffing level requirements	AF & I
			Handling of complaints and incidents	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 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

Factors	Essential Criteria	* How Evidenced	Desirable Criteria	* How Evidenced
<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 values of <b>kind</b> , <b>safe</b> and <b>excellent</b> . This behaviour is outlined on the final page of this person specification.	AF & I		