



JOB DESCRIPTION

POST:	House Manager
GRADE:	Band 8a
ACCOUNTABLE TO:	Chief Executive Officer
RESPONSIBLE TO:	Director of Clinical Services
BASE:	Helen and Douglas House
DBS CHECK:	Enhanced & Barred

JOB SUMMARY:

To be responsible for the operational management and to contribute to the strategic planning of the clinical service provided by Helen House.

As a member of the clinical leadership team to set clinical direction, provide clinical expertise, role model behaviour and develop team culture.

As a member of the clinical leadership team, to participate in the development of clinical governance frameworks ensuring the safety and ongoing development of practice and service provision.

Work collaboratively with other clinical leaders to identify opportunities to improve quality, effectiveness and efficiency of services.

Translate the organisation's vision and values into meaningful actions for the Helen House Care Team.

Work collaboratively with other teams to support the achievement of wider organisational aims and objectives.

MAIN DUTIES AND RESPONSIBILITIES:

Service Management and Development

To be responsible for the operational management, quality and delivery of care provision in children's inpatient services within the organisation.

Working with other services, to promote and participate in the development and effectiveness of the holistic model of care.

To provide line management and support for Team Leaders within the Helen House Care Team.

Responsible for maximising and reviewing the use, efficiency and effectiveness of the provision of services, this includes:-

- Appropriate delegation of the responsibility for running the processes for bookings for children and families, referrals and reviews.
- Building and developing links with other provider services and professionals, raising the profile of Helen & Douglas House services and identifying opportunities for partnership working.
- Manage resources and develop expertise and expert practice.

Ensuring the safe provision of high quality services at all times, this includes:-

- Managing staffing levels to ensure safe practice in relation to occupancy.
- Establish and develop effective communication structures to ensure the timely and effective cascade of information.
- Responsible for ensuring all staff are aware of and act in line with legislation, regulation and organisational policies and procedures particularly safeguarding, medicines management and record keeping.
- Establishing mechanisms to encourage feedback from all stakeholders, identifying areas for improvement and implementing agreed changes.
- Identifying, supporting and promoting the learning and development needs of all clinical staff.
- Working with the Learning and Development Lead, developing new training in response to identified need.
- Ensuring compliance with mandatory and compulsory training.
- Responsible for the efficient and proper investigation of incidents and complaints and ensuring the effective implementation of subsequent actions and learning.
- With others, develop and implement innovations and practice improvements.

Governance

To actively participate in the development of policies, procedures and clinical practice ensuring they are in line with regulatory guidelines, and supporting the culture of continuous improvement through the clinical governance meetings.

Ensure that all policies, procedures and guidelines are implemented and adhered to and be able to demonstrate their effectiveness.

Participate in the preparation and planning for Care Quality Commission and other inspections. Take accountability, with the Director of Clinical Services for meeting the requirements and assist in the development and implementation of any required action plans.

Actively contribute to the clinical governance and quality assurance agenda, including incident reporting, complaints management, user surveys, clinical audit and other quality measures.

Ensure that record keeping is contemporaneous and of the highest standard

Resource Management

Take delegated responsibility for the management of the annual budget for Helen House and ensure that services are planned and operate within that budget.

Highlight any areas of opportunity or risk related to the achievement of financial targets to the Director of Clinical Services.

Responsible for ensuring that the staffing establishment is used efficiently and that the skill mix is appropriate to provide a safe and effective service.

Ensure the effectiveness of the clinical management of Helen House through the development and support of the Team Leaders and other clinical lead roles.

Responsible for ensuring the appropriate management of people resourcing within Helen House, including recruitment, retention, induction, performance management, absence management and the development of all Care Team staff in line with all policies and regularity requirements.

Ensure that structures to support and manage staff are implemented and used effectively.

Working in association with the volunteering team, identify, develop, support and promote the use of voluntary resources within the clinical services.

Clinical Practice

Maintain personal professional expertise in order to act as a resource and role model with the multi-disciplinary environment.

Work shifts on occasions as part of the care team to keep skills updated and to enable training and supervision to occur.

Develop personal and professional knowledge through critical self-appraisal, clinical supervision, networking with other health professionals and attendance at relevant courses and conferences.

Develop and maintain clinical supervision skills to provide staff supervision as required.

Other

Work collaboratively, particularly when developing new projects, with the fundraising team to generate funding for the organisation and the clinical teams, through hosting and engaging with donors.

Contribute to audit and research in palliative care and other areas of care relating to Helen & Douglas House. Encouraging and supporting all clinical staff in the development of their skills and knowledge in these areas.

To deputise for the Director of Clinical Services as required.

Take the lead in wider clinical projects as identified by the Director of Clinical Services.

April 2018

Helen and Douglas House General Responsibilities:

Every employee is required to:

- Adhere to and comply with organisational policies, procedures and guidelines at all times.
- Implement Risk Management strategies (including reporting, registering risk and learning) - taking all reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination.
- Comply with the organisational policy on confidentiality, information governance and the Data Protection Act 1998 as amended relating to information held manually or on computerised systems.
- Respect the confidentiality of children, young adults and staff and volunteers at all times.
- Promote and protect the privacy and dignity of children and young adults at all times.
- Comply with the requirements of the organisational Safeguarding Policy, and at all times during the course of employment act in such a way as to promote the wellbeing of children and other vulnerable people.
- Be accountable and responsible for following the Health and Safety Guidelines including the House Fire Policy and all other House policies and procedures; being proactive in the identification, reporting and management of hazards.
- Ensure compliance with Care Quality Commission (CQC), organisational and local House policies and guidelines, The Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 by everyone concerned.
- To maintain current registration with your professional body (if applicable). To ensure that your statutory professional updating and educational requirements are maintained and provide proof of renewed registration when this is due. To abide by your profession's published Code of Conduct; any breach of this Code of Conduct will be regarded as a disciplinary offence.
- Helen & Douglas House is fully committed to the principles and practices of equal opportunity and diversity. It recognises that the success of a business depends on people. Capitalising on what is unique about individuals and drawing on their different perspectives and experiences will add value to the way we do business and provide care. This principle is implemented in line with the provisions of the Equality Act 2010 which provides freedom from discrimination on the basis of 'protected characteristics', namely age, disability (which includes mental health and people diagnosed as clinically obese), race, religion or belief, sex, sexual orientation, gender reassignment (people who are having or who have had a sex change, transvestites and

transgender people), marriage and civil partnership, and pregnancy and maternity.

- Implement Health and Safety regulations – through risk assessment. Maintaining a constant awareness of health, welfare and safety issues affecting colleagues, service users, volunteers, visitors and themselves, reporting any accidents or faults in line with organisational policy, and fully participating in health and safety training.
- Maintain high standards of infection prevention and control practice throughout the performance of duties and in accordance with Helen and Douglas House Infection Prevention and Control Policies and Procedures.
- Comply with the requirements of the Disclosure and Barring Service Policy in relation to the undertaking of regular DBS checks, presentation of associated certificates, and immediate notification of any situation which may affect competence or professional registration.
- To promote a positive image of the House and the charity, and participate, as required, in external teaching or promotional sessions.
- Participate in personal professional training and development, appraisals and attend all relevant mandatory training courses as required.
- Take part in service or departmental evaluation as required.
- Embrace the volunteer culture which exists in the organisation

The post holder must act at all times in a professional and responsible manner and have due regard to confidentiality and Health & Safety legislation.

This is an outline job description and should not be regarded as an inflexible specification. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder. As a term of your employment you may be required to undertake such other duties, such as link roles, and/or hours of work as may reasonably be required, commensurate with your general level of responsibility with the organisation, at your initial place of work or at any other establishment.

Our working premises are no smoking areas

PERSON SPECIFICATION

Job Title: House Manager

Criteria	Essential	Desirable	Assessed by		
			A/F	I/T	R
Qualifications	Educated to Degree level or equivalent	Management qualification	A/F		
	Post Graduate Studies in a relevant field		A/F		
	Palliative Care Qualification or working towards one		A/F		
	Registered Children’s Nurse (RN Child)		A/F		
Experience	Registered Children’s Nurse with clinical management experience	Delivering care to patients with complex health needs	A/F	I/T	
	Symptom relief/management within palliative care		A/F	I/T	
	Managing and motivating a team	Budget-setting and monitoring	A/F	I/T	
	Clinical audit and evidence based research			I/F	
Skills	Excellent interpersonal skills and the ability to communicate effectively orally and in writing.			I/T	
	Evidence of advanced communication skills including proven ability in conflict management.			I/T	
	Ability to demonstrate a high level of clinical leadership and team building skills.			I/T	
	Good organisational and administration skills, including IT skills.		A/F	I/T	

	The ability to operate in a politically aware environment.			I/T	
	Teaching and presentation skills.			I/T	
Knowledge / Understanding	<p>Up to date with recent development in palliative care and nursing</p> <p>Professional accountability issues and scope of professional practice</p> <p>Clinical governance and the ability to ensure that practice is clinically effective</p> <p>Knowledge and experience of delivering clinical supervision</p> <p>Up to date knowledge of safeguarding issues.</p> <p>Health needs in a racially and culturally diverse population</p>	High level of knowledge of Child Protection issues		I/T	
Personal attributes / abilities	<p>Enthusiastic and highly self-motivated person.</p> <p>A team player with the ability to use own initiative</p> <p>Fully committed to the aims and objectives of Helen and Douglas House, and the pursuit of excellence for the organisation.</p> <p>A commitment to promoting equality of opportunity.</p> <p>A commitment to ongoing personal and professional development.</p>			I/T	
Other	Flexible approach to working hours			I/T	

	Current, full driving licence		A/F		
		It would be advantageous if the post holder was able to drive, for reasons of efficiency or to enhance service provision	A/F		
	Not on ISA Barred list from working with children/adults		A/F		
	Good attendance record			I/T	

Code: A/F – Application form, I/T – Interview/Test, R – References

Physical, Mental and Emotional Effort – House Manager

Physical Effort

On a typical shift, you would expect to transfer a child or young person up to 6 times. The child or young persons are transferred with mechanical aids such as hoists and trolleys, and manoeuvred into position for treatment/personal care or for transfer between bed and wheelchair. The child or young persons may be vulnerable, have severe scoliosis, brittle bones, absences or seizure activity and unable to assist in manoeuvres.

The manoeuvres can be tricky and require many skills, not only manual handling ones, but communicating with colleagues and child or young person, assessing how best and safely to transfer. This requires concentration and mental effort for short periods of time.

It also requires the use of specialist equipment, sustained effort and concentration, being aware and able to respond quickly and efficiently in the event of an unexpected incident.

There is physical effort involved in managing and responding to an emergency admission

Mental Effort

Concentration, communication and judgemental skills are frequently required when dealing with child or young person's, families and staff.

Concentrating for long periods of time at a computer working on projects and processes. Excellent communication skills and prolonged levels of concentration are required on shifts where one might be looking after a child or young person with severe physical and learning disabilities.

Frequently requires in depth mental attention when dealing with an unpredictable work pattern, i.e. issues and people one deals with on a day to day basis means planned activities may be interrupted and have to be changed in response to issues requiring an immediate response.

Proactive and reactive mental effort required with child or young person's, families, staff, external professionals, agencies and organisations on a frequent basis.

Occasionally one can spend a shift isolated whilst looking after one child or young person in their own room – particularly during the end of life stage or during periods of acute illness.

Emotional Effort

The day to day demands of the role are occasionally distressing and emotionally demanding as we meet the following elements of the role

Caring for people with life limiting illnesses and giving end of life care to child or young person, and support to families and friends and other staff members.

Occasionally dealing with child or young person who are in house for end of life care, unexpected deaths and imparting complex and, sometimes, distressing information and news to the child or young people themselves, relatives and staff members.

Supporting and managing staff when they are dealing with distressing or emotional circumstances (personal or work situations), or imparting unwelcome news to staff such as disciplinary matters.

Listening to and communicating with angry or distressed family members in difficult family situations.

Listening to and communicating with angry or distressed staff members.

Working Conditions

Frequent exposure to bodily fluids

Occasional risk of aggressive behaviour

Hazards: Some potential exposure to hazardous situations, which are controlled through Health and Safety Regulations

Budget and Financial Responsibility for

Budget responsibility for following Cost Centre(s)		
Delegated budget responsibility for following Cost Centre(s)		
	Income	Expenditure
Budget Value	£0	£0
Financial Authority Limit	£0	
Organisation Credit Card Limit	£0	
Information Governance: Accountable Officer	Yes/ No	
Information Governance: Senior Information Risk Officer (SIRO)	Yes/ No	
Information Governance: Information Asset Owner (IAO)	Yes/ No	
Information Governance: Information Asset Administrator (IAA)	Yes/ No	