

JOB DESCRIPTION



Residential Lead Band 7

1. JOB DETAILS

Job Title:	Residential Lead
Department:	Operations
Location:	Tyrwhitt House
Band:	7
Status:	Permanent
Hours:	Monday-Friday 09.00-16.30 with some flexibility to work evenings, weekends and shifts as required.
Reporting to:	Deputy Head of Operations England South
Line managing:	Senior Nurses

2. OVERALL PURPOSE

To be responsible for the day-to-day management of the residential service making best use of operational resources and supporting CQC regulatory requirements. To undertake the line management of designated staff. To promote therapeutic, recovery focussed, care and treatment and excellence in veteran mental health care. To develop and maintain good working relationships and communications with relevant internal and external stakeholders.

3. KEY RESPONSIBILITIES

To have day-to-day operational management oversight of the residential treatment programme at Tyrwhitt House ensuring the smooth running of a high quality programme, trouble shooting and escalating concerns as necessary.

To be a visible accessible, and authoritative leader for staff and veterans. To demonstrate good interpersonal, negotiating and influencing skills working autonomously to get the job done. Communicating effectively with a wide range stakeholders and staff at all levels of the organisation both verbally and in writing.

To oversee referrals and waiting lists, admissions and discharges, ensuring occupancy is maximised and safety maintained.

To ensure the CQC fundamental standards are achieved and support the service to meet CQC regulatory compliance.

To lead on recruitment, selection, induction, retention and annual appraisal of nursing staff. To ensure compliance with mandatory training and ensure other training needs are identified and actioned.

To ensure effective line management arrangements are in place for the registered nurses and RSW's and to manage temporary staffing needs, annual leave, and the duty rota to ensure safe staffing and the effective use of resources.

To manage staff attendance, sickness absence and performance and take decisions regarding disciplinary and capability issues.

To ensure effective arrangements are in place for the safe storage, administration, and management of medicines, ensuring that relevant legislation and policies are followed.

To ensure emergency equipment is serviced and checked.

To ensure Infection Prevention and Control policies and procedures are adhered to, including the management of Covid 19 risk reduction measures.

To ensure safeguarding policies and procedures are followed.

To work in accordance with the Health and Safety at Work Act, ensuring requirements are met, including regular review, and updating of risk assessments.

To ensure the safety, cleanliness and comfort of the physical environment, ensuring all audits and actions are completed in a timely manner.

To monitor standards of record keeping, ensuring they are high quality and comply with charity policies, Standard Operating Procedures and professional codes of conduct.

To ensure that complaints and incidents are reported and recorded, investigated as appropriate and lessons learned. Ensure debriefing takes place with staff and veterans following significant incidents.

To manage complex, sensitive and contentious information maintaining confidentiality at all times in line with local policies and legislation.

To participate in regular supervision and appraisal.

To maintain professional boundaries and working relationships with veterans and colleagues.

Represent operational services at various meetings as required and to ensure outcomes and actions of those meetings are communicated in a timely manner.

To monitor and report on quality and performance indicators.

To ensure compliance with audit programmes and undertake regular audits to monitor practice and performance in the residential service. To assist with data collection for research.

To seek, monitor and report on feedback from veterans' experience in respect of services offered demonstrating use of feedback to improve the service.

Implement, monitor, and recommend changes to Policies and Standard Operating Procedures.

Contribute to the development of business cases as required.

To provide senior management presence deputising for the Deputy Head of Operations as required.

To participate in the Combat Stress on-call rota.

To represent the charity in a professional manner and promote Combat Stress values and work to embed these within the service.

To undertake any other duties at the request of the line manager, which are commensurate with the role, including, but not limited to, absence cover and project work.

Signature – Job Holder

Date

Signature – Line Manager

Date