

JOB PROFILE LEAD ADMIRAL NURSE

JOB TITLE:	Lead Admiral Nurse
LOCATION:	Head Office and throughout North Tyneside
ACCPOUNTABLE TO:	Head of Charity Services
REPORTING TO:	Head of Charity Services
SALARY RANGE:	£38,461 to £43,289
HOURS:	Full time 36.25 hours/week
RESPONSIBLE FOR:	Responsible for Dementia Connection service including all staff and volunteers

PURPOSE:

To develop and manage the Dementia Connections service to meet the needs and aspirations of customers, their families and friends and to meet contractual obligations, statutory requirements and pre-determined service delivery standards. To lead and manage the organisation's Dementia Connections service

The post holder will join a national network of Admiral Nurses working within the practice development framework for Admiral Nursing provided by Dementia UK. To improve the experience of carers / families affected by dementia. * Dementia UK defines this as the person living with dementia and others who may be carers or family members. Admiral Nurses work together with families to provide support, expert guidance and practical solutions.

To line manage the Dementia Connections Service team, providing supervision and support in line with objectives and standards

To provide clinical leadership across the organisation's Dementia Connections Service and dementia related activities

To lead and motivate the team in meeting the care and support needs of customers in a way that promotes independence, respect and dignity of the individual.

To lead and motivate volunteers to add value to the work of the team.

To manage the performance of the team including financial, staff and service performance and to work to achieve key performance indicators set each year.

To take ownership of updating metrics into the Balance Score Card on monthly basis and provide narrative annotations to account for variations in performance.

To lead effective two way communication, delivering Group Briefings in a timely manner and consistent way whilst providing opportunities for the upward cascade of messages to the Senior Leadership Team

DUTIES AND RESPONSIBILITIES

1. Management Responsibilities

- To uphold and demonstrate at all times the Values and Behaviors of the Group.
- To work consistently to a high standard and demonstrate continuous improvement in line with the Group's Quality Assurance Framework.
- To assess, manage, control and report on risk in line with the Group's Risk Policy and Framework and to support the Group's Business Continuity Plan.
- To enable effective communication across the Group by creating opportunities for meaningful two-way dialogue.
- Lead on recording service performance within the Group's Balance Score Card.
- To work in 'line' with the Group's Policies and Procedures and Financial Regulations at all times.
- To act as Health & Safety Officer for your areas of work and be responsible for reporting on Health and Safety to your Head of Service in line with the Groups' Health & Safety Management System.
- To ensure compliance with the Group's Safeguarding Policies and Framework, and deal with safeguarding issues in line with company and North Tyneside's Multi Agency Policy.
- To manage all operational aspects of service delivery for the Dementia Connections service.
- To ensure compliance with external contract monitoring/funder requirements for your service/area of responsibility

- To be responsible for managing and controlling the Budget for your area of responsibility, using Designated Suppliers and the Groups Financial Regulations.
- To assist the Head of Service with any service improvement programmer that may be identified through inspection, audit or customer feedback.
- To ensure the Group's Equal Opportunities policies, principles and practices are observed and implemented throughout service delivery.
- To provide accurate and timely management information and reports to the Head of Service.
- To ensure your service area is subject to regular unannounced internal inspections and audits.
- To ensure that effective communication systems operate within the team and between the team, and other relevant disciplines and teams.
- To contribute to the development of internal policies, procedures and protocols relevant to Mental Health and Dementia Connections Services
- To assume responsibility for developing the Dementia Connections Strategy and to provide a consultancy and advisory role in dementia related activities across Age UK North Tyneside towards delivering the overall Age UK North Tyneside 2025 Strategy
- To consult and engage with older people and the wider community to identify needs and identify solutions that help to build resilience and self-management in dementia care
- To innovate and develop new programmes of dementia care that promote wellbeing and evidenced based best practice.
- To develop and implement a fundraising strategy to support the sustainability of the Dementia Connections Services.
- To assume overall accountability for the quality of services, developing service standard targets and meeting contract criteria, establishing methods of monitoring, assessing and maintaining performance.
- To encourage the involvement of volunteers in relevant areas of the function.
- To encourage the involvement of customer's in the delivery and development of services.
- To ensure training needs of staff are identified and delivered to meet legislative requirements and the organisation's base line standards for each post are met.

- To provide regular written reports on progress and development of projects, ensuring the Senior Management Team are kept informed and up to date at all times.
- To work in an open and supportive way which allows all staff to flourish, encouraging the sharing of information and ideas which contribute to the wider strategic management of the organisation
- Participate in project and service specific steering groups and develop and maintain positive working relationships with all partners.
- Support innovative dementia training and education for other professionals, to improve staff attitudes, knowledge, skills and confidence, in line with best practice and guidance.
- Participate in and/or lead formal training events promoting best practice in dementia care and disseminating Admiral Nursing work.
- Provide clinical leadership and act as a role model to others on the delivery of evidence based practice in dementia care especially to the Admiral Nurses
- Work in partnership with colleagues to provide support and information to families, including advance care planning, best interest decisions and end of life care.
- Work proactively with key local and national stakeholders to develop more integrated care pathways and holistic models of care, through dissemination of specialist skills and knowledge.
- Contribute to the development of local policies, procedure and protocols relevant to Admiral Nursing and the health and wellbeing of customers with dementia and their family/carers

2. Clinical Responsibilities

- Advise on the care of customers with dementia and their carers/families with complex care needs from peri diagnosis to post bereavement support.
- Provide specialist nursing assessment, using the Admiral Nurse Assessment Framework for carers/families affected by dementia. Identify complexities of dementia using advanced communication, negotiation and diplomacy skills.
- Work collaboratively with other professionals in the identification and management of co morbidities and frailty for customers and their carers/families.
- Implement and support the development of service
- Develop and support person-centred care plans for customers and their families including; managing distressed behaviours and positive risk management

- Deliver relationship and family-centred approaches to care, which meet the physical and mental health needs of customers and carers/families.
- Provide a range of psychosocial interventions and emotional support to promote health and wellbeing for customers and their carers/families.
- Support customers with dementia, carers/families and staff and other health and social care professionals to understand and respond to changes in behaviour and relationships as a result of dementia.
- Ensure that all legal requirements relating to mental capacity, safeguarding and mental health are considered and adhered to in relation to customers.
- Act as an advocate for customers and their carers/families to promote their rights and best interests.
- Participate and lead on case conferences, continuing health care processes and best interest meetings where required.
- Work collaboratively with health, social and voluntary sector services to achieve coordinated and integrated care.
- Manage complex care transitions for customers and their carers/families to reduce the frequency of crisis situations.
- Support innovative dementia training and education to improve staff attitudes, knowledge, skills and confidence in line with best practice and guidance
- Work proactively with key local and national stakeholders to develop more integrated care pathways and holistic models of care, through dissemination of specialist skills and knowledge.
- Deliver and support evaluation as guided by Age UK North Tyneside and Dementia UK.

3. Professional

- Ensure all nursing practice is carried out in accordance with the agreed policies and procedures of Age UK North Tyneside, Dementia UK and the NMC Code 2015.
- Recognise the limits of own competency and professional boundaries and make appropriate and timely referrals to other services where required.
- Ensure that clinical records are up to date and maintained and stored appropriately in line with local and national guidance.

- To attend and actively participate in monthly practice development days, clinical supervision, and continuing professional development, including the Admiral Nurse Competency module and the Admiral Nurse Forum, as supported by Dementia UK.
- To develop own competence through use of the Admiral Nurse Competency Framework, portfolio development, and 'Pebble Pad' (e-portfolio)
- Apply the Admiral Nurse Competency Framework at an enhanced specialist level including person centred care, therapeutic skills, triadic relationships, sharing knowledge, best practice and critical reflective practice.
- To maintain professional registration in line with NMC guidance, including re-validation
- Ensure own (and others) compliance with Trust clinical governance requirements.
- Participate in clinical supervision/mentoring/appraisals within Age UK North Tyneside where required.
- Maintain up-to-date knowledge of evidence-based recommendations on supporting people with dementia and their carers/families.
- Be aware of current research related to dementia treatments/interventions and support people with dementia/carers/families to get involved in research where appropriate.

4. Compliance

- To work in line with Age UK North Tyneside's Policies and Procedures as relevant to the role
- To support management of the project budget in line with the organisation's financial regulations and procedures
- To ensure all outcomes and outputs for the project are achieved and reported in line with funder and organisational requirements
- To ensure health and safety procedures are followed at all times

5. Service Standards

- To work consistently to a high standard and demonstrate continuous improvement
- To uphold and demonstrate to others how the values and behaviours of the organisation are upheld
- To ensure effective networking and liaison with other agencies by participating in relevant meetings and representing the values and policies of Age UK North Tyneside

6. Delivering as a Team Member

- Develop and maintain effective user involvement and feedback on the service with the other service managers within the organisation
- Establish effective relationships with key stakeholders
- Represent the organisation externally where appropriate to area of responsibility

7. Quality Assurance

- To ensure compliance with the Quality Assurance System
- To support complaint investigation to address identified weaknesses.

8. Health & Safety

- To act as a role model to ensure good Health & Safety practices are carried out in line with the organisations Health & Safety Management system.

9. Equality & Diversity

- To act as a role model to support staff and volunteers to maintain, understand and comply with equality & diversity good practice.

10. Business Reputation

- To act as the key contact point for customers in the service ensuring that a high quality and effective service is delivered
- To ensure that all contacts at all levels are treated promptly, efficiently and in a courteous manner that ensures a positive image of the organisation.
- To demonstrate the ethos and values of the organisations in all that we do with customers, the public and partners

11. IT & Data Protection

- To ensure confidentiality of information and data protection regulations are followed.
- Comply with the GDPR

PERSON SPECIFICATION	REQUIREMENTS
QUALIFICATIONS	<ul style="list-style-type: none"> • Registered Nurse (RMN/RNMH/RGN/RNLD) • Degree level qualification or equivalent demonstrable clinical experience. Post registration qualification / training in dementia • Formal knowledge of dementia/ older people acquired through clinical post-graduate education • Substantial clinical experience and formal knowledge of working with people affected by dementia and their carers/ supporters/ representatives in different settings, acquired through extensive clinical . • Management and relevant teaching qualification (although desirable this would not be essential)
EXPERIENCE	<ul style="list-style-type: none"> • Significant post-registration clinical experience of working with people with dementia and their carers/supporters in different settings, including community • Evidence of recent continuing practice development • Knowledge about Health and Wellbeing, Dementia, Integrated Care and Preventative services. • Experience of working with groups and individuals in a variety of roles and settings • Experience of group/ individual counselling skills (or willing to undertake training in the first 12 months) • Demonstrated experience of working as an autonomous practitioner • Demonstrated ability of evaluating clinical practice • Experience of leading a team. • Experience of undertaking staff performance reviews and planned development of staff. • Ability to use a range of therapeutic skills
SKILLS	<ul style="list-style-type: none"> • Proven track record of managing operational facilities and telephony management • Experience in leadership and motivational skills • The ability to demonstrate a polite, tactful and friendly attitude in all situations as appropriate • Skills in meeting target objectives and managing customer satisfaction levels • To possess excellent ICT, written & oral communication skills • Collaborative and multi-agency working • Enhanced knowledge of dementia and therapeutic working with families and organisations • Ability to critically appraise research to evaluate and enhance practice • Ability to write / present for a range of audiences.

COMPETENCIES	<ol style="list-style-type: none"> 1. Leadership -Lead and initiate change to drive business improvement and strategic advantage 2. Team Working-Creates positive team dynamics that will improve reputation and performance 3. Problem Solving -Identifies business opportunities, creating and leading the plans to deliver success 4. Communications skills -Articulates with passion, clarity and purpose; adapting style to influence business priorities 5. Drive for Achievement-Sets stretching objectives, leads and motivates self, team and individuals to deliver. 6. Organisational Awareness-Continually promotes and builds Group's reputation with all stakeholders 7. Personal responsibilities -Acts with integrity and fairness at all times to support an environment free from discrimination 8. Planning & Group-Initiates and reviews efficient processes and embeds them to remove ambiguity and improve effectiveness 9. Customer Focus-Ensures the Customer is at the heart of business strategy and decision making.
VALUES	<ul style="list-style-type: none"> • Positive – We welcome challenges and celebrate achievements • Inclusive – We involve, consult and work together • Respectful – We treat others as they would want to be treated • Realistic – We are open and truthful whilst remaining ambitious • Empowering – We support older people to achieve their goals • Excellent – We strive to excel in making a real difference
BEHAVIOURS	<ul style="list-style-type: none"> • Working with Others: Building and maintaining relationships, Encouraging contribution, Working within teams • Managing Services: Managing resources, Managing people, Managing performance, Evaluating impact • Improving Services: Ensuring customer safety, Encouraging improvement and innovation • Demonstrating Personal Qualities: Developing self-awareness, Managing yourself, Continuing personal development, Acting with integrity encourages a high performing well motivated, adaptable team

I have read, understand and agreed to work in accordance with the Job Description as outlined:

Signed

Date

Name: