

**Nurse Service Manager**

**GRADE 8**

**Job Purpose**

The Nursing Service Manager will hold overall responsibility and management of the Nursing Team within the Small Animal Hospital. They will maximise the effective use of this resource to ensure excellence in patient care whilst meeting the objectives of the Small Animal Hospital and the Faculty of Veterinary Medicine.

**Main Duties and Responsibilities**

1. Line management responsibility of all nursing and clinical support staff within the Small Animal Hospital (SAH) to ensure the team contribute to the effective running of the organisation and facilitate ongoing income generation.
2. Manage staffing requirements to ensure consistent cover to the SAH 24 hours a day, 365 days a year for both the referral and emergency first opinion businesses. To facilitate this, a variety of different shift patterns are utilised within the current workforce, overtime is identified and authorised, and casual workers and locum staff are engaged where required.
3. Have an excellent understanding of University HR policy and procedures. Resolve issues appropriately to ensure best outcome for employees and the University.
4. Ensure registered staff are working within regulatory frameworks and maintaining their expected level of professionalism.
5. Ensure clinical quality assurance measures and standards of professional practice are in place and validated, which contribute to appropriate healthcare outcomes.
6. Work with the leaders of the SAH services to understand their nursing requirements and to provide support to these services where possible by assigning additional or new duties to current employees, or by assisting in the development of a business case for a new position.
7. Responsible for recruitment and induction of all new support staff to the SAH and the ongoing training and development of current support staff to ensure University PDR and RCVS regulatory guidelines are being met.
8. Work with the Director of Commercial Operations and the Clinical Director to manage the effective use of materials, equipment and resources and to identify areas where savings can be made and/or spending reduced. Provide approval of purchases within the SAH.
9. Manage and oversea the finances of the department in line with budgets.
10. Review Health & Safety related regulations and risk assessments, monitoring nursing staff adherence to those policies within the hospital areas.
11. Develop and manage allocated ongoing projects within the hospital as agreed with the Director of Commercial Operations.
12. Carrying out nursing procedures and utilise key skills as and when required to provide a high standard of nursing support to patients under care of the hospital and the clients associated with them.
13. Manage staffing requirements to provide teaching support to the School of Veterinary Medicine in the form of clinical supervision and teaching of students within the SAH, clinical skills teaching within the clinical skills unit, and formative and summative assessments (DOPS and OSCEs) of all years of the veterinary undergraduate degree (foundation and clinical phases).
14. Ensure the provision of ongoing professional development as necessary in order to develop further knowledge and skills.
15. Ensure ethical guidelines are followed by all support staff when participating in clinical research within the SAH.

**Qualifications**

* RCVS Veterinary Nursing Qualification.

**Desirable**

* Diploma in Advanced Veterinary Nursing or Degree in Veterinary Nursing.

**Knowledge, Skills and Experience**

* Depth and breadth of knowledge within a clinical area/service and be recognised as a technical expert in this field.
* Full understanding of veterinary nursing and it’s role in the clinical care of patients.
* Extensive theoretical and practical knowledge of veterinary nursing.
* Knowledge of Health and Safety legislation and its relevance in all aspects of veterinary nursing.
* Management /Performance Management/Supervisory skills.
* Exceptional level of communication skills both orally and written.
* Ability to work on own initiative & as part of a team.
* Veterinary nursing skills to be able to provide cover for staff within most areas of the hospital if required.
* Ability to plan and organise the nursing service.
* Relevant experience as a Veterinary Nurse including time in a similar management role.
* Previous experience in a Senior Nurse or Head Nurse role.
* Experience of planning and progressing veterinary nursing activities within general, professional guidelines or organisational policy, using initiative and independent judgement.

**Desirable**

* Experience of planning and progressing work activities within professional guidelines or organisational policy, using initiative and independent judgement.
* Proficient user of specialist software practice management packages
* Previous experience of a university or private referral institute.
* Financial skills, sufficient to monitor budgets, where appropriate.
* Planning, organising and prioritising workloads