


**JOB DESCRIPTION AND PERSON SPECIFICATION for**  
**REGISTERED GENERAL NURSE (RGN) / NURSE IN CHARGE**

<b>VERSION No</b>	<b>4</b>	
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<b>NUMBER OF PAGES</b>	<b>6</b>	

<b>JOB TITLE</b>	<b>Registered General Nurse (RGN) Nurse in Charge</b>
<b>RESPONSIBLE TO / REPORTS TO</b>	<b>Deputy Manager</b>
<b>ACCOUNTABLE TO</b>	<b>Registered Manager</b>
<b>LOCATION</b>	<b>Bendigo Nursing Home</b>
<b>HOURS OF WORK</b>	As Per Off Duty Roster devised by the manager, including nights, weekends, Bank Holidays and other official holidays, usually on two weekly basis






























<b>JOB PURPOSE / OBJECTIVE</b>	<p>The RGN / Nurse in Charge main objective is to contribute to the delivery of high quality holistic and person – centred nursing care to Service Users. To ensure the safety of the Service Users at all times. To act as team leader and take charge of the home. To co-ordinate and collaborate health and care needs proactively with relevant organisations, professionals and family members. RGNs support continual health improvement by using care plans, carrying out care procedures and assessments, and evaluating and focusing on the needs of the Service User rather than the illness or condition. RGNs also promote good health and well-being through education and clinics on certain topics such as diabetes, nutrition, wound prevention, etc. RGNs also enable decision making process and provide emotional support to Service Users and their families.</p> <p>The RGN must also:</p> <ul style="list-style-type: none"> <li>✔ Maintain confidentiality of information regarding patients and families at all times.</li> <li>✔ Ensure best use is made of available manpower at all times and staff are deployed with consideration to their qualification and experience.</li> <li>✔ Share responsibility for the day to day running of the home.</li> <li>✔ Recognise own ability and limitations and identify these to the deputy manager or the manager.</li> <li>✔ Ensure that shift handovers are relevant and appropriate. Share with other staff in meeting the personal care needs of service users in a way that respects the dignity of the individual and promotes independence.</li> <li>✔ Look after the physical, emotional, cultural and social needs of the Service Users using a person-centred approach</li> <li>✔ Observe and promote the Service Users’ choice, independence, dignity, privacy, fulfilment, empowerment and other rights</li> </ul>
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<b>JOB PURPOSE / OBJECTIVE</b> <i>(cont.)</i>	<ul style="list-style-type: none"> <li>✓ Create and maintain good professional relationships with Service Users, their family and friends and other stakeholders and professionals</li> <li>✓ Ensure people's care planning is person-centred and reviewed and updated timely</li> <li>✓ Record keeping is accurate, appropriate and timely</li> <li>✓ To promote the home and secure full occupancy</li> </ul>
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*All RGN staff must ensure that they have read and understood the NMC's Code of Conduct as well as the Kindcare Code of Conduct*

## 1. RGN SKILLS AND PERSON SPECIFICATION

To be an RGN / Nurse in charge, you should have:

-  the ability to communicate with and gain the trust of people from a range of backgrounds
-  empathy, sensitivity and emotional resilience to be able to help people under what may be difficult circumstances
-  the flexibility to deal with a variety of Service Users at one time
-  organisational and leadership skills
-  'A caring and compassionate nature, and the ability to deal with emotionally charged and pressured situations are important traits of a nurse.'
-  Good health and fitness
-  Caring and compassionate nature
-  Excellent teamwork
-  Observational skills
-  Ability to use initiative
-  Verbal and written communication skills
-  ability to listen
-  Resilience
-  Stamina
-  motivation
-  Good interpersonal skills which are vital for nurses, who have to communicate with other medical and care professionals as well as being a key source of information and emotional support for patients.
-  Computer Literacy
-  Ability to Cope in a Crisis
-  Ability to Demonstrate Ethical Values and Ongoing Professional and Personal Growth
-  Ability to Work on Feet for Long Periods of Time
-  attention to detail
-  good hygiene
-  a commitment to support the delivery of the best possible service
-  a friendly and approachable manner, with good people skills, showing care and empathy.
-  ability to cope with occasional exposure to challenging behaviour, distressing circumstances or emotional events.
-  ability to work positively as a member of a busy team.
-  conscientious approach and the commitment to working in an adaptable and flexible manner.
-  willingness and ability to undertake any training required to carry out the role effectively and safely.
-  **commitment to update and continually improve practice by a mutually agreed method which may include mandatory, additional and specialised training, attendance at staff meetings, learning support briefings and one-to-one supervision.**

*Nursing can be physically and emotionally demanding but it can also be satisfying when you see that the care you have provided has resulted in improvement of health, recovery or reduced suffering.*

## 2. JOB RESPONSIBILITIES

### a) Nursing provision

- ⚠ assessing and planning nursing, care, treatment and support needs, and writing Service User care plans
- ⚠ review and evaluate when required and routinely people's needs
- ⚠ implementing plans through tasks such as wound treatment, monitoring pulse, blood pressure and temperature, etc.
- ⚠ observing and recording the condition of the Service User
- ⚠ checking and administering drugs and injections
- ⚠ evaluations of health condition and needs
- ⚠ carrying out routine investigations
- ⚠ responding quickly to emergencies
- ⚠ planning liaising with GPs and social workers
- ⚠ communicating with and relieving the anxiety of Service Users and their relatives
- ⚠ advocating on behalf of Service Users
- ⚠ educating Service Users about their health
- ⚠ organising staff and prioritising busy workloads
- ⚠ Help enhance newly qualified nurses and HCA staff with clinical and care skills by teaching, assessing, supervision and mentoring
- ⚠ maintaining Service User's records
- ⚠ making ethical decisions related to consent and confidentiality.
- ⚠ monitoring and administering medication and intravenous infusions such as peg feeding and / or syringe driver
- ⚠ Carry out all relevant forms of care without direct supervision.
- ⚠ Advise on the promotion of health and prevention of illness.
- ⚠ Adhere at all times to Nursing and Midwifery Council (NMC) Code of Professional Conduct.
- ⚠ Ensure that nursing procedures are carried out in accordance with the home's policies and procedures and guidelines and these procedures are evidence based.
- ⚠ Maintain accurate records as per NMC Guidelines for records and record keeping.
- ⚠ Maintain absolute confidentiality in respect of Service User records, medical nursing and allied health professionals
- ⚠ Store, administer and order drugs according to NMC Guidelines and the home's policies and procedures for the Administration of Medicines.
- ⚠ Ensure effective leadership during shift.
- ⚠ Provide relief nursing cover, in Treatment Room, Minor Injuries Unit and Day Hospital.
- ⚠ To provide nursing care and support to Service users with a wide range of needs, illnesses and disabilities
- ⚠ To know and understand the nursing care and support of individual Service user
- ⚠ To undertake the tasks detailed in the Service user's care and support plan using a person-centred approach and in the least intrusive way
- ⚠ To encourage the independence and motivation of the Service user and not foster dependent behaviour
- ⚠ To provide input into the care and support plans of Service users during handovers and staff meetings
- ⚠ To maintain good communication and develop effective working relationships with Service users
- ⚠ To provide companionship to the Service user, actively talking and listening to them about their interests and wishes
- ⚠ To ensure as safe as possible the living environment for the Service user, whilst respecting the Service user's choice and rights
- ⚠ To support and care for service users who are dying with dignity, respect and empathy, including for those close to them

- ⚠ To observe all health and safety rules and take reasonable care to promote health and safety of self and others
- ⚠ To undertake needs assessment of potential or returning Service Users in the community and hospital as and when requested by the deputy manager or the manager
- ⚠ Assist / help HCA staff with tasks if necessary
- ⚠ Assist with the informal supervision of HCA staff.
- ⚠ Training and support staff and specifically, newly employed staff. To assist with the induction, training and support of new staff members.
- ⚠ Assist the deputy manager and the manager to identify and address the training needs of other HCA staff.
- ⚠ Participate in clinical governance and quality improvement projects as allocated by your manager, for example IPC Lead
- ⚠ To exercise good personal time management, punctuality and consistent reliable attendance.
- ⚠ As part of the team, incorporate up-to-date techniques and evidence based practice into work and ensure other staff follow those.
- ⚠ To participate in audit and evaluation of the service as requested by your manager

### **b) Recording and Reporting**

- ⚠ To maintain detailed and timely / prompt accurate records
- ⚠ To regularly read care and support plans, acknowledging changes
- ⚠ To protect the confidentiality of all information relating to the Service user and not divulge information to anyone who is not authorised to receive it
- ⚠ To promptly report to the deputy manager or the manager any issues concerning the care, support, well-being or behaviour of the Service user
- ⚠ To continue to monitor where concerns have been reported and recorded
- ⚠ To recognise the signs of abuse and immediately report abuse or suspected abuse to the Manager
- ⚠ To report any complaints to the manager or deputy manager, no matter how small they may be







### **c) Communication and Working Relationships**

- ⚠ To build professional rapport with service users and their families, communicate with them in a way that respects their views, autonomy and culture.
- ⚠ To communicate effectively with all professionals concerned with the service user's care.
- ⚠ Ensure service user confidentiality is maintained at all times.
- ⚠ To report effectively to the team on service user's progress and performance in relation to the service user's goals.
- ⚠ To ensure that up to date written records and activity data are maintained
- ⚠ Demonstrate sensitive communication styles to ensure service users are fully informed and consent to care and support.
- ⚠ Communicate effectively with service users and families, recognising their needs for alternative methods of communication.
- ⚠ Provide and receive sensitive information.
- ⚠ To understand and follow the requirements of confidentiality (including the Data Protection Act and practice policy) and the Freedom of Information Act and to refer on any queries as appropriate. Participation in handovers and staff meetings



### **d) Decisions and judgements**

- ⚠ To maintain confidentiality of information regarding Service Users and families at all times
- ⚠ To ensure best use is made of available manpower at all times and staff are deployed with consideration to their qualification and experience.
- ⚠ Share responsibility for the day to day running of caseloads with other registered staff.
- ⚠ Maintain absolute confidentiality
- ⚠ Recognise own ability and limitations and identify these to the manager.
- ⚠ Use ethics and integrity in decision making process










#### e) **Most challenging / difficult parts of the job**

-  Prioritising and meeting competing demands from Service Users, relatives and members of health professional groups.
-  Gaining appropriate skills and knowledge to ensure effective collaboration with relevant organisations, professionals and family
-  Aware of knowledge, skills and abilities of HCA staff and deploying their duties appropriately.
-  Emotional demands of caring for ill and dying Service Users, and their family
-  Management of the emotional outcome for Service Users and staff following a difficult situation (such as death) in the home
-  Recognising own limitations and seeking opportunities to further own knowledge and skills





#### f) **Physical demands of the job**

-  The RGN will normally be continually mobile for majority of the shift (except when recording)
-  Be able to respond speedily and accurately to emergency or unplanned situations









#### g) **Systems and equipment**

-  Intravenous infusion pumps and equipment such as syringe driver and peg feeder
-  Digital Thermometer
-  BP and pulse digital equipment
-  Moving and Handling equipment
-  Profile beds
-  Pressure relieving mattresses
-  Height, weight and BMI scales
-  Laptops and printers
-  And any other equipment as required where advanced specialised training will be provided by the company

#### h) **Team working**

-  Understand own role and scope in the organisation.
-  Work as an effective and responsible team member, supporting others.
-  Accept delegation from deputy manager or the manager prioritise own workload and ensure effective time management strategies are embedded in own practice.
-  Ensure participation in team activities, such as handover and staff meetings, that create opportunities to improve service user care.

#### i) **Organisation / Quality**

-  To follow the company's policies, including Health and Safety, Security, Confidentiality and Information Governance.
-  To practice in accordance with agreed standards of care.
-  To ensure that own actions are consistent with training and best practice and bring to the attention of more senior staff any specific risk situations.
-  To manage own time effectively.
-  Understand the requirement of the New Fundamental Standard Regulations 9 – 20, in relation to the Care Quality Commission Inspect regime and its importance to your workplace practice.
-  To support and work towards the achievement of national standards
-  To support the aims and objectives of the Home and contribute to the ongoing development of the service
-  To assist and contribute to any regulatory body inspection or monitoring visit.

#### **j) Equality and diversity**

- 🕒 Actively listen and seek Service User, families, other professionals, public opinions and other staff on all aspects of nursing care.
- 🕒 To act in ways that recognise the importance of people's rights, interpreting them in a way that is consistent with procedures.
- 🕒 To respect the privacy, dignity and beliefs of service users, carers, visitors and co-workers. They must be treated equally, irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.
- 🕒 Promote good practice and be vigilant in recognising and reporting practice which does not meet the defined standard. To act at all times, to safeguard service users from any form of abuse and to report such concerns immediately.
- 🕒 Be familiar and uphold statutory procedures, local guidance and home's procedures regarding protection of vulnerable adults. To follow the policy and procedure on safeguarding and take action in an appropriate manner.

#### **k) Health, safety and security**

- ⚠️ Use of proper infection control procedures, cleanliness and handwashing
- ⚠️ Use the personal security systems within the home.
- ⚠️ Follow Health and Safety Policies and guidelines, including fire procedures. Use safe working procedures and report incidents using the Home's incident reporting system.
- ⚠️ Ensure the decontamination of individual and home's equipment as per policy and procedure and decontamination schedule, including prompt and accurate recording

#### **l) Training / Personal development**

- 🕒 To undergo regular appraisal, supervision and training (mandatory, relevant and specialised) as necessary to update skills and knowledge.
- 🕒 Take responsibility in conjunction with the deputy manager or manager for identifying further learning.
- 🕒 Be aware of requirements regarding codes of practice and relevant codes of conduct where appropriate issued by professional bodies.
- 🕒 To take responsibility for maintaining a record of own personal development.
- 🕒 To provide training to other staff in work relevant to this post.
- 🕒 To participate in the induction of new staff.
- 🕒 Review and reflect on your own practice through regular participation in professional supervision and appraisal.
- 🕒 Ensure valid NMC revalidation and registration and inform the manager when renewed
- 🕒 To undertake relevant activities to meet the training objectives identified with your supervisor.
- 🕒 Undertake relevant and specialised training as agreed with the manager
- 🕒 To register and participate in the relevant modules in order to attain relevant qualification.

#### **m) Other**

- ✔️ Good and regular attendance.
- ✔️ To maintain a tidy and organised work area.
- ✔️ Any other duty appropriate to the role.

*This job description is subject to periodic review and amendment in consultation with the post-holder in the light of changing circumstances (i.e. legislation, guidance, best practice, etc.).*

*The above list is not exhaustive*