

Job Description

Job Title	Senior Clinical Nurse Manager
Reports To:	Assistant Principal (Head of Welfare)
Job Purpose	
<p>The Senior Clinical Nurse Manager will provide strategic, operational and clinical leadership for the School's Medical Centre, ensuring the delivery of safe, effective, high-quality healthcare services to approximately 500 boarding students. The postholder will lead a multidisciplinary team comprising nurses, healthcare support staff, administrators and medical escorts, fostering a culture of excellence, accountability, continuous improvement and student-centred care.</p> <p>The role requires advanced clinical assessment, decision-making and patient monitoring skills to ensure timely interventions and appropriate escalation of care. The postholder will oversee the planning, co-ordination and delivery of healthcare services, including emergency response, management of long-term health conditions, mental health support, minor illness management, injury rehabilitation, immunisation programmes and health promotion initiatives.</p> <p>As the Senior Clinical Nurse Manager, the postholder will be responsible for workforce planning, supervision, delegation and performance management of Medical Centre staff, ensuring effective workload management and service provision within a busy boarding School environment. They will co-ordinate induction, training, mentorship and professional development programmes to maintain a skilled and competent workforce.</p> <p>The postholder will provide expert advice to the Senior Leadership Team, contribute to safeguarding and wellbeing strategies, and ensure compliance with all relevant legislation, School policies, CQC standards, NHS guidance, professional codes of practice and clinical governance requirements. Through audit, service evaluation, risk assessment and incident management, they will lead continuous quality improvement initiatives to optimise health outcomes and student physical and emotional wellbeing.</p>	
Key Duties and Responsibilities	
<p>The post holder will be responsible for, but not exclusive of the following:</p> <ul style="list-style-type: none">• Managing the Medical Centre team to provide a service to students which promotes optimum physical, social, and emotional health outcomes.• Co-ordinating and undertaking student health assessments, screening, and targeted follow-up action.• Co-ordinating the planning, delivery, and evaluation of health promotion across the site as the need is identified, the analysis of which being shared with Head of Student Welfare as requested.• Line Manager responsibility for the Medical Centre multidisciplinary team.• Ensure high standards of care and practice are maintained by the Medical Centre team.	

- Responsibility for the management of practitioner cover at the Medical Centre (e.g. rota; covering expected absence).
- Provide clinical expertise to develop Medical Centre protocols and guidance as required to direct best practice.
- Building positive professional relationships with Medical Centre colleagues, pastoral staff, the wider School community, and partner agencies, to facilitate consistency and continuity of health care provision to the student population.

Management

- Supervise the team, conduct performance appraisals, manage performance, identify training needs, address competency concerns, and handle sickness absence in accordance with policy.
- Medical Centre staff wellbeing support and signposting for further/ targeted support as appropriate and identified during 1:1 meeting or in response to rising issues.
- Support team members to develop their professional skills and knowledge; leading Medical Centre service development as it evolves in line with population health needs assessment outcome and national public health drivers.
- Involvement in the recruitment process of Medical Centre team members and as otherwise requested by the Head of Welfare. This may include review of Job Descriptions.
- Undertake quality assurance exercises including audit and assessment to evidence safe, consistent practice across the site in relation to health care provision, e.g.: Medication audits in boarding houses.
- Respond to identified medication incidents, undertaking investigation, and implementing change as required in partnership with the wider School team.
- Monitor service provision, collation and sharing of data with the Senior Leadership Team as required; identification of areas requiring additional resources/improvement.
- Advise on the development of Medical Centre protocols and guidance as required to direct best practice.
- Review of Medical Centre related School Policy on an annual basis or sooner as requested by the Senior Leadership Team.
- Organising and maintaining current patient group directives in partnership with the local GP surgery regarding the issue of homely remedy medications and emergency adrenaline.
- Supporting the Head of Welfare in liaising with the local GP service to improve student accessibility to primary care services as per service level agreement (SLA). Review of SLA as required.
- Manage concerns or complaints raised by parents, School staff or others at local level.
- Ensure a satisfactory standard of hygiene is maintained throughout the Medical Centre by the whole team.
- Ensure correct waste disposal guidance is followed regarding the disposal of items including but not limited to clinical waste.
- Understand and co-ordinate safety processes and guidance within the Medical Centre including response to the threat of an intruder and fire safety procedures.
- Report any electrical or equipment faults or identified potential hazards to the Facilities Management team. Ensure follow up to optimise a speedy response to such requests and maintain safety of all in the Medical Centre.
- Ensure that team members are assessed and reviewed as appropriate for specialist equipment to safely undertake their role according to Health and Safety at work regulations.
- Represent the Medical Centre team within the wellbeing team, offering support and guidance as required.

- Oversee the provision of accurate and contemporaneous record keeping by the Medical Centre practitioners. Oversee records of the management of medications kept by boarding house staff.
- Ensure that medical/health records are kept safely and confidentially in line with General Data Protection Regulations; this includes appropriate archiving of the student records upon leaving the School.
- Oversee regular checks of medical equipment, emergency equipment and stock medications, raising issues arising in the appropriate manner.
- Oversee the planning of School-based NHS childhood immunisation sessions.
- Provide visible and effective leadership to nursing staff, healthcare assistants, administrators and medical escorts, ensuring professional accountability, high performance and exceptional standards of care.
- Ensure effective delegation of clinical and administrative responsibilities across the multidisciplinary team, promoting efficient workload management and timely service delivery within a fast-paced environment.
- Lead workforce planning and staffing co-ordination, ensuring adequate cover, appropriate skill mix and continuity of care during term time and key School activities.
- Develop and maintain a structured induction programme for all new Medical Centre staff and co-ordinate ongoing mandatory and professional training programmes.
- Act as a mentor and coach to Medical Centre staff, promoting reflective practice, continuous learning and professional development.
- Manage staff performance proactively through supervision, appraisal, capability processes and development planning in line with School policies.
- Lead on clinical governance activities including audit, quality improvement projects, risk management and service evaluation to ensure continuous improvement and compliance with regulatory requirements.
- Ensure compliance with all relevant School policies, healthcare legislation, CQC standards, NHS guidance, safeguarding requirements and professional codes of conduct.
- Analyse service data, audit outcomes, incidents, complaints and feedback to identify trends, implement improvements and support strategic decision-making.
- Lead investigations into clinical incidents, near misses and complaints, ensuring lessons learned are identified, shared and embedded into practice.

Clinical Operational

- Undertake advanced clinical assessment, triage, patient monitoring and evaluation of students presenting with acute, chronic or complex health needs, using professional judgement to determine the most appropriate course of action.
- Deliver evidence-based clinical interventions and demonstrate sound clinical decision-making, including responding effectively to emergencies, safeguarding concerns and rapidly changing situations.
- Appropriately escalate, refer or signpost students to primary, community, acute or emergency healthcare services, ensuring effective communication and continuity of care.
- Develop, implement, co-ordinate and evaluate individualised care plans and health management programmes, ensuring interventions remain responsive to the changing needs of students.
- Provide clinical leadership and expert advice to School staff regarding student health needs, complex medical conditions and emergency healthcare procedures.
- Communicate effectively with students, parents, boarding house staff, pastoral teams and external healthcare professionals, including managing sensitive or difficult conversations with professionalism, empathy and confidentiality.
- Ensure accurate, timely and comprehensive clinical documentation, reports and record keeping in accordance with NMC standards, School policy, GDPR requirements and clinical governance expectations.

- To undertake health assessment of new students entering the School roll using health information provided by parents/carers and a face-to-face meeting with students.
- Undertake wellbeing assessments using an approved tool and signpost appropriately within the guidance of School policy.
- Planning, delivery, and evaluation of health promotion to students in line with local and government policy and guidance.
- Provision of targeted health awareness intervention in response to rising issues, identified within the processes of the School community, to specific groups or individuals. This may be based in a boarding house, Medical Centre, or other suitable location.
- Support the wider School community to safely and effectively respond to specific health needs of the students in their care with the use of care planning and facilitating training as required.
- Develop professional relationships with parents/ carers, promoting trust and respect, sharing information with consent as appropriate, in a timely manner.
- Any duties considered to be relevant to the post including reasonable requests made by the Line Manager, Senior Leadership Team, or Principal.

Person Specification

Essential Skills and Qualifications

- Registered General Nurse with live NMC registration.
- Experience of leading a team.
- A minimum of 5 years post registration experience.
- Demonstrable experience of leading and managing healthcare teams.
- Experience of staff supervision, appraisal, performance management and workforce development.
- Advanced clinical assessment, patient monitoring and clinical decision-making skills.
- Excellent communication and interpersonal skills, including the ability to manage sensitive and challenging conversations.
- Experience of risk assessment, incident investigation and clinical governance processes.
- Ability to prioritise workload and make decisions effectively within a busy and demanding environment.
- Strong organisational, leadership and delegation skills.
- Experience of maintaining accurate clinical records and producing professional reports.
- Excellent clinical skills.

Desirable Experience/Skills

- Specialist Community Public Health (SN) qualification.
- Experience of managing a multidisciplinary team.
- Clinical and professional managerial ability, leadership, communication, and organisational skills.
- Diploma in Chronic Health Conditions e.g., asthma
- Experience of working in an emergency environment (Urgent treatment Centre/A&E department).
- Ability to work autonomously at senior level within an organisation.
- Experience of working in a boarding School environment.
- Experience in quality assurance, clinical audit and service improvement.
- Knowledge of CQC standards, NHS policy and clinical governance frameworks.
- Experience supporting children and young people's physical and mental health needs.
- Evidence of strategic leadership and healthcare service development.

Health & Safety

Personally responsible for the health, safety and welfare of all staff and students that may be affected by the postholder's acts and/or omissions.

Equal Opportunities

Personally responsible for equal opportunities awareness and ensuring that the postholder is aware of, and carries out, the provisions contained in the Equal Opportunities policy.

Safeguarding Children

To be responsible for safeguarding and promoting the welfare of children and young people.

The post holder must be aware of and comply with all School policies and procedures.

The School is committed to safeguarding and promoting the welfare of all our students. You are advised that this post is subject to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2020 and therefore this post is subject to an Enhanced Disclosure Application to the Disclosure and Barring Service (DBS).

Please be aware that Schools are also required to undertake online recruitment checks on shortlisted candidates under changes to Keeping Children Safe in Education.

The details of this job description are subject to review and amendment in consultation with the post holder.