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**Deputy Nurse Service Manager**

**GRADE 7**

**Job Purpose**

The Deputy Nursing Service Manager will undertake the management and organisation of the delegated area(s) of responsibility under the line management of the Nursing Services Manager. Principally the post holder is responsible for overseeing and co-ordinating the veterinary nurses. They will maximise effective use of this resource to ensure the smooth running of the Small Animal Hospital. They will also contribute to the teaching and supervision of staff & undergraduate veterinary students.

**Main Duties and Responsibilities**

1. To provide leadership, support and guidance to junior staff and Students in monitoring the planning, delivery, and evaluation of individualised care.
2. Responsible for monitoring the workload/patient activity within the area on a daily basis to ensure that nursing staffing levels are adequate to provide a safe standard of nursing care.
3. To provide leadership for the day-to-day management of area[s] of responsibility, using initiative and judgement to identify and resolve problems independently. Provide specialist knowledge and advice to all nursing and support staff with designated area[s] of responsibility.
4. Ensure the cost effective and appropriate use of manpower and materials with consideration and due regard to budgetary controls.
5. Deputise for the Nursing Services Manager in their absence.
6. Oversee nursing care of all patients in the hospital and ensure that this is of the highest standard and at times providing this care themselves. Ensure appropriate healthcare outcomes by ensuring clinical quality assurance measures and standards of professional practice are in place.
7. Direct contact with owners to deliver progress reports on in-patients, keeping them informed of costs and providing a liaison between them and clinicians to ensure a successful relationship between the client and the SAH.
8. Ensure weekly/monthly stock budgets are adhered to within area(s) of responsibility. Source new products and ensure the most cost-effective stock is being ordered in compliance with university procedures and guidelines.
9. Organise the cleaning, servicing and maintenance of equipment and instrumentation, in accordance with manufacturers recommendations and health and safety guidelines, to ensure they are safe and ready for use.
10. Maintain RCVS registered status by completing approx. 15 hours CPD each year (45 hours in 3 years) and by ensuring RCVS retention fee is paid in a timely manner.
11. Assist with the teaching, assessment and support of veterinary undergraduates, student veterinary nurses and new members of staff when required to facilitate continued learning.
12. To assist with clinical research projects within area(s) of responsibility including data collection and sample processing. Where appropriate, contribute to research articles.
13. Any other tasks within the level of responsibility to their role as deemed suitable by their line manager.

**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.
* Supervisory/management experience
* Proven communication and interpersonal skills.
* Exceptional time management skills.
* Proven analytical and technical problem-solving capability.
* Ability to manage and control budgets in accordance with University Policy and procedures.
* Understand of relevant health and safety policies and procedures relative to the role, and the quality outputs and standards required.
* Ability to motivate staff and manage performance.
* Initiative and judgement to resolve problems independently and/or through a support team.
* 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