



## JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title:</b>	<b>Temporary Post: Head of Clinical Services</b>
<b>Department:</b>	Primrose Hospice
<b>Location:</b>	Primrose Hospice Day Hospice, St Godwalds Road Bromsgrove
<b>Hours:</b>	37.5 per week (Applications for Part Time Welcome)
<b>Pay:</b>	£45-£47K depending upon qualifications and experience
<b>Responsible to:</b>	Chief Executive Officer (CEO)
<b>Job Purpose:</b>	<ul style="list-style-type: none"> <li>Support CEO as Registered Manager at Primrose Hospice, responsible for the provision and supervision of all regulated activities in accordance with the regulations of the Health and Social Care Act 2008</li> </ul>
	<ul style="list-style-type: none"> <li>As Clinical Nurse Specialist, delivers direct patient care to a caseload of outpatients and by supervision of the multi-professional team ensures specialist palliative care for all patients attending the Day Hospice</li> </ul>
	<ul style="list-style-type: none"> <li>Leads clinical care services at Primrose Hospice including Day Hospice and the volunteers supporting those parts of the care services</li> </ul>
	<ul style="list-style-type: none"> <li>Leads the Clinical Governance Agenda, ensuring regular monitoring of the quality of care services provided for the specific purpose of quality improvement</li> </ul>
	<ul style="list-style-type: none"> <li>Reports regularly to the Board of Trustees on the progress of clinical services and makes appropriate recommendations for the strategic development of the services</li> </ul>
	<ul style="list-style-type: none"> <li>Takes on the role of Caldicott Guardian for the Hospice, responsible for protecting the confidentiality of patient and service user information and enabling appropriate sharing of information</li> </ul>

<b>Contact with others</b>	
<b>Internal:</b> Patients, Day Hospice Lead Nurse, Hospice Clinical Team, Hospice Administrative Team, Chaplain, Family Support and Complementary Therapy Teams, Consultant in Palliative Medicine, CEO, Data and Compliance Officer, Senior Management Team, Finance Department, Fundraising Department, Volunteer Manager and volunteers, support staff (cooks, household, maintenance etc.)	
<b>External:</b> Consultant in Palliative Medicine, Hospital and Community Palliative Care Services, District Nurses and GPs, other members of the primary health team, social services, families and patients, Commissioners, countywide palliative care network, Care Quality Commission, other voluntary sector care providers	
<b>Main areas of responsibility</b>	
<b>Key Accountabilities</b>	<b>Tasks</b>
<b>Clinical objectives</b>	<ul style="list-style-type: none"> <li>• To provide clinical leadership to the multi-professional team in the Day Hospice and by means of close supervision and by example, ensure that all staff are able to make a comprehensive assessment of patients' needs across all domains of physical, emotional, social and spiritual and to make appropriate judgements on problems requiring further investigation or analysis</li> <li>• To carry own caseload of patients and to provide specialist clinical advice on pain and symptom management and psychological problems to patients, their carers and families in collaboration with the Consultant in Palliative Medicine, the primary and secondary healthcare teams</li> <li>• To demonstrate advanced communication skills and the ability to interpret highly complex and sensitive information involving end of life care</li> <li>• To qualify as, and act as, Non-Medical Prescriber (Independent/Supplementary Prescriber) within the boundaries of qualifications and professional guidelines and in accordance with legislation, policies and procedures</li> <li>• To maintain accurate patient records using the shared electronic record and thereby maintaining clear channels of communication between the Hospice and external agencies caring for patients to ensure seamless care in patient management and treatment</li> <li>• Working with the Family Support Manager manage, develop and audit existing services in respect of the Family Support Service</li> </ul>

<p><b>Management</b></p>	<ul style="list-style-type: none"> <li>• Direct line management of Day Hospice Lead Nurse, Day Hospice Administrators, Wellbeing Services Lead and Chaplain, including recruitment, support, supervision, appraisal and identification of training needs on an individual basis</li> <li>• Lead on all issues of Information Governance relating to healthcare, including contributing to the IG framework. Act as Caldicott Guardian for the organisation and work with appointed staff in all teams, ensuring best practice, managing audit procedures and leading on the investigation of breaches relating to patient information</li> <li>• Contribute to the senior leadership and management structure by attending relevant meetings.</li> <li>• Manage clinical services with due regard for Health and Safety</li> <li>• Take the lead on any CQC inspection</li> <li>• Manage the care budget, including submitting business cases for off budget expenditure if needed</li> <li>• Contribute to planning the care budget along with CEO, Finance Manager and Chief Operating Officer (COO)</li> <li>• Liaise with and advise the Departments of Fundraising and Finance in relation to care services</li> <li>• Work closely with the Data and Compliance Officer to produce statistical returns for the Board, and on request, the Clinical Commissioning Group responsible for commissioning Hospice Services</li> <li>• Attend external meetings as required to represent Primrose Hospice and feedback relevant information.</li> <li>• Contribute to external work streams where appropriate and agreed with CEO in order to further the End of Life agenda across the region</li> </ul>
<p><b>Education</b></p>	<ul style="list-style-type: none"> <li>• To assess the education needs of Hospice personnel working within care services and plan and enable further training through formal and informal means</li> <li>• To liaise with other educational providers to facilitate training</li> <li>• To contribute to an in-house programme of training and development for staff and volunteers</li> <li>• To support the development of a programme of education aimed at patients and families as part of a developing approach to wellbeing</li> <li>• To promote the principle of the dissemination of education in palliative care within the community and across all providers of health and social care</li> </ul>

<b>Clinical Governance</b>	<ul style="list-style-type: none"> <li>• To attend all programmed Clinical Governance Committee meetings.</li> <li>• To lead on a clinical governance agenda for the Hospice</li> <li>• To ensure an open approach to all aspects of care</li> <li>• To acknowledge with transparency where shortfalls have occurred and to take a constructive approach to learning lessons and changing practice if indicated</li> <li>• To lead a programme of clinical audit and to report on the results of these audits to the Clinical Governance Committee</li> </ul>
<b>Professional Responsibilities</b>	<ul style="list-style-type: none"> <li>• To work within the NMC Code of Professional Conduct, accountability, confidentiality and scope of professional practice</li> <li>• To maintain place on professional register, including validation as required</li> <li>• To maintain records in confidence and in line with the Data Protection Act 1998 and GDPR.</li> <li>• To seek out and engage in personal support and mentorship needs and clinical supervision</li> <li>• To continue life-long professional learning</li> </ul>

<b>Decisions / Recommendations</b>
<ul style="list-style-type: none"> <li>• Formulate, implement, monitor compliance with and regularly updates clinical and non-clinical policies and procedures to guide and direct employees and ensure safe practice in all areas</li> <li>• Working as part of the Senior Leadership Team to ensure all policies and procedures include appropriate content relevant to the care provision</li> <li>• Provide professional advice to the CEO and Board of Trustees on strategic development</li> </ul>

<b>Dimensions and limits of authority / influence</b>
<ul style="list-style-type: none"> <li>• Work within the parameters of an agreed operating budget and works collaboratively with CEO, Finance Department and Board of Trustees to set and monitor annual budget, flagging up any risk areas before problems occur.</li> </ul>

<b>Allocation / checking of work</b>
<ul style="list-style-type: none"> <li>• Responsible for their own professional actions.</li> <li>• Responsible for establishing how policies should be interpreted</li> <li>• Work is managed rather than supervised</li> </ul>

<b>Physical effort</b>
<ul style="list-style-type: none"> <li>• The role involves computer work</li> </ul>

<b>Working conditions / environment</b>
<ul style="list-style-type: none"> <li>• There will be contact with individuals and families who are experiencing considerable emotional distress.</li> <li>• Deals with staff problems, complaints and may have to convey unwanted news/information</li> </ul>

## PERSON SPECIFICATION - Qualifications, skills and knowledge required

### Qualifications

#### *Essential*

- RGN at degree/diploma level supplemented by specialist training

#### *Desirable*

- Evidence of Master's level study, or specialist practice to an equivalent level
- Advanced communication skills training
- Adult education
- Management or leadership training

### Experience

#### *Essential*

- Recent and relevant end of life nursing experience
- Working at a senior and specialist level
- Managing a team or service

#### *Desirable*

- Experience of end of life care in another setting, community or hospital

### Skills for role

- Strong management skills
- Advanced communication skills
- Working with distressed individuals

### General skills

- Ability to work flexibly and adapt to rapidly changing situations
- Problem solving approach
- Able to work effectively as part of a multi-professional team
- Able to communicate confidently with health and social care professionals at all levels
- Able to monitor own level of competence and know when to seek help or guidance
- Good coping strategies and stress management
- Ability to keep accurate documentation

### Knowledge

- Knowledge of symptom management in end of life care
- Knowledge of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

### OTHER DUTIES

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

**ASSISTANCE**

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

**CONFIDENTIALITY**

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

**DATA PROTECTION**

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

**HEALTH AND SAFETY**

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

**JOB DESCRIPTION**

This Job Description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

It is expected that you will be committed to the core purpose of the Hospice and will act as an ambassador for the Hospice, actively promoting it throughout your role. It is also hoped that as the Hospice is heavily reliant on charitable donations you will support promotional activities where possible showing support to your colleagues in the spirit of team working.