

JOB DESCRIPTION

1. JOB DETAILS

Job title: Director of Clinical Services

Grade: Hospice Band 8a

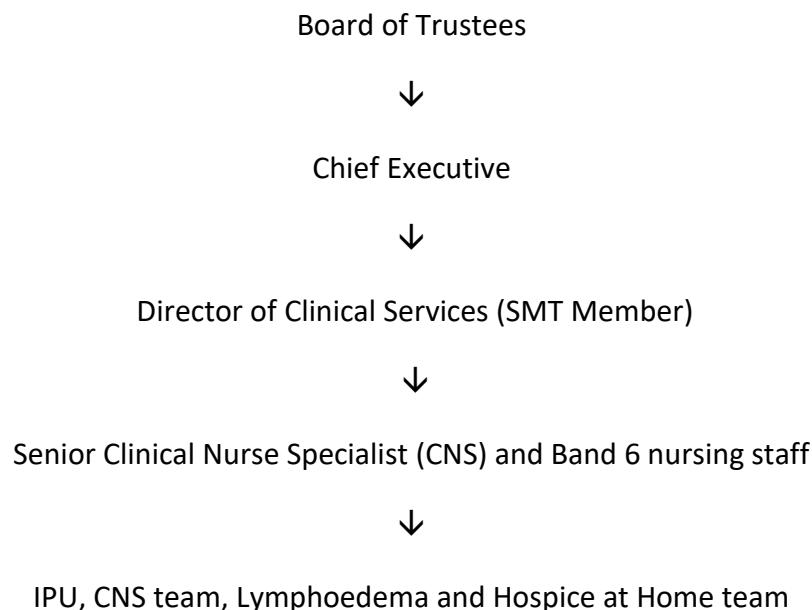
Reports to: Chief Executive

Location: St Teresa's Hospice

2. JOB PURPOSE

The Director of Clinical Services is the CQC registered manager with a key role in enabling and monitoring compliance across regulated activities and sharing legal responsibilities in the hospice. They will be responsible for the leadership, management and ongoing development of the clinical services team, whilst representing the hospice and championing high quality care at the end of life and collaborative working across the wider system. As a member of the Senior Management Team (SMT), they will play a vital role in achieving the hospice's strategic goals. They will serve as the Controlled Drug Accountable Officer (CDAO), lead clinical governance and ensure compliance with CQC standards.

3. ORGANISATIONAL CHART



4. KEY WORKING RELATIONSHIPS

- St Teresa's Hospice SMT members, including the Chief Executive.
- Board of Trustees.
- Multi-Disciplinary Team (MDT), including external palliative care consultants and other relevant professionals.
- All hospice staff and volunteers.
- All relevant external stakeholders.

5. RESULT AREAS

Leadership & Management

- Lead and manage clinical services across the hospice. Provide operational oversight ensuring high quality, safe and effective care in line with hospice values.
- Act as the senior line manager for all clinical services, ensuring appropriate staffing and the effective recruitment, induction, training and supervision of staff and volunteers.
- Promote a culture of continuous professional development and evidence-based practice across all clinical services.
- Ensure integrated working across clinical areas so that nursing staff can work flexibly across all hospice clinical services as demand requires.
- Promote a supportive working environment and monitor staff morale.
- Develop effective external and internal networks to promote effective patient pathways and shared best practice.
- Be an inspirational leader who role models hospice values and commitment to service quality.
- Work with the Director of Service Development to implement key service developments and quality improvements.
- Serve as a key member of the SMT contributing to performance delivery and strategic planning.
- Provide senior clinical input to the board, SMT and clinicians, influencing both policy and clinical practice through leadership, expertise and professional credibility.

Management of Nursing Services

- Be responsible for maintaining an agreed establishment of staff to ensure safety and the highest standards of care.
- Be the budget holder responsible for clinical services, working closely with the Finance Manager to set and manage budgets.
- Ensure clinical equipment and stock is effectively, efficiently and safely purchased, utilised and maintained having regard to all relevant guidance and standards.
- Implement a system of clinical supervision across clinical services.
- Effectively communicate with staff and stakeholders.
- Working with the HR team, implement and maintain a system of appraisal and performance management and development, in line with hospice policies.

Clinical Governance

- Be the hospice lead on clinical governance ensuring safe, effective and evidence-based care. Utilise established tools, such as incident reporting, audit, benchmarking and patient experience, and ensure implementation of subsequent learning.
- Have overall responsibility for standards of clinical care, linking with other lead professionals within and external to the organisation.
- Be responsible for policy implementation and development for clinical services.
- Fulfil the role of CQC Registered Manager and CDAO, ensuring organisational compliance with all regulatory requirements.

- Ensure timely and effective reporting to the board, clinical governance subcommittee, commissioners and other stakeholders as required.
- Ensure compliance with the CQC regulations and service specifications.
- Be the lead for controlled drugs and ensure safe handling of all medicines.

Learning & Development

- Ensure the department functions as an effective learning environment.
- Undertake mandatory training and ensure assessment of clinical competencies and completion of the required mandatory training for all departmental staff.
- Identify skills and knowledge gaps within the clinical teams and work with the HR team to fill those skills and knowledge gaps and ensure safe care.

Research & Audit

- Lead the hospice's clinical audit programme, working in collaboration with the Senior CNS and the Data & Quality Assurance Manager.
- Work with the Senior CNS to ensure that research-based findings form a basis of nursing practice in clinical areas.

General Management Responsibilities

- Undertake any other duties required by hospice management commensurate with the post.

6. DBS / other checks required:

This post is deemed to require a DBS check – Enhanced Level with a check of the adult barred list, with the Disclosure and Barring Service. This is due to the fact that the post involves working with children and/or vulnerable adults. Further information on the Disclosure service is available from <https://www.gov.uk/government/organisations/disclosure-and-barring-service>

All employees of St Teresa's Hospice are required to provide proof of their identity and eligibility to work in the UK.

Employees will be required to complete compliance checks in line with our current policy, as relevant to their role, such as providing evidence of professional registration, insurance and qualifications, employment history and references, and health clearance.

Employees meeting the definition of a Director under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 5, which will usually include members of the SMT, will also be subject to unfit persons checks as follows: a self-declaration form in line with the requirements of Reg 5, and a check against the Individual Insolvency Register, Additional Insolvency Restrictions List, Register of Removed Trustees and Disqualified Company Directors Register.

This job description is intended as a guide to the principal duties and responsibilities of the post. It must not be regarded as precisely defining all duties and will be subject to amendment in the light of developing service needs and changes in health policy.

PERSON SPECIFICATION

All factors must be measurable and justified by the job

	ESSENTIAL	DESIRABLE
KNOWLEDGE AND QUALIFICATIONS		
1. First level degree in a relevant field or equivalent experience	✓	
2. Masters degree in a relevant subject or evidence of Masters-level learning or equivalent experience		✓
3. Registered healthcare professional or eligible for registration	✓	
4. Post registration qualification in leadership/management		✓
5. Ability to fulfil the Registered Manager role	✓	
6. Post registration qualification in cancer/palliative care		✓
7. Evidence of ongoing CPD	✓	
8. Awareness of national and local agendas pertinent to end of life care	✓	
9. Able to demonstrate an understanding of issues relating to the ethical aspects of palliative care and their application in the workplace	✓	
10. Understanding and experience of clinical governance systems	✓	
11. Understanding of quality improvement models	✓	
EXPERIENCE		
1. Significant experience of running a ward, department, or service working at Agenda for Change Band 7 or above, or equivalent non-NHS grade	✓	
2. Experience of managing budgets	✓	
3. Experience of multi-professional working and working in a multidisciplinary team	✓	

4. Experience in working within palliative and end of life care including bereavement and loss		✓
5. Experience as Registered Manager for a CQC-registered service		✓
6. Experience in leading quality improvement projects	✓	
SKILLS AND COMPETENCIES (demonstrable abilities)		
1. Ability to incorporate a broad knowledge of current evidence-based practice into the service	✓	
2. Able to prioritise and manage own workload	✓	
3. Excellent organisational skills	✓	
4. Excellent interpersonal skills and advanced effective communication and negotiation skills (verbal and written)	✓	
5. Strong leadership and motivational skills, with ability to motivate self and others	✓	
6. IT literate: able to use email and internet browsers, and ability to learn new IT systems as required	✓	
7. Understands the role of volunteers, and able to work effectively with the volunteer team		✓
PERSONAL QUALITIES AND MOTIVATION		
1. Commitment to the vision, values and mission of the hospice	✓	
2. Understanding of and commitment to equality, diversity, inclusion, and equity	✓	
3. Confident, approachable and supportive manner, enabling positive relationships with a wide variety of colleagues	✓	
4. Able and willing to work flexibly at such times as needed to meet the requirements of the service	✓	
5. Able to demonstrate personal resilience and deal with complex and difficult emotional situations	✓	
6. Able to travel for work using own transport (business use insurance to be arranged by worker at own expense)		✓



Our Values are our core beliefs.

They explain who we are, how we work, what we believe in and stand for:



A welcoming space

Creating a safe, shared and inclusive space where everyone feels valued and respected.



Dedicated to care

At our very heart is holistic care, comfort and dignity for all.



Compassion in all we do

Everything is centred on empathy, kindness, understanding and respect.



Support at every stage

We offer assistance, encouragement and guidance to everyone throughout their personal journey.



Excellence in everything

Delivering professionalism and the highest of standards in everything we do.