

South Bucks Hospice – Job Description

Job Title	Director of Clinical Services
Hours of work:	37.5 hours per week- Flexible hours
Work days:	Monday to Friday (Flexible)
Department:	Clinical
Work Location:	Butterfly House
Reporting to:	CEO/ Trustees
Date of issue:	14 th May 2020

Job Purpose

- To provide strong, visionary, inspirational, clear, open leadership to all care teams and ensure effective management, organisation, delivery and quality of all care services and educational activities.
- To contribute fully to the strategic planning and corporate management of the South Bucks Hospice.
- To develop and deliver a clinical strategy able to respond to the changing environment in hospice care which recognises both social and clinical models of care.
- To provide clear leadership on clinical governance and risk management for clinical services.
- To be the link between the hospice and the key regulatory bodies that monitor the hospice's care (such as CQC)
- To be the registered manager as required by the Care Quality Commission (CQC).
- To act as the hospice Caldicott Guardian.

Key Responsibilities

Accountable for:

- Clinical Services (Day hospice, nursing, psychosocial and allied health care services.)
- Developing a community palliative care service model.
- Implementation of the clinical strategy.
- CQC compliance.
- Engagement with external organisations, including commissioners and other providers.
- Business and Budget management for clinical services.
- Advising on KPIs and reporting against KPIs agreed by the Board/Clinical Committee

Key Result Areas

Strategic Management

- As a member of the Senior Management Team, lead on the strategic shaping of the organisation, ensuring that clinical services develop and integrate with existing and future strategic direction of the hospice as agreed by the Board and the developing/emerging world leading edge provision of palliative care.
- Develop and agree a strategy for clinical services and education which delivers on current and future aspirations of the hospice.
- Work with NHS Bucks and CCG (Consortia), and other commissioners, health organisations and professionals, to build on existing relationships across all areas of palliative and supportive care to best position the South Bucks Hospice to deliver the clinical strategy.
- Develop new relationships across all areas of palliative and supportive care to best position the South Bucks Hospice to deliver the clinical strategy.
- Develop and deliver a holistic, responsive and integrated palliative care service across South Buckinghamshire.

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- Act as a key hospice representative in matters relating to the public.

Clinical Governance

- Operational management of all clinical services, supporting staff to take a fully integrated holistic team approach to delivering high quality, adaptable patient/client led services.
- Act as a role model at all times, providing strong, open and positive leadership, maintaining excellent professional relationships with colleagues.
- Provide support for staff, both on-going and in crisis situations. Creating an environment where staff feel safe, supported and valued.
- Act, at all times, in a manner that safeguards the interests of individual patients/clients and their families, and justifies public trust and confidence in South Bucks Hospice.
- Attend meetings of the Board of Trustees and sub-committees as requested. Report and make recommendations on issues relating to the effective delivery of clinical services and education.
- Reporting to and supporting the CEO, negotiate service level agreements to achieve the best possible outcome for the hospice.
- Develop, review, and implement quality assurance measures, including policies, procedures, audit and CQC compliance.
- Take the lead in risk management processes including safeguarding and reporting.
- Ensure compliance with all relevant legislation.
- Promote and demonstrate a culture of continuous improvement within the multi-disciplinary team to ensure that the highest standards of clinical services are maintained.
- Where appropriate, lead or participate in research, audit and the evaluation of clinical services.
- Identify and address gaps in service provision in line with hospice strategy.
- Develop a strategy for patient partnership and user involvement.
- Ensure that patient and carer's comments/concerns/complaints are appropriately and proactively managed. Investigating and giving feedback as required.
- Identify areas of excellence, including case histories, that may be used to demonstrate the effectiveness of hospice services
- Ensure efficient data collection from all clinical areas that demonstrate activity and impact
- Analyse and identify trends in clinical activity and impact and report on these, including KPIs.
- Management of Budgets and Financial Resources in conjunction with the Finance Officer and CEO, prepare the annual budget for clinical services, including pay and non-pay items.
- Manage the budget for clinical services, working with line managers to ensure their understanding and contribution to working within financial constraints.

Education and Training

- Develop and support the implementation of an education strategy for the hospice workforce.
- Acting as an expert resource, participate, where appropriate, in the design, development and delivery of education, both internally and to the wider healthcare community.
- Attend statutory training in accordance with hospice requirements.
- Maintain professional registration and credibility through continuous professional development.
- Undertake performance development and review discussions with direct reports.
- Working with line managers, ensure there is an adequately trained workforce. Review staffing needs, levels and competencies on an ongoing basis.
- Keep up to date with national policy and legislative changes and consultations that may impact on the hospice, its work and reputation.

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- In conjunction with HR and the Volunteer Co-ordinator, ensure appropriate systems are in place to recruit, train and review volunteers working in clinical roles
- Participate in own performance development and review discussions with CEO/ Trustees.

Personal Specification

Education

- Educated to degree level
- Registered nurse
- Current and valid NMC registration
- Evidence of ongoing and continuing professional development
- Masters level qualification in a relevant subject e.g. palliative care (desirable)

Experience

- Experience in managing teams
- Experience of managing budgets
- Experience in a broad range of clinical settings
- Experience in working with commissioners and external stakeholders and other service providers
- Experience in a specialist palliative care setting (desirable)

Behavioural Values

- Adheres to NMC professional values
- Tackles bullying or other inappropriate behaviour by others immediately
- Appreciates the impact that decisions and actions have on the business
- Ability to ensure that objectives or tasks are delivered on time, to an agreed quality and within budget
- Demonstrates appropriate leadership and team member skills, working with others to deliver high quality services to a range of clients
- Pro-active and responsive to requirements of patients/clients and colleagues; a team player
- Fully understands internal and external professional expectations and requirements, and works to ensure these are exceeded
- Works co-operatively and productively with others to achieve results
- Demonstrates a personal commitment to the expansion and development of skills and knowledge for self and the clinical team
- Understands the importance of adhering to all organisational policies and procedures
- Demonstrates knowledge and competence in IT, as appropriate to role
- Takes the initiative to work across boundaries to resolve challenges
- Demonstrates commitment and loyalty to South Bucks Hospice
- Demonstrates ability to interact appropriately with members of the public as required
- Self-motivated individual with strong patient/client focus
- Demonstrates a high level of communication skills and is able to choose the method that is appropriate and effective for a given situation
- Uses original and creative thinking to make improvements or support the initiation of new approaches
- Works with honesty and integrity and maintains the reputation of South Bucks Hospice
- Does the right thing for the long term success of South Bucks Hospice

This job description is intended to be an indication of the scope of the role. In addition to these functions employees are required to carry out such other duties as may reasonably be required.

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Name of Job Holder

Signed by Job Holder

Date

Name of Line Manager

Signed by Line Manager

Date
