

South Bucks Hospice – Job Description

Job Title	Head of Clinical Services
Work days:	Monday to Friday
Department:	Clinical
Work Location:	Butterfly House, High Wycombe
Reporting to:	CEO
Date of issue:	15 th January 2025

Job Purpose

- CQC Registered Manager ensuring CQC standards of care are always provided to patients and carers
- To provide expert, strong, visionary, inspirational, clear, open, clinical leadership to all care teams and ensure effective patient centred care, management, organisation, delivery and quality of all care services and educational activities
- To contribute fully to the strategic clinical planning and corporate management of the South Bucks Hospice
- To work with hospice staff, trustees, and partners to lead the development and delivery of a clinical strategy able to build on and develop our existing provision and strengths and respond to the changing environment in hospice care which recognises both social and clinical models of care and aims to provide excellence in meeting the palliative care needs of the people of South Buckinghamshire
- To provide clear leadership on clinical governance and risk management for clinical services
- To be the registered manager with CQC and the key link between the hospice the regulatory bodies including the local NHS BOB ICB commissioners.

Key Responsibilities

Accountable for:

- Full CQC compliance
- Clinical Services (day hospice outpatient care, nursing, psychosocial and allied health care services)
- Taking a lead on developing and implementing the clinical strategy
- Strategic 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 and local ICB commissioners.

Key Result Areas

Strategic Management

- Full operational leadership as the CQC Registered Manager to the CEO and Board of Trustees
- As a member of the Senior Leadership Team, lead on the strategic shaping of the organisation, ensuring that clinical services develop and integrate with the existing and future strategic direction of the hospice as agreed by the Board and inspired by leading edge developments in palliative care provision
- Develop and agree a strategy for clinical services and education which delivers on current and future aspirations of the hospice
- Work with BOB ICB commissioners, health organisations and professionals, to build on existing relationships across all areas of palliative and supportive care to best position South Bucks Hospice to deliver the clinical strategy
- Develop new relationships across all areas of palliative and supportive care to best position South Bucks Hospice to deliver the clinical strategy

- Develop and deliver a holistic, responsive, and integrated palliative care service across South Buckinghamshire
- Act as a key hospice representative in matters relating to the public.

Clinical Governance

- Ensuring full compliance with CQC standards, reporting and regulations
- Working to operational and financial KPI's
- 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 expert, 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
- Be an active member of the Clinical Committee seeking the support of and working with the Chair of the Clinical Committee and other members of the committee as required
- 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 clinical 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
- Promote 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
- Manage budgets and Financial Resources in conjunction with the Finance and IT Manager 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 clinical education strategy for the hospice clinical staff
- 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 and up-to-date 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
- 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
- Identify any gaps in knowledge and experience, acting promptly to gain the skills required.

Personal Specification

Qualifications/Education

- Registered nurse or allied healthcare professional (essential)
- Registered with the NMC or HCPC (essential)
- Evidence of ongoing and continuing professional development
- Masters level qualification in a relevant subject (desirable)

Experience

- Experience in a specialist palliative care setting (essential)
- 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

Behavioural Values

- Adheres to NMC or HCPC professional values
- Demonstrates appropriate leadership and team member skills, working with others to deliver high quality services to a range of clients
- Demonstrates a high level of communication skills and can choose the method that is appropriate and effective for a given situation
- Pro-active and responsive to requirements of patients/clients and colleagues; a team player
- Works co-operatively and productively with others to achieve results
- 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
- Fully understands internal and external professional expectations and requirements, and works to ensure these are exceeded
- 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
- 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
- Respects the view of others and has a professional approach to work

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- Tackles bullying or other inappropriate behaviour by others immediately
- 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.

Name of Job Holder

Signed by Job Holder

Date

Name of Line Manager

Signed by Line Manager

Date
