

Job Description

Job Title	Grade/Salary
Director of Nursing & Quality	Up to £70,000
Accountable to	Responsible for
Chief Executive	All clinical services

Job Purpose and Role

The Director of Nursing and Quality is the Care Quality Commission (CQC) registered manager with a key role in enabling and monitoring compliance with the Fundamental Standards across regulated activities and sharing legal responsibilities in the Hospice. The Director of Nursing and Quality will provide leadership and clear lines of accountability for designated clinical teams at Teesside Hospice:

- Palliative and End of Life Care: Medical, Nursing, Allied Health Professional team
- Wellbeing
- Bereavement support
- Lymphoedema.

They work alongside the Chief Executive in achieving the Hospice's vision to be a well led organisation delivering compassionate and safe patient care through an engaged and motivated workforce.

The post holder will be responsible for the professional leadership of all aspects of nursing and Allied Health Professionals.

Purpose of the job

The Director of Nursing and Quality will provide leadership and accountability for the following areas:

- Leadership and governance for Nursing, Allied Health Professions and Non-Medical Professions (excepting Pharmacy)
- Infection Prevention and Control (IPC)
- Adult and Children and Young People's Safeguarding
- Non-Medical Education and Professional Development
- In conjunction with the Chief Executive, the Senior Management Team and medical team will ensure quality, safety and patient experience is delivered and assured.
- Medicine Management
- Caldicott Guardian and Registered Manager.

Freedom To Speak Up: To be a Champion.

Behavioural Skills:

All roles within the Hospice require employees to demonstrate our core values (Compassionate, Skilled, Trustworthy, Accountable, Principled) in the care they provide to patients. All members of staff should consider these behaviours an essential part of their job role and are required to role model these behaviours and values.

Main Duties and key result areas

Main Duties & Responsibilities	To ensure the delivery of excellent professional standards of care and compliance within regulatory frameworks (e.g. CQC, NMC, HPC, BACP) within the organisation, and to act personally and professionally within the NMC Code of Professional Practice.
Professional Leadership	<ul style="list-style-type: none">• Leadership of staff and volunteers across the Directorate services (see above), ensuring the highest professional standards that provide excellent outcomes for beneficiaries.• To ensure all staff and volunteers are supported, developed and led via regular performance review and personal development planning.• To ensure appropriate and safe staffing levels in all areas of care.• To work collaboratively with colleagues from partner organisations to deliver Specialist Palliative Care.• To lead the development and implementation of quality and improvement strategies within the organisation, ensuring coherence with national strategies.• To provide leadership to and facilitate the development of, research and its application to practice across all non-medical professions.• Embed a continuous learning ethos whereby errors/near misses and successes inform improvements. Ensure appropriate reporting, monitoring and escalation systems are in place.• Ensure a process is in place to support revalidation of all clinically registered staff.• Develop and maintain relationships with higher education, other relevant educational institutions to ensure appropriate education and development for nursing and allied health professionals.• To develop and review workforce plans consistent with national standards and recommendations for safe and effective staffing levels.• Lead the pre and post-registration education response to the commissioning of all Non-Medical Healthcare professions.• Lead the charity's approach to end-of-life care and where possible align with the local system to ensure the ambitions for end-of-life care are delivered.• Provide overall management of appropriate budgets, encouraging staff to be involved in budgetary decisions.• Create an environment where collaborative working and partnerships are valued in the organisation and the local system.• Work with the Senior Management Team and others to involve a wider stakeholder's group and the public in organisational planning and developments. Map current provision, identify gaps and duplication and reference to evidence-based models of care.



	<ul style="list-style-type: none"> • To ensure all interactions with any stakeholders are completed to a high standard within required timeframes and reporting effectively on all activity when required. • To lead the delivery of the patient safety across the organisation thus ensuring delivery and accountability in services. • Jointly with the Chief Executive, Clinical Development Director to develop and ensure delivery of the Organisational Clinical Strategies and Quality Account. • Lead Infection Prevention and Control.
Executive Responsibilities	<ul style="list-style-type: none"> • To work with the Trustees and Senior Management Team in delivering corporate objectives. • To contribute to the development of the business planning process of the organisation by being aware of and advising on clinical opportunities to deliver new models of care. • To ensure compliance with the legislative requirements of the statutory authorities and regulatory bodies in relation to the provision of all care. • To represent the hospice at regional and national levels on professional nursing and corporate issues, developing partnerships, sharing best practice and integrating this knowledge within the organisation. • Deputise for the Chief Executive and represent Teesside Hospice where appropriate.
Safeguarding Children, Young People and Adults	<ul style="list-style-type: none"> • To ensure that services to vulnerable adults, children and families are safe and accessible. • To ensure compliance with National and Local Safeguarding policies and Health Acts. • To have in place clear priorities for safeguarding and promoting the welfare of children and vulnerable adults. • To ensure that all employees are trained on safeguarding to level appropriate to their role. • To ensure all employees understand that they have a duty for safeguarding and promoting the welfare of children and vulnerable adults. • To make a clear commitment to safeguarding and ensure all members of staff clearly understand their responsibilities for safeguarding. • To have clear lines of accountability for work on safeguarding. • Working closely with the Director of People, to ensure the Hospice does not employ people who are not safe to have contact with children and vulnerable adults and families, and to this end have effective recruitment and human resources procedures in place. • To maintain and develop good inter-agency and multi-disciplinary working, including arrangements for sharing information. • To identify staff who have expertise to give safeguarding advice to colleagues. • To handle allegations about members of staff effectively and maintain a culture that enables safeguarding issues to be addressed. • To follow the guidance provided in Working Together, and the detailed and local guidance provided by Teesside Safeguarding Adult Board and Tees Safeguarding Children Partnership Procedures. • To monitor safeguarding referrals and ensure that appropriate and timely notifications are made in accordance with legislation.
Clinical Governance	<ul style="list-style-type: none"> • Support the Chief Executive and working closely with the medical team, discharge the organisation's Clinical Governance responsibilities. • Lead by example ensuring compliance to the Code of Conduct and maintaining visibility and accessibility across the organisation.



	<ul style="list-style-type: none"> To lead the processes for achieving, maintaining and monitoring compliance with external and internal standards for quality and safety such as the Care Quality Commission fundamental standards of quality and safety. To support the Duty of Candour to be applied across the organisation.
Patient Experience and Patient and Public Involvement	<p>The Director of Nursing and Quality will actively ensure that the voice and needs of patients and carers are at the heart of all service improvement activity in the organisation.</p> <ul style="list-style-type: none"> To improve the quality of the patients' experience by involving, and learning from, patients and the wider public via continuous acquisition and monitoring of patient experience, involvement and feedback. To lead on the effective management of patient complaints and ensure that public and patients' perceptions are used to improve services. Ensure the Clinical Directorate has an effective plan for customer feedback and uses patient survey/public experience data in its performance management arrangements.
Health and Safety Responsibilities	<p>Teesside Hospice recognises that health, safety and the environment is its number one priority and takes seriously its responsibilities. The Director of Nursing and Quality also has the responsibility for their own and others health and safety as outlined in the Health and Safety at Work Act 1974 and other relevant health and safety legislation.</p> <ul style="list-style-type: none"> Have a thorough knowledge of the charity's Risk, Health & Safety Policies and Procedures. Ensure all clinical team members adhere to all safe working practices. Report all accidents, near misses, incidents and hazards to the relevant people in a timely and constructive manner. Identify and raise any, health, safety and environment improvements in a timely manner. Ensure Clinical Risk Assessments are conducted in a timely manner and recorded appropriately. Ensure that the organisations policies in relation to Risk, Health and Safety, People Governance, standing financial instructions and complaints/compliments are understood and implemented within the organisation. To ensure the appropriate use of equipment and facilities and that the working environment is maintained in good order. To take the necessary precautions to safeguard the welfare and safety of yourself, patients, visitors, and staff, in accordance with the Health and Safety at Work Act 1974. To undertake appropriate health and safety training to support safe working practice, including where appropriate, its management. To demonstrate a practical understanding of risk assessment in relation to their areas of responsibility and to ensure safe systems of work are in place. To lead on incident investigation and ensure that corrective action is taken as necessary and/or reported to Senior Management Team, specialist advisers, the Board of Trustees in accordance with internal governance arrangements.
Service Improvement Director clinical development	<ul style="list-style-type: none"> Work collaboratively with the Chief Executive and Clinical Development Director to lead service developments and new initiatives, bringing about desired changes in services that are cognisant of national and local strategic direction. Act as a change agent to facilitate the implementation of the strategic objectives of the charity.



	<ul style="list-style-type: none"> • Work effectively with lead clinicians, patients, volunteers and multi-disciplinary teams across health, social care and commercial areas. • Support, promote and encourage the development of SPC clinical practice across the locality by ensuring that Teesside Hospice is at the forefront of the provision and development of evidence based clinical practice.
Moving and Handling Responsibilities	<ul style="list-style-type: none"> • To ensure that a safe system of work is in place for all moving and handling tasks within their area of responsibility which are risk assessed, and control measures are identified and implemented. • In addition, the manager is responsible for ensuring that all relevant documentation is regularly reviewed and updated. • To be responsible for ensuring that their staff attend appropriate manual handling training in accordance with the Moving & Handling assessed risks within the work area.
Confidentiality	All staff are required to respect confidentiality of all matters that they learn as a result of their employment with the organisation, including matters relating to other members of staff, patients and members of the public.
Equality and Diversity	All employees are required to follow and implement the charity's equal opportunities policy and to undergo any training and development activities to ensure that they can carry out their duties and responsibilities in terms of promoting, developing, implementing and reviewing the policy arrangements in the course of their work.

Delivering to our Values

Accountable

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

Trustworthy

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust

Principled

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice's vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

Skilled

- Having and showing the knowledge, ability or training to work well
 - Seeking opportunities to learn from a wide range of sources
 - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

Compassionate

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*

All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement



- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed **Date**

Print name

Person Specification

Attribute	Detail	Essential or Desirable
Qualifications & Knowledge	Qualified to degree level in a health-related subject, or significant demonstrable competence	E
	Knowledge of relevant legislation, best practice and guidance relating to the provision of Hospice care services	E
	Management qualification	D
	Cancer or Palliative Care related post registration qualification e.g. Certificate in Palliative Care	D
	Qualification in Communication skills	D
Experience	Significant experience in provision of health and social care services	E
	Experience of working in a regulated environment	E
	Demonstrable experience of working within a multidisciplinary team	E
	Experience of operating as a Senior Manager, including planning and project management	E
	Experience, understanding and application of the principles of clinical governance to drive continuous clinical / care quality and service improvement	E
	Experience of leading effective large-scale change	E
	Ability to undertake risk assessments in a clinical / care setting	E
	Experience in a Hospice or other Specialist Palliative Care setting	D
	Experience of clinical / care / service-related Audit	D
	Experience of being accountable to Trustees	D
	Experience of using information derived from: <ul style="list-style-type: none"> NICE Guidance Recognised and validated palliative outcomes Clinical audits and incidents Patient and carer experience to drive improvement in clinical quality 	D
	Experience of meeting commissioner quality contract reporting requirements and/or producing the annual Quality Account	D
Skills & Knowledge	Ability to lead, manage and motivate others	E
	Ability to devise and implement relevant strategies and plans	E
	Knowledge of how to set and monitor a departmental budget, and experience of managing services to an agreed budget	E
	Sound knowledge of the national palliative care agenda	E
	Ability to communicate convincingly and effectively to internal and external stakeholders, using influencing and negotiation skills where necessary	E



	The ability to devise and maintain relevant audit processes	E
	Ability to deliver presentations and training	E
	Ability to use Microsoft office and other software packages	E
	Able to meet the requirements of registration and periodic re-validation with a recognised professional body including NMC and CQC	E
	Ability to fulfil the Registered Manager role	E
	A solution-focussed and creative approach to work	E
	Sound knowledge of the local palliative care agenda	D
	Research skills	D
	Ability to travel independently throughout the geography covered	E

