

Job Description

Job Title	Grade/Salary
Group Deputy Director of Nursing & Quality	£57,508- £64,750
Accountable to	Responsible for
Director of Nursing & Quality	Groupwide Clinical Services

Job Purpose and Role

The Group Deputy Director of Nursing & Quality provides senior clinical, professional and operational leadership across both Butterwick and Teesside Hospice services ensuring the delivery of safe, effective, evidence-based and person-centred palliative and end of life care.

The postholder is accountable for the operational delivery and performance clinical services provided by both hospices including clinical governance, service quality, workforce leadership, service performance and regulatory compliance.

The role also includes organisational responsibility for multiple services, service development and service transformation, cross-system working and budgetary and workforce accountability.

The postholder will be the CQC Deputy Registered Manager and a requirement for the post holder to deputise for the Director of Nursing & Quality (as and when required) and participate in Senior Leadership Team on-call rota.

Main Duties and key result areas

Leadership and performance management	• Provide senior leadership for hospice clinical services, ensuring consistent delivery of compassionate, safe, effective and evidence-based care. • Lead the operational management and performance of clinical services including Adult and Children's inpatient care, Wellbeing and Day Services, Outreach and complex clinics, therapies and bereavement support. • Take responsibility for clinical governance systems including risk management, incident review, safeguarding, audit, policy development and continuous quality improvement.
---------------------------------------	---



**Better Health
at Work Award**
Silver Award



	• Ensure compliance with Care Quality Commission standards, professional codes of practice, medicines management, infection prevention and patient safety requirements. • Provide advice to clinical teams and senior leaders on palliative and end of life care, governance and service delivery. • Build effective working relationships with medical colleagues, multidisciplinary teams, community partners, commissioners, NHS organisations, local authorities and voluntary sector partners. • Monitor, analyse and report on quality, activity, workforce and patient experience metrics, acting where performance improvement is required. • Maintain and develop systems / processes to seek views on hospice services, leading hospice Patient and Public Engagement and experience programme using feedback tools to seek users' views and actions required acted upon. • Represent the organisation at internal and external forums.
Service Delivery. Change Management and Service Improvement	• Contribute to organisational strategy and business planning; providing strategic leadership across groupwide services • Ensuring clinical workforce is fit for purpose and lead workforce planning, recruitment, retention, appraisal, supervision, capability management and professional development for clinical teams. • Contribute to financial planning and the efficient use of resources. • Responsible for the sustained delivery of budgets through ensuring clinical resources are used effectively. • Lead and support service redesign, pathway development and quality improvement initiatives in response to patient need, national guidance and organisational priorities, including staffing so new and expanded responsibilities are developed where appropriate and skill mix changes implemented as required. • Ensure robust systems in place for Safeguarding (including Vulnerable Adults and Children; Deprivation of Liberty; Mental capacity: Learning Disabilities.
Clinical and Professional Development	• Act as a senior professional role model, promoting hospice values, equality, diversity and inclusion, and a culture of continuous improvement and compassionate leadership.



Better Health
at Work Award
Silver Award



- Work in collaboration with Group Board of Directors, Groupwide and service/Team leads.
- Ensure systems for staff support and development are embedded within hospice services (e.g. preceptorship, clinical supervision, mentorship and coaching)
- Responsible for own professional development and maintaining registration requirements by participating in learning activities.

This job description is intended to describe the main duties and responsibilities of the role and is not an exhaustive list. Duties may change over time in line with service need, organisational priorities and regulatory requirements

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.



Better Health
at Work Award
Silver Award

We're an
Age-friendly
Employer



- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.
- Fulfil obligations in relation to safeguarding, namely: recognising possible abuse, including knowing what abuse is, what to look out for, and how to be vigilant at all times. Respond quickly and appropriately to possible concerns. Sometimes a concern is obvious, sometimes it is not. Report my concerns to the appropriate person to ensure that me and my organisation does everything possible to keep our patients and people safe and supported and record my observations and concerns, including the actions I and others have (or haven't) taken.

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
Skills & Abilities	Excellent communication, influencing and relationship management skills, including the ability to present complex or sensitive information to as wide range of stakeholders.	E
	Excellent IT Skills, specifically Microsoft Word, Excel	E
	Ability to lead strategically while maintaining operational oversight of multiple departments.	E
	Strong analytical and critical thinking skills, with the ability to interpret complex datasets and translate into action.	E
	High level of emotional intelligence, resilience and professional ambiguity	E
	Advanced facilitating skills in change or improvement programmes	D
	Ability to independently travel across area covered	E
Knowledge & Experience	Substantial senior clinical leadership experience in palliative care, hospice care, community services or related healthcare setting	E
	Significant experience of leading clinical governance, service improvement, quality assurance and regulatory compliance within a regulated service.	E
	Experience of managing multidisciplinary teams, complex service delivery and organisational change	E
	Strong understanding of palliative and end of life care standards, safeguarding, patient safety, risk management and quality improvement methodology.	E
	Experience in budget management, workforce planning and performance management.	E
	Teaching, mentoring coaching or practice development experience	D
	Experience as a CQC Registered Manager or equivalent regulated service lead.	D
	Experience of strategic service planning business case development and partnership working across organisational boundaries	D
Education & Qualifications	Registered Nurse with current registration with NMC	E
	Registered Nurse (Child) or Registered Nurse (Learning Disabilities)	D
	Evidence of Degree level professional qualification in specialist area	E
	Evidence of Master's level study or equivalent level of experience in leadership, quality, patient safety or healthcare management	E
	Evidence of continuing professional development	E
	Leadership and/or management development qualification	E



**Better Health
at Work Award**
Silver Award



Personal Attributes/ Key skills	Strong commitment to compassionate person-centred care	E
	Visible, values-driven and compassionate leader	E
	High level of integrity, credibility and professionalism.	E
	Commitment to equality, diversity and inclusion.	E
Other	Ability to work flexibly, and participate in the senior on-call rota	E
	Ability to travel independently across geographical footprint	E
	Ability to be the CQC deputy registered manager	E