



# Wigan & Leigh Hospice

## Job Description

**Job Title:** Clinical Service Lead for Community and Wellbeing Services **Reports to:** Clinical Director

**Base:** Wigan and Leigh Hospice

**Date:** March 2022

**Job Purpose:**

To provide strong clinical and managerial leadership of the Hospice Nurse Specialist (HNS) and Single Point of Access (SPOA) teams, undertaking clinical duties where appropriate.

To act as expert resource for the above teams and other partners on issues relating to palliative and End of life care.

To ensure that services and outcomes are monitored and delivered safely and efficiently by a well-trained workforce. This will be achieved through effective operational management, inspirational leadership, an unrelenting desire to improve standards and a thorough understanding of the speciality.

To advise and support the Senior Management Team in the development and delivery of the long-term strategy for high standard palliative and end of life care community services across Wigan and Greater Manchester. Develop partnerships with other organisations and professional networks (e.g. hospital, district nurses, GPs) to work across organisational boundaries on projects and forums.

To lead on the implementation, evaluation and management of the single point of access (SPOA) project and subsequently recruited staff, attending borough wide meetings.

Objectives	Typical Tasks
<p><b>Management:</b>  <i>To lead, co-ordinate, direct and line manage the Community and Wellbeing Services manager and the Hospice Nurse Specialist and SPOA teams. Ensuring that the Hospice's strategic vision and operational objectives for the delivery of palliative care to patients and those people important to them are achieved.</i></p>	<ul style="list-style-type: none"> <li>• Ensure service sustainability through facilitating integrated team working across clinical departments and community partners.</li> <li>• Provide departmental leadership over a 5-day period.</li> <li>• To ensure management of the community-based services and volunteers is in place. Maintain high clinical standards and ensure day to day operational issues are managed by deputies.</li> <li>• Lead on the development, review and monitoring of operational policies, procedures, and clinical guidelines.</li> <li>• Work closely with the Hospice Senior Management Team (SMT) and all relevant professionals in ensuring that their teams of staff and volunteers deliver high levels of service and care at all times.</li> <li>• Actively lead and implement service improvement projects.</li> <li>• Foster and maintain effective communication with external stakeholders.</li> <li>• Oversee the teams' patient throughput and activity, facilitating a cost effective and equitable service.</li> </ul>

<p><b>Leadership:</b>  <i>To be an inspirational leader who clearly expresses the hospice vision, values and service quality.</i></p>	<ul style="list-style-type: none"> <li>• Work closely with other community services to provide responsive and equity of access to service users by the oversight of the SPOA project.</li> <li>• To critique processes to make recommendations for streamlining and improving efficiency to create a responsive and quality SPOA service.</li> <li>• Work collaboratively with stakeholder leads, representing the Hospice, developing and implementing operational plans to support borough wide strategic intentions.</li> <li>• Work with other community partners, represent the Hospice community services in the development of integrated clinical strategy for 7-day services translating borough wide strategic objectives into operational goals.</li> <li>•</li> <li>• Translate strategic objectives into operational goals for self and teams, underpinned by the 9 pillars of sustainability (Hospice UK).</li> <li>• Communicate and deliver strategic changes which will impact on service delivery and have responsibility to overcome barriers to acceptance and implementation.</li> <li>• Provide a clear, effective and appropriate leadership style that engages the teams and ensures the vision and direction of travel is clear.</li> <li>• To lead and develop a culture which engages and involves staff in decision making.</li> <li>• Ensure the individual team members work in a climate where their contribution is valued, working collaboratively in teams.</li> <li>• To actively encourage new ways of working, gaining support from the Clinical Director to develop initiatives empowering staff to hold responsibility for delivery.</li> <li>• Responsible for creating a structure and culture, which supports service delivery and is sustainable.</li> <li>• Set high standards of quality and performance and raise the level of expectations.</li> <li>• Act as an agent for change by demonstrating leadership behaviours, challenge performance and set standards to monitor against.</li> <li>• Lead projects and organisational work streams.</li> <li>• Chair internal and external meetings.</li> <li>• Oversee the implementation of national, regional and local palliative and end of life care initiatives. Representing the Hospice at relevant forums.</li> <li>• Accept accountability for own actions and areas of responsibility.</li> </ul>
<p><b>Human Resources:</b>  <i>Manage and develop high performing Community services to ensure the standards of care and support are maintained in line with internal policies and procedures and clinical guidelines.</i></p>	<ul style="list-style-type: none"> <li>• Responsible for the development of those who operationally manage the services and provide a 7-day service that is integrated and responsive across the borough.</li> <li>• Direct line management of the Community and Wellbeing Services Manager and the HNS and SPOA teams</li> <li>• Ensure all team members have performance reviews in line with the Performance Review Policy and Procedure.</li> </ul>

	<ul style="list-style-type: none"> <li>• In collaboration with the Clinical Director, conduct skill mix reviews and contribute to workforce planning, developing plans to implement any changes identified,</li> <li>• Ensure effective recruitment of staff and volunteers in line with the recruitment and selection procedure.</li> <li>• Empower the teams to identify their own training and development needs and support them to meet those needs.</li> <li>• Ensure the induction of new staff and volunteers and assist in the process of familiarising them with the methods, procedures and values of the Hospice.</li> <li>• Ensure all staff and volunteers undertake hospice mandatory training, have opportunities for continued professional development and have their competencies assessed.</li> <li>• Promote a consultative and participative work environment i.e. organising and chairing regular staff meetings.</li> </ul>
<p><b>Clinical:</b>  <i>Oversee the department's delivery of clinical care and associated activities, in line with appropriate standards and guidelines.</i></p>	<ul style="list-style-type: none"> <li>• Ensure effective use of advanced clinical knowledge and skills, relating to the speciality to enhance patient care delivery.</li> <li>• Maintain clinical skills to act as an expert resource for specialist advice.</li> <li>• Supervise the management of new referrals to the teams to provide assurances that they are responded to in a timely and effective way.</li> <li>• Working flexibly when required, including unsociable hours.</li> <li>• Use expert skills to support colleagues in decision making where there may be conflicting opinion and a range of options.</li> <li>• In collaboration with the Medical &amp; Clinical Director, ensure medicines and Nurse Independent Prescribing is managed in accordance with all internal policies and standard operating procedures.</li> <li>• Promote evidenced based practice to maximise patients' quality of life.</li> <li>• Chair the weekly multidisciplinary meeting (MDT).</li> <li>• Ensure all staff and volunteers adhere to full infection control policies, procedures and measures.</li> <li>• Facilitate informed consent that enables patient choice regarding their care, treatment and needs following discharge.</li> <li>• Use advanced communication skills with patients, carers and relatives.</li> <li>• Respect the individuality, values, cultural and religious diversity of patients and promote multi-professional provision of a service sensitive to their needs.</li> </ul>
<p><b>Quality, Standards, Governance and Safety:</b>  <i>Manage the department's quality and standards of service.</i></p>	<ul style="list-style-type: none"> <li>• Plan, manage and oversee implementation of service delivery improvements</li> <li>• Establish a robust system with the Medical Director to facilitate regular observation of HNS team members in clinical practice to ensure all team members are practicing competently.</li> <li>• Ensure the ongoing development and maintenance of a robust culture of strong clinical governance and assurance and maintain systems for clinical and non-clinical risk management and reporting of incidents.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure that the community services uphold and can evidence compliance with the requirements of regulatory and commissioning bodies such as Care Quality Commission, Local Intelligence Network, Local Authority &amp; Clinical Commissioning Groups etc.</li> <li>• Maintain registration with the NMC, comply with all aspects of The Code and ensure all registered team members revalidate as required.</li> <li>• Initiate and inform service improvement using Quality improvement approach. Leading in the development of annual reports that contribute to service planning.</li> <li>• Co-ordinate, plan, monitor and evaluate the quality of the team's service through participation in clinical audit, activity &amp; outcome analysis and surveying patient and families views.</li> <li>• Monitor patient and staff safety and implement all relevant national safety alerts.</li> <li>• Ensure all staff are appropriately trained in the hospice policies, procedures and clinical guidelines and that they are competent to meet all aspects of their role profile.</li> <li>• Safeguard all patients, families and the public through robust staff training and adherence to internal and external policies and procedures, reporting any concerns to the Clinical Director and relevant professional body.</li> <li>• Responsible for the resolution of service complaints and incidents, reviewing findings and any formal action required or taken via the Quality and Governance Framework and ensure learning and actions plans in place.</li> <li>• Facilitate a team of critical and reflective thinkers whose goal is the delivery of high quality care.</li> </ul>
<p><b>Compliance:</b>  <i>Prepare and maintain up to date records for regulatory body compliance purposes.</i></p>	<ul style="list-style-type: none"> <li>• To fully assess impact on services and workforce, within and outside of the organisation updating CQC toolkits and evidence matrixes.</li> <li>• Recording relevant personnel data e.g. annual leave, sickness records, meeting notes.</li> <li>• Ensure all staff maintain up to date clinical records of all care and support needs for people who use the service.</li> <li>• Monitor the implementation and adherence of all hospice policies and procedures.</li> </ul>
<p><b>Service Information:</b>  <i>Ensure up to date service information is readily available for patients and that patients and their family or carers have an awareness of it and access to it in a format that they can understand.</i></p>	<ul style="list-style-type: none"> <li>• To establish and maintain effective relationships with external agencies.</li> <li>• Ensure community patients have access to up to date clinical and service information leaflets.</li> <li>• Establish a robust mechanism which staff follow to highlight the available information to patients and their families.</li> </ul>

<p><b>Finance:</b> <i>Participation in budget planning and on-going monitoring and control of agreed budget in line with internal processes and guidelines.</i></p>	<ul style="list-style-type: none"> <li>• Manage the service budget in line with set guidelines, policy and procedure.</li> <li>• Report significant variance to the Clinical Director.</li> <li>• Regularly monitor review expenditure.</li> <li>• Manage donations safely as per policy and procedure.</li> </ul>
<p><b>Ensure a safe working environment for self and team</b></p>	<ul style="list-style-type: none"> <li>• To be aware of own and teams obligations under Health and Safety legislation.</li> </ul>
<p><b>Continuous self-development:</b> <i>Continuous self-development to ensure knowledge, skills and competence are relevant to the service.</i></p>	<ul style="list-style-type: none"> <li>• Maintain direct patient and family care, in areas where escalation may be required for business continuity.</li> <li>• Take responsibility for own professional development, identifying training and development needs to line manager.</li> <li>• Keep up to date with skills and knowledge through reading journals, research articles, using the hospices library facilities &amp; attending study days as required.</li> <li>• Complete annual mandatory training.</li> <li>• Attend specialist training and development activities within the hospice.</li> <li>• Prepare evidence in support of performance to Clinical Director for annual appraisal.</li> </ul>
<p><b>Hospice Philosophy:</b> <i>Actively support the vision, philosophies and values of the Hospice.</i></p>	<ul style="list-style-type: none"> <li>• Adhere to and promote the core values of the Hospice: 'CARE' - Compassion, Accessibility Respect and Excellence</li> <li>• Act in a non-discriminatory manner.</li> <li>• Maintain confidentiality at all times.</li> <li>• Act as a positive role model to the teams and wider community.</li> <li>• Undertake any other duties that are in keeping with the values of the Hospice that you have the skill and ability to carry out.</li> </ul>

## Person Specification – Clinical Service Lead for Community and Wellbeing Services

### Essential

#### Qualifications

- 1<sup>st</sup> level Registered General Nurse
- First Degree in Nursing
- Master's degree in a relevant clinical or managerial field (or working towards or willingness to complete upon appointment)
- Recognised Post-registration Palliative Care Qualification or equivalent portfolio of evidence

#### Experience, Skills, Knowledge of

- A visionary service manager with gravitas
- Significant managerial experience in a similar environment
- Management training
- Demonstrate a high level of post-registration experience in delivering palliative & end of life care
- Significant experience of implementing and managing change
- Advanced / enhanced communication skills
- Capacity to work with clinicians at all levels, maintaining positive working relationships using good negotiation skills
- Ability to demonstrate effective collaborative partnership working across organisational boundaries
- Significant experience of using I.T. software including in house systems and all Microsoft Office packages
- Ability to work with strong vision and convey clear messages
- Clinical Audit
- Independent working
- Organisational, time management and interpersonal skills
- Record keeping
- Able to manage several demanding agendas simultaneously and able to work autonomously
- Data analysis and presentation
- Critical thinking
- Resilient and ability to adapt to unforeseen circumstances

#### Other

- Full UK driving license with access to a vehicle insured for business use
- Enthusiasm for development and innovative practice
- Awareness of the Hospices charitable status and its reliance upon charitable donations which are

### Desirable

#### Qualifications

- District nursing qualification
- Teaching qualification
- Non-medical prescriber

#### Experience, Skills, Knowledge

- Community experience
- Service development
- Project management and delivery skills

influenced by clinical care delivery and the professionalism of hospice personnel

- Approachable and adaptable with a flexible approach to work
- An ability to uphold the core values of the hospice
- Self-motivated and enthusiastic