



St Ann's Hospice

every day makes a difference

Working for St Ann's

We're proud to care

We're proud to work together

We're proud to make a difference



At St Ann's, there's one thing that motivates us, and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

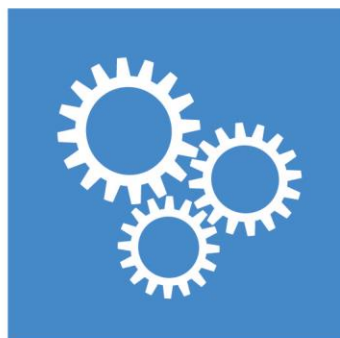
We're continuously developing our plans for delivering world-class, innovative care and to ensure St Ann's is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference.

All of our team members will role model our core values...



Inclusive



Professional



Compassionate



Respectful

Job Role Profile

Title Deputy Head of Clinical Services

Salary Hospice Band 8a

Location Cross-site working

Responsible for

The co-ordination and facilitation of the clinical services provided by the hospice.

Responsible to

Head of Clinical Services / Registered Manager

Core Purpose

To work within the policy framework of the hospice in the provision of specialist palliative and supportive care by ensuring that the work of clinical services meets the aims and objectives of the organisation.

Job summary

To provide senior leadership to the clinical workforce to deliver frontline professional and operational priorities.

To support the Head of Clinical Services with the development, delivery and monitoring of high quality, cost effective clinical services.

Support the Head of Clinical Services to provide senior leadership to the clinical workforce to deliver frontline professional and operational priorities and in collaboration with the Head of Clinical Services line manage the Nursing and AHP leads.

The Deputy Head of Clinical Services will Promote professionalism amongst nurses and will undertake clinical work to maintain their professional competence, authority and credibility

The Deputy Head of Clinical Services must act in accordance with professional Codes of Conduct at all times and will contribute and work collaboratively in line with the clinical and hospice strategy, values and business objectives.

The Deputy Head of Clinical Services will carry out clinical, managerial, leadership and practice development duties in accordance with hospice policies, procedures and standards.

Director of Clinical Services

Head of Clinical Services /
Registered Manager

Deputy Head of Clinical
Services

Nursing and
AHP leads

Clinical
Administration

The Deputy Head of Clinical Services will –

- ✓ In conjunction with the Head of Clinical Services be accountable for the direct delivery of a service.
- ✓ To monitor performance against local and national Key Performance Indicators, taking action to continually improve performance.
- ✓ Provide clinical leadership which inspires and motivates others, empowering them to ensure all clinical leads have the authority and support they need to improve patient care, and to resolve clinical issues such as discharge delays and environmental problems
- ✓ To act as an expert resource and provide advice on nursing care in relation to clinical interventions, policies, service development and delivery.
- ✓ Ensure that patient care is evidence based, monitored and evaluated, instituting appropriate improvement when required, in order to provide high standards of care to all patients.
- ✓ Support and encourage multi-disciplinary working, which focuses upon patient pathways ensuring the smooth transition of the patient through the care process including facilitating the movement of patients through care settings, to ensure patients are cared for within an optimum time frame.
- ✓ Ensure that the hospice policy for handling complaints is adhered to, response times are met, and lessons are learned and disseminated appropriately
- ✓ Manage financial resources, maintaining, at least, a balanced position, ensuring cost effective services are planned and organised to maximise high quality and effective care
- ✓ Liaise with key stakeholders and external providers of palliative care ensuring the hospice has a high profile within the community setting
- ✓ Maintain their own professional development in order to influence clinical service delivery across the organisation
- ✓ Promote professionalism amongst nurses and will undertake clinical work to maintain their professional competence, authority and credibility
- ✓ Actively engage in the organisational incident reporting system and action and monitor finding in relation to clinical service
- ✓ To support the nursing leads within the organisation in the day to day management of all nursing staff including recruitment, selection and retention, deployment training and disciplinary matters
- ✓ Ensure daily rosters remain in budget, are commensurate with workload and are of a sufficient skill mix to reflect dependencies, and any concerns brought to the attention of the Head of Clinical Services.
- ✓ Contribute to the experience of learners and to ensure delivery of mentorship requirements meeting NMC standards for nursing students.
- ✓ Ensure that an appropriate learning environment is provided for students and liaise with Clinical Educators to optimise student nurse placements, to ensure good quality education and support to all students in the clinical area.
- ✓ Ensure that opportunities to share learning and experience between the multi-disciplinary team are promoted to ensure good communication and utilisation of relevant information.
- ✓ Formulate, analyse and present information that may be complex in relation to service requirements to improve efficiency and effectiveness, communicating this to colleagues internally and externally
- ✓ Ensure that documentation is appropriate, accountable and defensible and remains in line with Information Governance policies and procedures
- ✓ To support the coordination of clinical audit and practice research in line with the departmental audit schedule, including presentation of results and delivery of action plans.
- ✓ To identify gaps in current audits and assist in the development and implementation of new audit cycles
- ✓ To deputise for the Head of Clinical Services / Registered Manager.
- ✓ Ensure care within your services is consistent with the principles of Safeguarding and the Mental Capacity Act Code of Practice (2007)

Requirements

The Deputy Head of Clinical Services will –

- ✓ Hold a qualification to Postgraduate level 7 or equivalent, or willingness to work towards.
- ✓ Be appropriately registered with the NMC
- ✓ Have evidence of leadership & management training, education and experience, or willingness to work towards.
- ✓ Have evidence of continuing professional development relevant to field of Palliative Care, community services, long term conditions or chronic illness management

The Deputy Head of Clinical Services will be able to –

- ✓ Demonstrate experience of working in a palliative care setting which meets the requirements of those with palliative care needs
- ✓ Demonstrate significant experience of working in a management position at a senior level
- ✓ Demonstrate involvement in Audit
- ✓ Demonstrate project and change management skills
- ✓ Demonstrate risk management skills
- ✓ Recruit and retain staff
- ✓ Demonstrate a strong finance/budget management skill set
- ✓ Manage a multi-disciplinary team
- ✓ Develop and implement policies
- ✓ Support individual and team development
- ✓ Achieve objectives against challenging deadlines
- ✓ Interpret national and local policy drivers and show understanding of the political environment
- ✓ Demonstrate track record of service improvement and innovation
- ✓ Demonstrate working knowledge of key regional and national initiatives impacting on palliative care delivery
- ✓ Demonstrate professional knowledge of governance, research and audit agendas
- ✓ Prioritise their workload and delegate effectively
- ✓ Use their own initiative and work independently
- ✓ Be self-motivated and have the ability to motivate others
- ✓ Demonstrate performance management skills, implementing and maintaining performance management strategies
- ✓ Empower and be inclusive in their management/ leadership style
- ✓ Demonstrate effective communication and report writing skills
- ✓ Demonstrate proven IT skills and be able to manipulate, interpret and present data
- ✓ Demonstrate thorough understanding of Care Quality Commission in order to maintain registration
- ✓ Demonstrate well developed leadership and motivational skills to facilitate working in a complex organisation
- ✓ Hold strong persuasive, negotiating and influencing skills and be politically astute

Terms and conditions for the Deputy Head of Clinical Services

Contract	Permanent.
Work Pattern	22.5 hours over 3 days per week. With some ad-hoc out of hours work as required.
Location	Cross-site
Free Parking	Free parking at our Heald Green, Little Hulton and Neil Cliffe Centre hospice sites.
Holiday	35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (inclusive of bank holidays). In addition staff are able to buy up to 1 weeks' holiday per year via salary sacrifice.
Pension	Contributory Stakeholder pension in which we match up to 7% of your gross salary. Plus the ability to continue with a previously held NHS pension.
Life Cover	All staff in the Scottish Widows Pension scheme are provided with life cover of three times their basic salary in the event of their death whilst employed by St Ann's Hospice.
Health Cash Plan	We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.
Employee Assistance Programme	Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.
Probation	Six months.
Notice	12 weeks.



INVESTORS
IN PEOPLE

Silver
Until 2021



Registered with
FUNDRAISING
REGULATOR

St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire SK8 3SZ

☎ 0161 437 8136

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