

## JOB DESCRIPTION CLINICAL SERVICES MANAGER



**Responsible to:** Chief Executive and Board of Trustees

**Reports to:** Chief Executive

**Hours:** 37.5 hours per week (full time)

**Salary:** £44,606 - £50,819

### **Role Summary**

The post holder is a key member of the Senior Management Team and will provide leadership and senior operational support on behalf of the Chief Executive on operational management for all clinical services, ensuring the delivery of high quality care in all settings. In collaboration with other members of the management team, the post holder will contribute to the strategic development of the hospice and work to ensure objectives are achieved.

As senior management clinical lead, the post holder will lead by example to assure high levels of professional performance and conduct, by ensuring all staff fulfil the requirements of their job descriptions and adhere to all organisational policies and procedures.

As part of the senior management team, the post holder will be responsible for monitoring performance against key targets, provide data to enable effective governance of services, inform strategic development and monitor the external environment in order to anticipate changing demands on service provision.

The post holder will have specific responsibility for leading the development and operation of clinical services.

The post holder will ensure that the hospice services are compliant with regulatory bodies, such as the Care Quality Commission and the National Patient Safety Agency. They will lead the governance agenda for the hospice across all service areas, ensuring compliance with the Clinical Commissioning Group, Quality Schedule and Healthwatch requirements.

The post holder is the Accountable Officer for Controlled Drugs and the Registered Manager for the hospice with the Care Quality Commission.

The post holder is the Caldicott Guardian for the hospice.

The post holder will directly manage the Named Lead for Safeguarding for the hospice.

The post holder is the lead clinical manager for Infection Prevention and Control. All hospice staff and volunteers use a combination of professional knowledge and skills with personal attitudes of care, compassion and sensitivity, and a team approach, to

achieve the highest quality of service to each individual receiving hospice care and to his/her family and carers.

### **Principal Duties**

To provide a framework of clinical governance throughout the service areas in line with best practice:

- Support the implementation of clinical information systems and monitor effectiveness.
- Work with the Chief Executive and Senior Management Team to monitor performance monthly.
- Support effective public relations by representing the hospice and facilitate/participate in visits including those by dignitaries, as required.
- Attend and contribute to the hospice Board meetings as required.

### **Staffing**

- Provide efficient and effective leadership and management, and development of all clinical staff.
- Have a key role in the operational and strategic development of patient-centred palliative care, ensuring the highest possible standards for patients and their carers.
- Be responsible for the recruitment of clinical services staff as required, subject to budgetary limits and approval by the Board of Trustees.
- Plan and develop an appropriate staff skill mix, subject to budgetary limits.
- Be responsible for the maintenance of agreed staffing levels.
- Foster good working relationships and team work with staff and volunteers in all departments.
- Be responsible for the standards of clinical care provided by clinical staff.
- Ensure the professional development of clinical staff, with regular individual reviews, consistent with their personal and professional needs and the development of the hospice service.
- Support clinical staff in their applications for external training and education, where approved.
- Be responsible for grievance and disciplinary matters relating to clinical staff.

### **Professional**

- Lead and support the monitoring of the clinical services strategy across the hospice.
- Foster and develop a culture within clinical services that values continuing professional development and strives for excellence in the delivery of patient care.
- Provide leadership and facilitate the development of research and audit, ensuring its application to clinical practice.
- Ensure that all professionally registered clinical staff meet both the hospice's and statutory professional requirements, e.g. the NMC Code of Professional Conduct for Nurses, BACP for Counsellors.
- Maintain own knowledge of palliative and end of life care and professional standards.
- Ensure that hospice clinical services meet up-to-date professional principles and that appropriate written policies exist and are understood.
- Ensure that the hospice has the appropriate equipment and facilities to provide care for patients and families.

## **Management and Planning**

- Deliver a well-managed multi-disciplinary clinical service and provide strong clinical leadership.
- Review clinical services regularly and manage change to ensure excellent quality of care, whilst taking into account budgetary restrictions.
- Develop service plans and reports for submission to the Board of Directors including the provision of quarterly clinical activity data.
- Prepare the clinical statistics and reports for the CCG quarterly meetings.
- Attend the Hospice Governance meetings and Board meetings as and when required.
- As part of the Senior Management Team, advise the CEO, participate in strategy development, policy formation and management matters that affect the hospice from a clinical perspective.
- Ensure the hospice meets standards and regulations to comply with the National Care Standards and other relevant legislation.

## **Financial**

- As a member of the senior management team, ensure financial budgets and controls are managed and maintained across all hospice departments.
- Work with the Chief Executive, Finance Administrator and Support Services Manager to ensure the negotiation of cost effective contracts across all clinical areas.

## **External Relationships**

- Develop and maintain excellent links with the community served, with particular reference to other clinical professionals throughout the district, region and nationally, demonstrating an awareness of how national and regional initiatives will influence total care.
- Participate and network with other organisations or groups who provide health and social care within the locality.
- Offer specialist advice on palliative or end of life care as required to other health and social care professionals.
- Work proactively with clinical commissioning groups, acute providers, community providers, social care and other providers of specialist palliative care services, as required.

## **Patient Care**

- Have overall responsibility for the clinical workload in all settings where the hospice provides care and support.
- Attend clinical team review meetings and any other meetings as appropriate.
- Support colleagues in relation to clinical decisions as required, in accordance with professional principles of accountability.
- Ensure swift and appropriate response to referrals, enabling optimum utilisation of hospice services as laid down in policy guidelines.

## **Quality Assurance/Clinical Governance**

- Provide advice, guidance and support to the management team and staff at all levels on the development of quality initiatives.
- Along with other members of the senior management team, ensure thorough investigation of complaints and incidents and take remedial action to address any identified concerns.
- Ensure appropriate quality standards are maintained through effective audit of clinical services.
- Jointly with the Chief Executive, ensure all complaints and concerns are handled effectively and efficiently, in accordance with hospice procedures and best practice.
- Ensure cleanliness, infection control, food and hygiene standards meet hospice, external guidelines and legislation.
- Responsible for the development and monitoring of a risk management framework across clinical services.

## **Research**

- Facilitate the development of research-based practice within the clinical area, initiating and participating in appropriate local, regional and district research within ethical committee guidelines.

## **General**

- Deputise for the Chief Executive when necessary.
- Contribute, participate and support initiatives and events which help to generate the voluntary income required to fund the provision of care to our patients.
- Assist the Chief Executive, as and when necessary, with fundraising applications to external agencies, charities and trust funds.
- Support the Chief Executive on all registration matters with the Care Quality Commission, keeping them informed of any action taken. Ensure nursing and clinical policies and practices meet Care Quality Commission Standards.
- To be the Accountable Officer for the hospice in terms of controlled drugs (in accordance with the Health Act 2006), including attending Local Intelligence Network meetings.
- To be involved with the planning of palliative care and end of life services within the High Peak, advising on and developing policies when required.
- Work with the commissioners of Health Care locally to determine that the service provided by the hospice is appropriate for the people of the High Peak and fits with commissioning requirements.

This Job Description describes the main duties of the post holder and is not exhaustive and the hospice reserves the right, through consultation, to alter or amend any part.

This Job Description will be reviewed and amended with the post holder as required, as part of the regular performance review and staff development process.

The Job Description does not constitute part of the Contract of Employment.

## PERSON SPECIFICATION

Post: **Clinical Services Manager**

The criteria below reflects the realistic requirements in terms of skills, abilities, qualifications and personal attributes necessary for effective performance in this post.

CATEGORY	ESSENTIAL	DESIRABLE
Qualifications and Training	<ul style="list-style-type: none"> <li>• Adult Nurse Level 1 Registration with the NMC, or equivalent qualification for non-nursing professions (e.g. HCPC)</li> <li>• First Degree (health related)</li> <li>• Management Qualification</li> </ul>	<ul style="list-style-type: none"> <li>• Master's Degree (speciality related)</li> <li>• Diploma in Palliative Care or equivalent</li> <li>• Teaching qualification</li> </ul>
Working Experience	<ul style="list-style-type: none"> <li>• Proven experience of managing and motivating a large, diverse team.</li> <li>• Experience of managing teams providing clinical care in either hospice, hospital or community settings</li> <li>• Evidence of involvement in and understanding of Multidisciplinary Team working</li> <li>• Experience of working in a hospital/hospice environment</li> <li>• Evidence of application of research and audit</li> <li>• Experience of change management</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in Palliative Care</li> <li>• CCG / Network involvement</li> </ul>
Skills and Knowledge	<ul style="list-style-type: none"> <li>• Ability to communicate effectively, and with sensitivity to a wide range of people with varying needs</li> <li>• Able to influence and negotiate</li> <li>• Ability to analyse and interpret reports and clinical data</li> <li>• Report and business case writing skills</li> <li>• Computer literate with Outlook, Word, PowerPoint</li> <li>• Extensive knowledge of clinical care and effective clinical governance</li> <li>• Knowledge of palliative and end of life care issues</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of patient database systems</li> <li>• Research and Audit skills</li> <li>• Knowledge of Excel</li> </ul>
Other Factors	<ul style="list-style-type: none"> <li>• Motivated and committed to personal and professional development</li> <li>• Receptive to change and act as a change agent</li> <li>• Passionate about the hospice movement</li> <li>• Team player</li> <li>• Innovative</li> <li>• Strategic thinker</li> </ul>	