

EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

Job Title: Clinical Head of Inpatient Unit [IPU]

Responsible to: Clinical Service Director

Responsible for: IPU Nursing Team

Salary: £53,924 (dependant on experience)

Hours: 37.5 hours per week

Location: East Lancashire Hospice

JOB PURPOSE

- To be accountable and responsible for the provision of safe, responsive, excellent patient care.
- To achieve this excellence through the team in IPU – to help them be the best they can be working to current best practice and processes but always striving for excellence through continuous professional and personal development.
- To lead the team, to be a role model, be passionate, enthusiastic and a great communicator; to demonstrate efficient and effective clinical ward management to enable best practice and regulatory compliance.
- To achieve these standards this role is supernumerary to the IPU nursing team rota

KEY PERFORMANCE AREAS

TEAM MANAGEMENT AND LEADERSHIP

- Lead in the recruitment of all new staff and volunteers.
- Lead on the structure of their departmental induction their 3 and 6 month probationary reviews and ensure that staff and volunteers understand clearly their role and responsibility.
- Maintain the clinical competence of staff through effective supervision, monitoring and performance development reviews.
- Promote on going learning, development and personal and professional growth.
- Maintain morale within the team ensuring staff and volunteers are supported and valued for their contribution; foster a no blame culture and actively support personal and professional development.
- Act as mentor/preceptor whilst ensuring that these abilities are also maintained within the registered nursing team.
- Ensure that new staff are aware of the services offered across all departments and engage with corporate events (such as Tea n Toast, Corporate Induction, fundraising activities – to contribute to and understand our hospice strategy and their role in achieving it).
- Drive effective partnership 'and collaboration' across the hospice and with external partners to maximise outcomes for patients and the opportunity for service improvement.
- Be responsible for ensuring duty roster planning achieves the required skill mix over a 24/7 period and that this pro-actively accommodates absence such as annual leave, training and required non-patient facing activities.
- Plan and manage your own time to allow at least 20% direct clinical practice to allow time to work clinically with staff and to maintain own clinical competencies.

- Ensure that students on placement have access to high quality education and learning.
- Demonstrate and promote the hospice values (to care, listen, respect and work together) in all behaviour.

PATIENT EXPERIENCE

- In addition to the 20% clinical time, maintain a highly visible presence on the ward, being responsive to patients, visitors and staff.
- Engage positively with the multidisciplinary team to enhance patient care and understanding of roles.
- Ensure the team is responsive to need through the holistic assessment of patient's physical, psychological and spiritual needs.
- Ensure that robust documentation is maintained including care planning, the evaluation of nursing care and the involvement of patients and those that matter to them wherever possible.
- Ensure that robust and timely stock management systems are in place.
- Critically evaluate clinical practice – providing guidance, challenge and support for team members whilst taking the patient's experience and point of view into account.
- Work alongside team members to demonstrate expected standards and clinical competence to deliver the best possible outcomes and experience for patients.
- Actively encourage feedback from patients and visitors about all aspects of our care and environment to ensure that we are responding to patient need.
- Ensure that staff know and follow the procedures for out of hours support

GOVERNANCE AND QUALITY

- Attend and contribute to Clinical Governance meetings as required.
- Monitor standards of care through audit and scope/drive initiatives to achieve improvements based on learning from events, feedback and best practice guidance
- Establish the ward audit cycle, performing audit activity, formulating reports and action plans and guiding others in becoming proficient at audit.
- Work collaboratively with the Clinical Services Director, Medical Director and Head of Quality & Governance to ensure consistency in strength of clinical leadership available.
- Take responsibility for the delivery of CQC standards, audit/self-assessment, information governance requirements and risk management and produce/deliver on associated action plans to achieve any required actions/improvements reporting through the Clinical Governance framework.
- Contribute and/or lead on wider organisational initiatives to further develop the quality and safety of service provision in keeping with regulatory requirements and organisational strategy
- Timely reporting/investigation of incidents to maintain a safe environment, support learning and prevent further occurrence undertaking root cause analysis of serious incidents
- Lead and/or participate in the investigation of complaints as appropriate/delegated ensuring a thorough, timely and accurate report is produced and identified and agreed actions implemented

PROFESSIONAL RESPONSIBILITIES

- Work at all times in keeping with NMC Code and all related professional standards and best practice guidance
- Promote and maintain appropriate and respectful professional relationships with colleagues and other staff working in collaboration with key personnel including, but not limited to, Clinical Services Director, Head of Quality and Governance and Heads of Department to maximise outcomes for patients
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Act as an ambassador for the East Lancashire Hospice promoting at all times our vision which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death

GENERAL RESPONSIBILITIES

- Monitor the Out of Hours advice line including activity and advice given, working in collaboration with the Medical Director in relation to action required.
- Deliver education to team members in practice relevant to own role, area of practice and expertise and as appropriate to wider hospice departments, ensuring learning objectives are achieved
- Ensure compliance with mandatory training requirements for self and team members
- Effectively manage sickness absence in accordance with hospice policies and procedures
- Monitor individual/team performance escalating where necessary for advice and support
- Ensure all staff have an annual PDR to assess performance and identify personal and professional development needs/opportunities that will enhance service delivery and the wellbeing and motivation of team members
- Utilise a range of IT systems and office applications in support of professional practice and organisational requirements including for example patient record system, incident reporting and mandatory training
- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures
- Ensure effective use of all resources within allocated budget

STATUTORY DUTIES

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice 'no smoking' policy in all hospice premises and grounds
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable)
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance

WORKING HOURS

The post holder will work their hours flexibly. Flexibility is a key aspect of this role and the role is supernumerary as already stated. These will be worked according to a rota of up to any 5 days of a 7 day working week.

NOTES

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

Equality and Diversity

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. ELH is committed to equality of opportunity for all staff and volunteers.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

PRINT NAME:

SIGNED:

DATE:

EAST LANCASHIRE HOSPICE
Person Specification

Date	Post: Clinical Head of IPU	Recruiting Manager: Carol Evans		
	Criteria	Essential	Desirable	Tested By
Experience	E1 Substantial experience at a senior level in a clinical/ward environment E2 Previous experience as a ward manager E3 Day to day leadership/management of a ward/team E4 Audit to underpin best/evidence based practice and development/management of improvement plans E5 Application of regulations/quality standards in practice E6 Management/Support of individuals with life limiting illness, palliative and/or end of life care E7 Service improvement/development/quality initiatives E8 Incident investigation	E1 E3 E4 E5 E6 E7	E2 E8	Application
Qualifications	Q1 Registered Nurse with active NMC registration Q2 Leadership/management or equivalent Q3 Evidence of continuous post registration development Q4 1 st level degree in related field Q5 Advanced communication skills Q6 Mentorship Q7 Qualification in palliative care or related field Q8 Telephone triage/Clinical examination skills / equivalent	Q1 Q2 Q3 Q4	Q5 Q6 Q7 Q8	Application
Knowledge	K1 Regulatory standards including for example NMC Code CQC standards K2 Safeguarding K3 Risk Management K4 Budget management K5 Advance Care Planning K6 Spiritual care principles	K1 K2 K3 K4	K5 K6	Interview
Skills	S1 Highly developed assessment and care planning skills S2 Competence in a range of clinical skills / practice relevant to field S3 Team leadership/management skills S4 Problem Solving/Decision making/Influencing skills S5 Enthusiastic and passionate in driving high standards of care for patients S6 Computer literacy/use of clinical systems S7 Ability to network/build productive relationships S8 Development and delivery of formal and informal education/training S9 Able to deal with difficult and sensitive issues in a supportive and professional manner S10 Car driver with access to a vehicle for work purposes	S1 S2 S3 S4 S5 S6 S8 S9 S10 S11		Interview
Personal Attributes	PA1 Excellent interpersonal /communication abilities PA2 Self-driven with ability to motivate and empower others PA3 Able to be accountable for own department/area of practice PA3 Patient and customer focus in keeping with hospice values	PA1 PA2 PA3 PA4		