

## Job Description

### Job Title

Director of Nursing and Quality

### Accountable to

Chief Executive Officer

### Grade/Salary

£62,400 per annum (Depending on experience)

### Responsible for

All Clinical Services

### Job Purpose and Role

The Director of Nursing and Quality is the Care Quality Commission (CQC) registered manager with a key role in enabling and monitoring compliance with the Fundamental Standards across regulated activities and sharing legal responsibilities in the Hospice. The Director of Nursing and Quality will provide leadership and clear lines of accountability for designated clinical teams at Teesside Hospice. Additionally, they attend Board of Trustees meetings and will work alongside the Chief Executive in achieving the Hospice's vision to be a well led organisation delivering compassionate and safe patient care through an engaged and motivated workforce.

Reporting to the Chief Executive they will be responsible for the provision of safe and good quality nursing and Allied Healthcare Professionals to ensure the effective and efficient organisation of Teesside Hospice clinical services. The Director of Nursing and Quality working in partnership with the medical team will ensure the highest standard of specialist palliative care (SPC) is provided for patients and carers by providing effective professional leadership, advice and direction to all clinical and support services, nursing and Allied Healthcare Professionals.

They will be encouraged and supported to maintain an element of clinical practice ensuring that developments are supported from a practice base and will be encouraged to pursue clinical development in an area of special interest. The post holder will be responsible for the professional leadership of all aspects of nursing and Allied Health Professionals.

The Director of Nursing and Quality will provide leadership and accountability for the following areas:

- Leadership and governance for Nursing, Allied Health Professions and Non-Medical Professions (excepting Pharmacy)
- Infection Prevention and Control (IPC)
- Adult and Children and Young People's Safeguarding
- Non-Medical Education and Professional Development
- In conjunction with the Chief Executive, the Senior Management Team and medical team will ensure quality, safety and patient experience is delivered and assured.
- Medicine Management
- Caldicott Guardian and Registered Manager.

**Freedom To Speak Up:** To be a Champion.

### Behavioural Skills:

All roles within the Hospice require employees to demonstrate our core values (Compassionate, Skilled, Trustworthy, Ethical, Accountable, Integrity) in the care they provide to patients. All members of staff should consider these behaviours an essential part of their job role and are required to role model these behaviours and values.

### Main Duties and key result areas

#### Main Duties & Responsibilities

To ensure the delivery of excellent professional standards of care and compliance with regulatory frameworks (e.g. CQC, NMC, HPC) within the organisation, and to act personally and professionally within the NMC Code of Professional Practice.

#### Professional Leadership

- Leadership of Nurses and Allied Health professions such that the best professional standards which underpin excellent outcomes for patients are deployed in all services.
- To ensure all staff managed within the scope of this role are well informed of the strategic priorities of the organisation and ensure that their contributions are channelled in that direction via regular performance review and personal development planning.
- To ensure appropriate and safe nurse and AHP (excluding Pharmacy) staffing levels in all areas of patient care.
- To work collaboratively with colleagues from partner organisations to deliver Specialist Palliative Care.
- To lead the development and implementation of quality strategies within the organisation, ensuring coherence with national strategies for nursing, and other professions, and local clinical strategies.
- To foster a culture within nursing and AHPs that encourages innovation and challenge in the interests of patient care and to take on professional leadership for the delivery of high standards of care.
- To provide leadership to and facilitate the development of, research and its application to practice across all non-medical professions.
- Embed a continuous learning ethos whereby errors/near misses and successes inform improvements. Ensure appropriate reporting, monitoring and escalation systems are in place.
- To advise Trustees, Chief Executive, Senior Management Team and managers on professional nursing and Allied Health Professionals issues, including the changing opportunities for roles and responsibilities.
- Ensure a process is in place to support revalidation of all Nurses with the NMC and AHPs with the HCPC.
- Develop and maintain relationships with higher education, other relevant educational institutions to ensure appropriate education and development for nursing and allied health professionals.
- Influence thinking about the future of professional education and workforce within the hospice.
- To support and advise on the development of workforce strategies that enhance job satisfaction and career development for Nurses and Non-Medical Professions.
- To develop and review workforce plans for nursing and AHPs, advising the Trustees on issues of skill mix, deployment and utilisation of the nursing workforce consistent with national standards and recommendations for safe and effective staffing levels.

	<ul style="list-style-type: none"> <li>• Lead the pre and post-registration education response to the commissioning of all Non-Medical Healthcare professions.</li> <li>• Lead the charity's approach to end of life care and where possible align with with the local system to ensure the ambitions for end of life care are delivered.</li> </ul>
Executive Responsibilities	<ul style="list-style-type: none"> <li>• To work with the Trustees and Senior Management Team in delivering corporate objectives.</li> <li>• To contribute to the development of the business planning process of the organisation by being aware of and advising on the Nursing and AHP opportunities to deliver new models of care.</li> <li>• To work closely with the HR Manager in the utilisation of nursing, and AHP resources to ensure the provision of high quality, cost effective care within the organisation.</li> <li>• To ensure compliance with the legislative requirements of the statutory authorities in relation to the provision of nursing and non-medical care.</li> <li>• To be responsible for high standards of clinical practice and performance, ensuring the contribution of all staff to the overall requirements of the organisation in respect of integrated governance</li> <li>• To represent the hospice at regional and national levels on professional nursing and corporate issues, developing partnerships, sharing best practice and integrating this knowledge within the organisation.</li> </ul>
Leadership for Quality and Patient Safety	<ul style="list-style-type: none"> <li>• The Director of Nursing and Quality must conduct themselves in a professional manner and deal with all customers, colleagues, peers and patients with dignity and respect at all times.</li> <li>• Deputise for the Chief Executive, and represent Teesside Hospice where appropriate.</li> <li>• Provide effective and supportive management and leadership to staff facilitating them to make effective decisions and develop sound leadership skills.</li> <li>• Provide overall management of appropriate budgets, encouraging staff to be involved in budgetary decisions.</li> <li>• Create an environment where collaborative working and partnerships are valued in the organisation and the local system.</li> <li>• To lead the team in ensuring maintenance of the CQC registration.</li> <li>• Lead the development and implementation of the organisation's strategy for SPC delivery that supports appropriate development of the organisation and its clinical services.</li> <li>• Manage a range of services in line with the strategy and objectives agreed within the organisation, ensuring effective and efficient use of resources.</li> <li>• Work with the Senior Management Team and others to involve a wider stakeholder's group and the public in organisational planning and developments. Map current provision, identify gaps and duplication and reference to evidence-based models of care.</li> <li>• To ensure all interactions with any stakeholders are completed to a high standard within required timeframes and reporting effectively on all activity when required.</li> <li>• To support the Chief Executive, the Senior Management Team, the medical team and the Bereavement and Counselling team in the delivery of the patient safety across the organisation thus ensuring delivery and accountability in patient services.</li> <li>• To deliver year on year improvement against specific safety related targets as agreed with the Board of Trustees/Quality and Performance Committee (i.e. Quality Account).</li> <li>• Jointly with the Chief Executive, the Senior Management Team and the medical team develop and ensure delivery of the Organisational Clinical Strategies and Quality Account.</li> </ul>

	<ul style="list-style-type: none"> <li>• To monitor compliance with quality standards set by regulatory bodies and working closely with Operational /Service delivery leads ensure non-compliance is addressed. Bring together clinical teams and work across boundaries professional and departmental.</li> <li>• Develop a culture within the organisation which encourages a Learning Organisation and put systems and processes in place to support this.</li> </ul>
Director of Nursing and Quality	<ul style="list-style-type: none"> <li>• To discharge all duties relating to the role of Director of Infection Prevention and Control to ensure full compliance with the Health Act 2006.</li> <li>• To oversee local control of infection policies and their implementation.</li> <li>• Via the senior clinicians in each area to be responsible for Infection Prevention and Control.</li> <li>• To report directly to the Chief Executive and Trustee Board.</li> <li>• Act as a role model to others regarding infection control best practice</li> <li>• To have the authority to challenge inappropriate clinical hygiene practice as well as antibiotic prescribing practice.</li> <li>• To assess the impact of all existing and new policies and plans on IPC and make recommendations for change.</li> <li>• To be an integral member of the organisation's clinical governance and patient safety structures.</li> <li>• To produce an annual report on the state of Healthcare Associated Infection in the organisation.</li> </ul>
Non-Medical Education & Training	<ul style="list-style-type: none"> <li>• To ensure that the charity meets its responsibilities to provide clinical experience and mentor support for pre and post-registration nurse education in line with local and national requirements.</li> <li>• To develop links with the providers of education and other professional bodies to ensure that there is appropriate correlation between service and training needs.</li> <li>• To ensure that effective collaboration and negotiations support the charity's clinical strategy with both commissioners and providers of education.</li> <li>• To conduct annual appraisals and progress reviews, for line managed staff and, through this process, to identify and facilitate development opportunities to improve the performance of the individual and the organisation.</li> <li>• To ensure training and development needs identified in the individual's personal development plan are followed up and assist staff to identify their development needs and to promote a learning culture.</li> <li>• Contribute to the ongoing development and delivery of learning opportunities for staff and volunteers within the services, with a particular emphasis on the statutory and mandatory requirements.</li> <li>• In collaboration with Teesside University and professional colleagues, promote the role of research, development and education in specialist palliative care within the organisation. Promote research awareness and activity in clinical teams across the organisation, initiating research as appropriate.</li> </ul>
Safeguarding Children Young People and Adults	<ul style="list-style-type: none"> <li>• To ensure compliance with National and Local Safeguarding policies and Health Acts.</li> <li>• To have in place clear priorities for safeguarding and promoting the welfare of children and vulnerable adults, these should be explicitly stated in strategic policy documents with clear operational systems and processes in place.</li> <li>• To ensure that all employees are trained on safeguarding in accordance with the Intercollegiate Document.</li> </ul>

	<ul style="list-style-type: none"> <li>• To ensure all employees understand that they have a duty for safeguarding and promoting the welfare of children and vulnerable adults.</li> <li>• To ensure that all employees are aware of the charity's procedure for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and vulnerable adult training depending on their role in the hospice.</li> <li>• To establish a culture of listening to and engaging in dialogue with vulnerable adults, carers, children and families – including seeking views in ways appropriate to their age and understanding - and taking these views into account in individual cases and the establishment and development of services.</li> <li>• To make a clear commitment to safeguarding, and ensure all members of staff clearly understand their responsibilities for safeguarding.</li> <li>• To have clear lines of accountability for work on safeguarding.</li> <li>• To ensure training is in place for all staff on safeguarding – including refresher training.</li> <li>• Working closely with the HR Manager, to ensure the Hospice does not employ people who are not safe to have contact with children and vulnerable adults and families, and to this end have effective recruitment and human resources procedures in place.</li> <li>• To maintain and develop good inter-agency and multi-disciplinary working, including arrangements for sharing information.</li> <li>• To identify staff who have expertise to give safeguarding advice to colleagues and ensure an appropriate response – and indeed that all staff know how to deal properly with concerns for a child/vulnerable adult and to make a contribution to assessing risks and meeting needs.</li> <li>• To handle allegations about members of staff effectively, and maintain a culture that enables safeguarding issues to be addressed. This includes ensuring staff are able to safely raise concerns about poor practice or unacceptable behaviour.</li> <li>• To ensure that services to vulnerable adults, children and families are safe and accessible</li> <li>• To follow the guidance provided in Working Together, and the detailed and local guidance provided by Teeswide Safeguarding Adult Board and Tees Safeguarding Children Partnership Procedures.</li> <li>• To monitor safeguarding referrals and ensure that appropriate and timely notifications are made in accordance with legislation.</li> </ul>
Clinical Governance	<p>The Director of Nursing and Quality must understand fully the content of their own and their team members job descriptions and JCPs to ensure a full understanding of the knowledge and skills required to effectively carry out their duties and responsibilities.</p> <ul style="list-style-type: none"> <li>• Support the Chief Executive and working closely with the medical team, discharge the organisation's Clinical Governance responsibilities. In particular to:</li> <li>• Lead by example ensuring compliance to the Code of Conduct and maintaining visibility and accessibility across the organisation.</li> <li>• Implement and sustain the clinical risk register</li> <li>• To lead the processes for achieving, maintaining and monitoring compliance with external and internal standards for quality and safety such as the Care Quality Commission fundamental standards of quality and safety.</li> <li>• Manage all aspects of Infection and environmental standards.</li> <li>• To support the Duty of Candour to be applied across the organisation.</li> <li>• Support the development and implementation of the organisations Clinical Governance Structure and processes across all services.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure effective communication systems are in place with local Hospices, CCG and acute Trust Leaders, Commissioners and professional leads regarding existing service delivery and future developments.</li> </ul>
<p>Patient Experience and Patient and Public Involvement</p>	<p>The Director of Nursing and Quality will actively ensure that the voice and needs of patients and carers are at the heart of all service improvement activity in the organisation.</p> <ul style="list-style-type: none"> <li>• To support the whole team in continuously monitoring the Patient Experience &amp; Patient Involvement including volunteer colleagues within the charity.</li> <li>• To lead on the effective management of patient complaints and ensure that public and patients' perceptions are used to improve services. To work closely with the medical team and the Senior Management Team to improve on the provision of services in response to suggestions and issues brought to the organisation's attention.</li> <li>• To support the Chief Executive and working closely with the Senior Management Team and medical team to ensure the organisation has an effective plan for customer service and uses patient survey/public experience data in its performance management arrangements.</li> <li>• To support the Senior Management Team to develop effective arrangements that ensure the views of patients and the wider public are listened to.</li> <li>• To improve the quality of the patients' experience by involving, and learning from, patients and the wider public.</li> <li>• To support the Income Generation team in raising the profile of the organisation taking every opportunity to portray the hospice in a positive light.</li> </ul>
<p>Health and Safety Responsibilities</p>	<p>Teesside Hospice recognises that health, safety and the environment is its number one priority and takes seriously its responsibilities. The Director of Nursing and Quality also has the responsibilities for their own and others health and safety as outlined in the Health and Safety at Work Act 1974 and other relevant health and safety legislation.</p> <ul style="list-style-type: none"> <li>• Have a thorough knowledge of the charity's Risk, Health &amp; Safety Policies and Procedures.</li> <li>• Keep the office environment clean, tidy and free from obstruction in line with the appropriate risk assessments.</li> <li>• Ensure the clinical teams training needs are identified and attend required training.</li> <li>• Ensure all clinical team members adhere to all safe working practices.</li> <li>• Report all accidents, near miss incidents and hazards to the relevant people in a timely and constructive manner.</li> <li>• Identify and raise any, health, safety and environment improvements in a timely manner.</li> <li>• Ensure Clinical Risk Assessments are conducted in a timely manner and recorded appropriately.</li> <li>• Complete all required mandatory training in specified timeframes including Equality &amp; Diversity, Information Governance, Health &amp; Safety, Fire Training, Manual Handling and Infection Control.</li> <li>• Ensure that the organisations policies in relation to Health, Risk and Safety, People Governance, standing financial instructions and complaints/compliments are understood and implemented within the organisation. <ul style="list-style-type: none"> <li>▪ To support the Chief Executive in ensuring that the charity's Health and Safety Policies are understood and observed and that procedures are followed.</li> </ul> </li> <li>• To ensure the appropriate use of equipment and facilities and that the working environment is maintained in good order.</li> <li>• To take the necessary precautions to safeguard the welfare and safety of yourself, patients, visitors, and staff, in accordance with the Health and Safety at Work Act.</li> </ul>

	<ul style="list-style-type: none"> <li>• To undertake appropriate health and safety training to support safe working practice, including where appropriate, its management.</li> <li>• To demonstrate a practical understanding of risk assessment in relation to their areas of responsibility and to ensure safe systems of work are in place.</li> <li>• To ensure that all incidents occurring within the department are reported in accordance with procedures.</li> <li>• To lead on incident investigation and ensure that corrective action is taken as necessary and/or reported to Senior Management Team, specialist advisers, the Board of Trustees in accordance with internal governance arrangements.</li> <li>• To ensure that specialist advice is sought if employees identify health conditions which may affect their ability to carry out their responsibilities safely.</li> <li>• To be responsible for ensuring that their staff attend statutory and mandatory training.</li> </ul>
Service Improvement	<ul style="list-style-type: none"> <li>• Act as a change agent to facilitate the implementation of the strategic objectives of the charity.</li> <li>• Work effectively with lead clinicians, patients, volunteers and multi-disciplinary teams across primary, acute and secondary care pathways, also linking with other initiatives within social care and workforce redesign.</li> <li>• Take a lead role in service developments, bringing about desired changes in services that are cognisant of national and local strategic direction.</li> <li>• Support, promote and encourage the development of SPC clinical practice across the locality by ensuring that Teesside Hospice is at the forefront of the provision and development of evidence based clinical practice.</li> <li>• Ensure the clinical teams self-assess against the national standards and then ensure the appropriate implementation of the resulting action plans for continuous quality improvement.</li> </ul>
Moving and Handling Responsibilities	<ul style="list-style-type: none"> <li>• To ensure that a safe system of work is in place for all moving and handling tasks within their area of responsibility which are risk assessed and control measures are identified and implemented.</li> <li>• In addition, the manager is responsible for ensuring that all relevant documentation is regularly reviewed and updated.</li> <li>• To be responsible for ensuring that their staff attend appropriate manual handling training in accordance with the Moving &amp; Handling assessed risks within the work area.</li> </ul>
Confidentiality	<p>All staff are required to respect confidentiality of all matters that they learn as a result of their employment with the organisation, including matters relating to other members of staff, patients and members of the public.</p>
Equality and Diversity	<p>All employees are required to follow and implement the charity's equal opportunities policy and to undergo any training and development activities to ensure that they can carry out their duties and responsibilities in terms of promoting, developing, implementing and reviewing the policy arrangements in the course of their work.</p>

## 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.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.

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
<b>Qualifications &amp; Knowledge</b>	Qualified to degree level in a health-related subject, or significant demonstrable competence	<b>E</b>
	Knowledge of relevant legislation, best practice and guidance relating to the provision of Hospice care services	<b>E</b>
	Management qualification	<b>D</b>
	Cancer or Palliative Care related post registration qualification e.g. Certificate in Palliative Care	<b>D</b>
	Qualification in Communication skills	<b>D</b>
<b>Experience</b>	Significant experience in provision of health and social care services	<b>E</b>
	Experience of working in a regulated environment	<b>E</b>
	Demonstrable experience of working within a multidisciplinary team	<b>E</b>
	Experience of operating as a Senior Manager, including planning and project management	<b>E</b>
	Experience, understanding and application of the principles of clinical governance to drive continuous clinical / care quality and service improvement	<b>E</b>
	Experience of leading effective large scale change	<b>E</b>
	Ability to undertake risk assessments in a clinical / care setting	<b>E</b>
	Experience in a Hospice or other Specialist Palliative Care setting	<b>D</b>
	Experience of clinical / care / service-related Audit	<b>D</b>
	Experience of being accountable to Trustees	<b>D</b>
	Experience of using information derived from: <ul style="list-style-type: none"> <li>NICE Guidance</li> <li>Recognised and validated palliative outcomes</li> <li>Clinical audits and incidents</li> <li>Patient and carer experience to drive improvement in clinical quality</li> </ul>	<b>D</b>
	Experience of meeting commissioner quality contract reporting requirements and/or producing the annual Quality Account	<b>D</b>
<b>Skills &amp; Knowledge</b>	Ability to lead, manage and motivate others	<b>E</b>
	Ability to devise and implement relevant strategies and plans	<b>E</b>
	Knowledge of how to set and monitor a departmental budget, and experience of managing services to an agreed budget	<b>E</b>

	Sound knowledge of the national palliative care agenda	<b>E</b>
	Ability to communicate convincingly and effectively to internal and external stakeholders, using influencing and negotiation skills where necessary	<b>E</b>
	The ability to devise and maintain relevant audit processes	<b>E</b>
	Ability to deliver presentations and training	<b>E</b>
	Ability to use Microsoft office and other software packages	<b>E</b>
	Able to meet the requirements of registration and periodic re-validation with a recognised professional body including DBS and CQC	<b>E</b>
	Ability to fulfil the Registered Manager role	<b>E</b>
	A solution-focussed and creative approach to work	<b>E</b>
	Sound knowledge of the local palliative care agenda	<b>D</b>
	Research skills	<b>D</b>
	Ability to travel independently throughout the geography covered	<b>E</b>