Job Description

Job Title: Director of Patient Care
Location: St Clare Hospice, Hastingwood

Hours: 37.5hrs per week
Salary: £55k-£65k dependent upon experience

Responsible to: Chief Executive
Accountable to: Chief Executive

Key Working Relationships:
Board of Trustees, Directors, all staff and volunteers at St Clare Hospice
Hospice subcommittees of the Board, particularly the Clinical Governance Cttee
Care Quality Commission
CCG Commissioners and CCG Quality Team
Acute Hospital Trust and Hospital Teams
Essex Partnership University NHS Foundation Trust (EPUT)
Nursing and Midwifery Council (NMC)
Hospice UK
Health and Social Care providers in West Essex
Hospices in the East of England/London region

Background Information
A new hospice strategic direction has been approved by the Board of Trustees (Nov 2017) which sets out 4 clear principles for the direction of the hospice;

1) We will reach significantly more people who are facing death, dying and loss in our local communities

2) We will support our communities to become more resilient, to support each other and to remain independent for as long as possible

3) We will seek partnerships with other organisations to deliver better care for our patients

4) We will grow as a strong, sustainable and effective organisation.

Our existing services are our ‘core business’ and will remain so, but we recognise that we cannot meet the needs of every local person affected by life limiting illness with just our specialist palliative care staff. We believe that we can influence the outcomes of more people affected by end of life issues through additional services that are community-based and led by volunteers. Work has started on supporting our local communities through the
launch of a new compassionate neighbours project, where we will support local people to build friendships with their neighbours who will help each other towards the end of their lives. We are searching for funding to set up social support groups for the bereaved and for carers.

West Essex has some significant gaps in the health and social care system which means that local people do not have access to an overnight Community Nursing service.

St Clare Hospice has much to offer the wider health and social care system in driving and influencing the direction of end of life care across the area, and we are keen to reach those communities who currently have limited access to good end of life care, whether through lack of information, lack of good referrals or lack of understanding of how hospice care can help.

**Main Purpose of the Role**

The post holder has the responsibility for the provision of strong, strategic, professional and clinical leadership across the clinical services, demonstrating compassion and respect for patients, carers, staff, volunteers and stakeholders.

This role is responsible for leading and developing all our patient and family support services which include our 8-bed In Patient Unit, Day Therapies, Clinical Nurse Specialist Team, Hospice at Home Team and our Patient and Family Support Service (covering bereavement counselling, social work team and chaplain).

You will be responsible for leading and managing the services to ensure effective and high quality care. You will offer strong, visible leadership to the clinical teams to ensure effective management, organisation and delivery of integrated patient care. You will be an effective link between the hospice and the key regulatory bodies that monitor our care (such as CQC and the CCG Quality Team). You will also be focused on embedding a quality improvement culture at the hospice.

You will be responsible for developing services according to local need, ensuring effective partnership working with other organisations to share resources and expertise.

The post holder has responsibility for ensuring that all clinical services comply with regulatory and legislative standards as the Registered Manager and as Caldicott Guardian.

**Strategic Management**

Contribute to the strategic shaping of the organisation, ensuring that Hospice services develop and integrate with future national and regional provision of palliative care.

Work with the Clinical Commissioning Group (CCG) and Sustainability Transformation Partnership (STP) to support the development of an integrated palliative care service across West Essex and the Hertfordshire & West Essex STP.

Hold overall responsibility for the provision of excellent care and clinical effectiveness across all services, encouraging integration, innovation and best use of resources.
Clinical Governance and Quality Improvement

As Registered Manager and Accountable Officer, ensure the Hospice complies and surpasses the CQC standard and associated regulatory requirements.

Ensure efficient data collection from all clinical areas that demonstrate activity and impact.

Analyse and identify trends in clinical activity and impact and report on relevant trends and outcomes to directors, Board and CCG as required.

Contribute to the Clinical Governance subcommittee of the Board of Trustees.

Investigate patient complaints, taking appropriate action when required.

Working with the Medical Director and other relevant senior staff, review the clinical care policies and procedures and conduct clinical benchmarking and evaluation of services through robust clinical governance systems.

Communication and External Relationships

Develop relationships with a wide range of local and national bodies in the public and voluntary sector, representing the Hospice in discussions and plans for care development and funding.

Negotiate relevant service level agreements to achieve the best possible outcomes for the Hospice and for local people with EOLC needs.

People Management

Lead on future workforce planning with the HR team, ensuring a clinical workforce (staff and volunteers) that is able to deliver effective services. Ensure efficient and appropriate recruitment of clinicians.

Provide leadership for our clinical staff, ensuring robust systems for staff support, appraisal, development and clinical supervision. Encourage a supportive culture that encourages the highest possible standards of professional conduct. Manage team members, where there are issues of poor performance by providing support and implementation of relevant hospice policies.

Management of Budgets and Financial Resources

Manage the clinical budget (£2.4m) to ensure the best use of resources to support the highest quality of care for those who need it. Take the lead in the annual budget setting process for clinical services.
**Education and Training Responsibilities**

Ensure all members of the clinical team are appropriately trained and supported, receiving regular appraisals and access to appropriate developmental opportunities.

Promote and consider proposals for audit and research projects involving care staff which contributes to the body of research on EOLC.

Regularly review the training needs of clinical staff. Lead the development of a programme of education and learning that develops the competencies and confidence of clinical staff.

Act as a resource, advisor and role model to clinical colleagues in the assessment, planning, delivery and evaluation of care.

Deliver both formal and informal training to the clinical teams where required in order to develop confidence, skills and practice of staff to achieve effective clinical outcomes.

Demonstrate own commitment to lifelong learning, undertaking own professional development in accordance with requirements of relevant professional body, maintaining high levels of clinical / leadership expertise.

**Equal Opportunities**

St Clare Hospice operates and Equal Opportunities Policy and expects staff to have a commitment to equal opportunities policies in relation to employment and service delivery.

St Clare Hospice is committed to Equal Opportunities for all present and potential members of staff and patients, irrespective of gender (including gender reassignment), marital status, sexual orientation, race, colour, creed, religion, belief, nationality, ethnic origin, age, and disability, a positive diagnosis of HIV/AIDS or Trade Union membership. Therefore St Clare Hospice expects its entire staff to understand, support, and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.

**Changes to This Job Description**

This is a description of the job as it is presently constituted. You may be required to carry out other duties as reasonably required by you commensurate with your seniority in the organisation. This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected from the role.

It is the practice of St Clare Hospice to review and update job descriptions from time to time to ensure they relate to the job required or to incorporate whatever changes are being proposed. This will be conducted following consultation with you and you have the responsibility to discuss any job changes with the CEO at the time the change occurs and agree any permanent substantial change.

**General**

- The post-holder may have access to confidential data within St Clare Hospice. Failure to maintain confidentiality will lead to disciplinary action, which could ultimately lead to dismissal.

- The post holder may be required to participate in the assessment of risk and thereby contribute towards the information governance agenda as appropriate.
• The post will be subject to regular annual appraisal and review of the Personal Development Plan.

• The post holder will be expected to produce work of a high standard and to promote quality at all times.

• The post holder will be expected to keep themselves updated on all matters relating to Hospice policy.

• The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or the Hospice, reporting any potential risks to life or property immediately in accordance with the Hospice’s Health and Safety Policy and procedures. They must use all equipment provided to undertake their role safely.

• Refrain from smoking in any area of the Hospice building.

• This is an outline Job description and may be subject to change, according to the needs of the service, in consultation with the post holder.

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