

**Queenscourt Hospice
Role Description**

Post:	Clinical Lead Nurse (Outpatient Services)
Responsible for:	Queenscourt Clinical Services
Reportable to:	Director of Nursing Services
Accountable to:	Director of Nursing Services

Role summary:

The role of the Clinical Lead Nurse will work within the Queenscourt Senior Nurse Team, providing clinical expertise and leadership to ensure the delivery of high quality specialist palliative care, through a range of clinical services to patients and those important to them. As a Clinical Lead Nurse, you will have an area of the integrated service to lead and manage whilst also having a clinical oversight across all clinical services demonstrating a flexible, responsive, and adaptable approach to care delivery. An integral part of this post will be an operational lead, working alongside the Deputy Director of Nursing (Quality and Governance lead) within the quality assurance framework to meet, and evidence, statutory obligations for Care Quality Commission, and other regulatory bodies. You will also work to support the Director of Nursing to co-ordinate, develop and manage the clinical services in line with the Queenscourt's strategic and operational plan. The integrated service will be delivered through Queenscourt inpatient unit, outpatient services, the clinical hub, and Queenscourt at Home service. This post is one of four posts to lead the developing service.

Main Duties include:

Clinical responsibilities

1. To provide leadership, clinical expertise, and support to Queenscourt integrated clinical teams.
2. The provision of holistic assessment, planning, implementation and evaluation of exemplary nursing and clinical care, ensuring timely and appropriate intervention
3. Participate in the evolving clinical service development and delivery, to create and adapt services to meet with the palliative and end of life needs of the local population
4. Work as part of a multi-professional, integrated team that delivers services across hospice, hospital and community settings
5. To review and update correct working practices and procedures in line with Queenscourt Policy, Procedure and Audit guidelines.
6. To provide clinical expertise and disseminate such knowledge to the wider health care team.
7. Enhance supportive and specialist service delivery and accessibility via a range of platforms including telephone, video and face to face
8. To write, disseminate and review evidence based clinical policies identified through the Care Quality Commission and Clinical Governance and to ensure all relevant staff are aware of their content.
9. Evaluate service provision and implement change programmes to meet changing needs of service requirements
10. To ensure Safeguarding policies are embedded and support the dissemination of training and education to staff to ensure safe and appropriate working practices are undertaken

11. Ensure twenty four hour service provision of safe, quality care

Management Responsibilities

12. To be collectively responsible for the decisions made at Senior Nurse level and ensure these are effectively communicated within and across teams to encourage a culture of respectful challenge, openness and transparency.
13. Oversee and support clinical team leaders in the line management of clinical staff including annual appraisals, staff development and staff well being
14. Work with the medical management team in decision making
15. Ensure Queenscourt Policy, Procedures and Standard Operating Procedures are adhered to and implemented in practice
16. Act as a management resource for administrative staff and volunteers
17. Provide management on call as part of rota within the senior management team

Quality Responsibilities

18. Ensure that the highest standards of infection prevention and control are in place and that Queenscourt conforms with the recommendations from the Care Quality Commission, national and local infection control bodies.
19. To carry out clinical audits and quality assurance programmes in conjunction with other staff.
20. Lead and contribute to the development of to ensure service delivery against quality performance indicators.
21. To represent the hospice on research and development projects for bench-marking, service and quality purposes when required in conjunction with other interested parties and participate in active research as appropriate, implement findings of evidence based practice.

Leadership responsibilities

22. To participate in the overall leadership of the Hospice as a member of the Senior Nurse Team Meetings and regular liaising with other managers as part of a wider and supportive team leadership group.
23. Ensure contribution and compliance with statutory regulations, current legislation, codes of professional conduct and ethical standards as well as Queenscourt's own strategy, vision and values.
24. Strong negotiation and influencing skills with the ability to act in a diplomatic, credible and effective manner whilst representing Queenscourt.
25. To be able to earn the respect and confidence of a range of senior and influential contacts to maintain awareness of the health and social care sectors to maximise new opportunities or ways of working.
26. Have the ability to provide inspiring leadership with appropriate line management ability, ensuring clear delegation of day to day operations to the appropriate team member.

Personal development

27. To devise a personal development plan in line with Queenscourt's objectives and personal needs and participate in an annual development and review process
28. To participate in the Hospice education programme where appropriate.
29. To attend statutory training in accordance with Queenscourt requirements.
30. Understand and comply with the policies and practices of Queenscourt

Health and Safety

31. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Queenscourt, reporting any potential risks to life or property immediately in accordance with the Queenscourt's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.
32. Responsible for acting on, as per the Health and Safety policy, any reports made to them by staff regarding health and safety concerns.

Other

33. Maintain absolute confidentiality in all areas of work
34. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and the charity
35. Any other duties commensurate with the grade and post.

NOTE:

This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.

Person Specification – Specialist Clinical Nurse Lead

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> Registered General Nurse Qualified to MSc (working towards or a willingness to work towards) or equivalent level 7 education in relevant area of study. 	<ul style="list-style-type: none"> Infection Prevention and Control qualification Teaching qualification Safeguarding qualification (or willing to undertake) Bereavement/counselling qualification 	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> Experience and demonstrable success in a clinical leadership role. Experience of senior decision making and managing change Experience of clinical audit and benchmarking 	<ul style="list-style-type: none"> Experience working within a hospice environment and/or specialist palliative care services Experience of working in child/family/bereavement services Working within the CQC framework Working in Safeguarding 	Application Form Interview References
<u>Skills & knowledge</u>	<ul style="list-style-type: none"> Ability to demonstrate a wider understanding and implementation of health care policies and reforms related to palliative and end of life care Understanding of the requirements of Care Quality Commission Exceptional communication, interpersonal and presentation skills with the ability to clearly convey standards and processes that inspire others to succeed Ability to prioritise work load and delegate effectively Accurate and well organised with a high level of attention to detail Excellent IT skills including MS Word, Excel, Outlook and PowerPoint 	<ul style="list-style-type: none"> In-depth knowledge of Safeguarding recommendations from CQC and national and local bodies 	Application Form Interview References
<u>Personal Qualities</u>	Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive, adaptable and flexible approach along with an understanding of the charitable ethos and of working with volunteers. Excellent communication skills and ability to demonstrate empathy and compassion are key qualities for this role		References Interview

<u>Disclosure and Barring Service (DBS)</u>	This post is subject to a disclosure and barring check
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