

JOB DESCRIPTION

Job Title:	Deputy Director of Nursing & Quality
Reports to:	Director of Nursing & Quality
Band:	8
Location:	Garden House Hospice Care, Letchworth
Hours:	37.5 hours per week

Overall Aim

Quality is defined as being made up of three domains: Patient Safety, Patient Experience and Patient Outcomes. Responsibilities for quality are shared across the Director of Nursing and Quality and the Medical Director:

- The Director of Nursing and Quality is responsible for Patient Safety and Patient Experience
- The Medical Director is responsible for Patient Outcomes
- The Director of Nursing and Quality is responsible for ensuring that there is a robust governance system in place to support the delivery of quality across these three domains.
- The Deputy Director of Nursing and Quality will work in collaboration with devolved accountability for the Director of Nursing and Quality, deputising as agreed and when required.

Direct Reports:

- Clinical Nurse Specialists

Professional line management and leadership for Clinical team managers for:

- Community - Hospice at Home (H@H)/Continuing Healthcare (CHC)
- Rehabilitation and wellbeing service
- IPU
- Family Support services
- Enhanced Nursing care Home Team
- Frailty Nursing service

Job Purpose

The Deputy Director of Nursing and Quality has responsibility for professional nursing and therapies providing leadership and support across these professions, to ensure safe delivery of services.

As a Board executive member, the Director of Nursing and Quality accepts shared accountability for the achievement of the organisations strategic and operational objectives and for setting and exemplifying GHHC values and standards and for ensuring that its obligations to internal and external stakeholders are understood and met.

The Deputy Director of Nursing and Quality takes specific leadership responsibility for:

- Providing professional leadership for all nursing and therapy staff.
- Development and leading the implementation of the Quality Improvement Strategy.
- Developing and implementing patient safety systems and processes within the organisation.
- Being Deputy Lead of Infection Prevention and Control and Deputy safeguarding lead for the organisation.
- Taking the lead role in ensuring continuous improvement in patient safety and patient experience across GHHC (working with the Medical Director to improve patient outcomes).
- To lead on the production of the annual quality account.

Professional Leadership

- Providing strong leadership to the nursing profession, to support clinical leadership and development.
- Ensure appropriate professional standards are in place and that nurses have access to appropriate professional advice.
- Ensuring appropriate professional standards are in place including the professional regulation of therapy staff, and that therapy staff have access to appropriate professional advice.
- Providing leadership, working with Directors and Service managers to ensure safe staffing and to develop and implement systems and processes as required.
- In conjunction with Directors, Managers lead an ensure appropriate professional development programmes and education and training opportunities are in place and available to all staff.
- In absence of Director of Nursing and Quality provide leadership and support for governance team as required.
- Provide highly visible accessible leadership, advice and support on issues relating to safe and compassionate nursing care, ensuring the provision of evidence-based practice.
- Promote continuous professional development for colleagues. Liaise with the learning and Development Lead to ensure current relevant skills, knowledge and competency development for nursing practice
- To always act professionally, acting as role model demonstrating the hospice values and vision.

Quality & Governance

- Working with others support the robust approach to quality, governance, and assurance, including patient experience, clinical effectiveness, clinical risk management, patient safety, audit and quality improvement in line with Garden House Hospice Care values and culture
- Support the Director of Nursing and Quality and work with Integrated Governance Lead on the delivery of quality agenda, and in the development, maintenance and delivery of quality improvement plans which consider patient safety, risk management, clinical effectiveness and patient experience
- Work with the Director of Nursing and Quality and Integrated Governance lead to develop the Annual Quality Plan.
- Support the Director of Nursing and Quality in the development, maintenance and delivery of quality improvement plan which considers patient safety, risk management, clinical effectiveness and patient experience
- Work with Clinical Business Unit managers to ensure responsibilities for quality performance and the implementation of their quality improvement plans are implemented

and progress monitored and reported.

- Work with Director of Nursing and Quality to lead and improve patient experience.
- Act as lead contact in Director of Nursing and Quality absence as lead for GHHC with respect to complaints.
- Ensure effective management of the patient and family feedback to ensure that processes are in place to identify and respond to any areas of concern
- To lead and contribute to reviewing and writing delegated patient service policies, guidelines, and Standard Operating procedures.
- To ensure the patient services have effective user feedback and patient engagement processes that support service planning
- To support with the development and implementation of the annual Quality Account, driving forward the agreed quality improvement priorities.
- To work in direct collaboration with the Director of Nursing and Quality, Medical Director, Director of Operations and Integrated Governance lead, actively participating in ensuring the hospice is compliant to CQC regulations (2009) and the Health and Social Care Act (2008). This will include:
 - Ensuring relevant clinical policies and standards are in place.
 - Participating and leading as required, investigations and reporting on patient services complaints and concerns and support wider hospice relevant investigations.
 - Driving continuous service improvements and contributing to regular service evaluations and audit.
 - Identifying and managing risks and reporting clinical incidents according to GHHC policy and procedures.
 - Ensuring with the Business Unit Managers agreed patient services KPI's are monitored and sustained, evidencing and providing reports for committees into identified lack of progress.

Operational Management

- Participating in the out of hours on-call rota
- To cover and deputise for the Director of Nursing and Quality when required, representing the wider patient services agenda at both internal team and external and trustee meetings, locality network and national strategic meetings.
- To act as the deputy Accountable Officer for Controlled Drugs attending identified network meetings when required.
- To be the deputy safeguarding and MCA lead for GHHC

Performance Review & Professional Development

- Take every reasonable opportunity to maintain and improve self-development including personal professional knowledge and competence.
- Participate in personal objective setting and review, including the creation of a personal development plan.
- Take every reasonable opportunity to maintain and improve self-development including personal professional knowledge and competence.
- The post holder will undertake revalidation in accordance with professional requirements, if appropriate.

Confidentiality

The contractual relationship between the Hospice and its employees is founded on trust. Employees will treat as confidential all information regarding the business of the Hospice, information with regard to and agreements with suppliers, and information gained about other employees and consultants.

Purpose and core values

All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

Caring and compassion

We will care with compassion, communicate with honesty and sensitivity, facilitate understanding and choice and ensure both respect and dignity.

Accountability

We will dedicate ourselves to safeguard and support our patients, their families, our volunteers and our staff by working to the highest professional and ethical standards.

Respect

We will respect all regardless of their ability, age, gender, race or sexual orientation and we will not tolerate prejudice of any kind.

Excellence

We will remain committed to continual learning and development to ensure we deliver excellence in all that we do.

Health and Safety

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- Ensure familiarity with procedures for dealing with incidents such as accidents or fire
- Attend fire lectures annually and take part in maintaining fire safety within the building
- Attend moving and handling training bi-annually and infection control training annually
- To ensure that all events are appropriately risk assessed for the safety of participants, staff, volunteers and the general public
- Ensure risk assessments are completed efficiently for all activities related to this role.

Additional responsibilities

- There is a requirement to comply with all the Hospice policies, procedures and guidelines, including those relating to Health & Safety, confidentiality and the Data Protection Act, as required by Information Governance
- Each member of the hospice team has a responsibility to contribute to the clinical governance programme
- Each team member to take appropriate action to maintain the highest level of infection prevention and control.

General duties

- To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment
- To comply at all times with the Hospice Information security policy. Also to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act
- It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the human resources department
- The Hospice operates a no-smoking policy
- The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder
- All appointments are subject to pre-employment health screening
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual, this includes Infection Prevention and Control Adult Hospice Policies and Safe Practice Guidance
- All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the Hospice Policies
- It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training as appropriate.

NB. This job description is not an exhaustive list of duties, but it is intended to give a general identification of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the job holder.

"team" refers to all members of staff including volunteers

PERSON SPECIFICATION

Criteria	Essential	Desirable
Education & Qualifications	<p>Registered Nurse</p> <p>Degree level or Equivalent experience</p> <p>Evidence of Continuing professional development</p>	<p>Palliative care training</p> <p>Recognised leadership / management qualification</p> <p>Teaching & assessing qualification</p> <p>H&S Training</p>
Experience	<p>Management of complaints and patient experience</p> <p>Working with external organisations</p> <p>Change Management and project management experience</p> <p>Leading and chairing meetings and ability to hold others to account</p> <p>Working across clinical environment and with Multidisciplinary teams</p> <p>Knowledge of clinical quality and patient safety systems and processes together with experience for standard setting and outcome monitoring</p> <p>Implementing service improvements</p> <p>Experience of working in palliative care or related area</p> <p>Evidence of working in partnership with internal and external stakeholder</p> <p>CQC and inspection requirements</p>	<p>Experience of working with Board Members both Executive and Non-Executive</p>

<p>Job Related Knowledge & Skills</p>	<p>Ability to provide clinical knowledge and supervise clinical staff at all levels and provide effective feedback on performance</p> <p>Knowledge of clinical quality and patient safety systems and processes</p> <p>Able to demonstrate experience of governance/clinical governance, quality and continuous improvement</p> <p>Ability to demonstrate senior leadership experience, lead and inspire</p> <p>Excellent communication skills both verbal and written</p> <p>Audit completion and formulation of recommendations for learning and improvement</p>	<p>Evidence of continuing professional development in areas of Quality safety and Governance</p> <p>Knowledge and experience of development and production of the annual Quality Account</p>
<p>Personal Qualities</p>	<p>High degree of integrity Trustworthy with commitment to the highest ethical and professional standards</p> <p>Ability to meet the on-call requirements of the role</p> <p>Committed to deliver GHHC Vision and Values and code of positive behaviour</p> <p>Empowering and enabling approach and ability to delegate to relevant colleagues and support and monitor performance</p> <p>Pro-actively keeping abreast of key healthcare / palliative care changes</p> <p>To act as a positive role model promoting team working, respect, innovation and excellence, in accordance with the NMC Code of Practice</p> <p>Ability to work well under pressure and manage competing priorities effectively</p>	