

JOB DESCRIPTION

Job Details:	
Job Title:	Deputy Hospice at Home Service Manager
Grade:	6
Department:	Hospice at Home Team
Directorate:	Patient and Family Services
Reporting to:	Hospice at Home Service Manager
Responsible for:	<p>To deputise in the absence of Hospice at Home Service Manager and support the management and delivery of an efficient and effective Hospice at Home service under direction of the Service Manager.</p> <p>Manage and deliver of an efficient and effective Hospice at Home service.</p> <p>Close communication with the H@H team providing the coordination and cohesion of the team across the community</p> <p>Leadership and support of the H@H team</p>
Location	Hospice at Home office – Winsley, and other areas of service delivery/planning where required.

Job Summary / Main Purpose:
<p>Key Areas:</p> <ul style="list-style-type: none"> • Manage the day to day operations of the Hospice at Home Team ensuring highest standards of care delivery alongside high level of patient and family satisfaction. • Help and Assist the Hospice at Home Service Manager to contribute to the development of the Hospice at Home Team. • To deputise in the absence of Hospice at Home Service Manager, and give through reports/handovers of any decisions made on their return. • To work closely with the Service Manager to provide safe and efficient running of the day-to-day operations. • To contribute to the delivery of an efficient 24 hour/7day Hospice at Home services.

- Provide out of hours Manager on call support on a 2 week rota where required. (7 consecutive days of cover from 17:00 – 09:00 standby)

Service Delivery:

- Understand and work within Care Quality Commission (CQC) Health regulation and standards
- Support the Hospice at Home Service Manager to deliver efficiencies within the team to ensure that the systems and processes are in place to provide support across our 700sq miles.
- Demonstrate effective and compassionate leadership abilities with excellent communication and interpersonal skills.
- To respond to any concerns and/or complaints from patients, families or professionals. Ensuring that the follow-up and outcome are in line with the Complaints Procedure.
- To oversee the training and support of the Senior Care Worker team, ensuring all required assessments are completed to our standard, ensuring accurate information is taken to allow assessment of risk.
- Support the management of a diverse team and motivate individuals to achieve common goals.
- Provide leadership and line management to the allocated members of the Hospice at Home team in line with our organisational strategy
- Contribute to the continual and comprehensive review of current Hospice at Home services and develop high quality, innovative and contemporary care within Dorothy House, creating a culture of quality improvement with patients and family at the heart of all that we do.
- Help and assist with identifying leadership and development opportunities within the whole team to deliver a quality, safe and well led service.
- Work alongside the Service Manager to ensure that the full capability and expertise of the wider team are fully utilised within Hospice at Home.
- Be aware of the allocated budget and work with the service manager to deliver care within the allocated budget.
- Support the Senior Care workers and manage, in partnership with the Human Resource Department, issues of performance, capability or ill health.
- Contribute to ensuring that the departmental information and records held on paper or electronically are maintained to the organisations policies, standards and professional regulations standards.
- Support with line management of Hospice at Home Carers when required and step up to manage HR related issues taking guidance from HR and Service Manager.
- Support the Senior Care workers on delivering team meetings that encourage action learning, quality improvement and reflection to support team development and information cascade.
- Work with the Service Manager to utilise digital solutions to support the function of the team.

Quality, Performance and Safe care delivery

- Provide holistic and evidence based support and leadership.
- Be accountable for the quality of care being delivered by carers through oversight of quality assurance checks. Ensure these are completed and regularly checked for compliance with expected standards of care.
- Work with the Service Manager and wider Dorothy House team to enable the Senior Care workers to write personalised, safe and effective care plans and perform care assessments
- Contribute to ensuring that families are kept up to date about their relatives' progress.
- Ensure planned care is delivered and developed in accordance with the needs of the service users.
- Ensure patient need is escalated to the CPCT and other care providers as appropriate. Where clinical care is needed and when carers have concerns
- Contribute to developing innovative opportunities to use volunteers to support care and administrative roles throughout Hospice at Home.
- Remain grounded in practice by listening and working along-side staff on a regular and consistent basis.
- Work with wider Dorothy House teams to develop and embed a culture of reflection and learning through Hospice at Home.
- Support staff development, clinical supervision, audit and research in practice to ensure high quality services are provided and maintained.
- Work with the Service Manager to provide assurance of the safe delivery of medication management within the Hospice at Home Team including competency sign off.
- Work in partnership with the Service Manager and Clinical Quality Lead to support contractual expectations, due diligence, governance and reporting.
- Contribute to partnership working with other organisations in order to improve the integrated social care of the local population of Dorothy House.
- Ensure that all policies and procedures are communicated and implemented effectively.
- Monitor the quality of care through daily and weekly caseload reviews to ensure that we proceed and maintain the highest possible standards and meet the needs of our patients.
- Stay updated with regulations, best practices and emerging trends to drive continuous quality improvement.

Service Planning and Development:

- Be aware of national policy developments in the health and social care sector and the implications this will have on services.
- Support the Service Manager in regular reviews of the service to ensure that all patient and family needs are met. Take responsibility for leading and managing projects as agreed with the Hospice at Home Service Manager, supporting the team through change.
- Be aware of the allocated budget and work with the service manager to deliver care within the allocated budget.

- Work alongside the Business Support Lead to provide relevant data to the Service Manager to enable them to do effective reporting and evaluation of the service.

Communication:

- Communicate at all times with compassion and professionalism.
- Ensure all staff within your area of responsibility feel listened to and involved in all programmes of work and decisions that impact on their work.
- Promote Dorothy House with key stakeholders across the Social Care System as required.
- Work with the Service Manager to develop and promote efficient and effective ways of communicating openly and transparently with your whole team, your peers and all departments within Dorothy House to ensure smooth and inclusive operational delivery of services.
- Work as a team on Dorothy House values.
- Engage with Fundraising, Marketing and Communications Directorate to support their work in promoting clinical services to achieve income generation and encourage all staff to do likewise.
- Work as part of the Patients and Families Service directorate in establishing and implementing an effective communication process throughout the service enabling staff participation and succession planning.

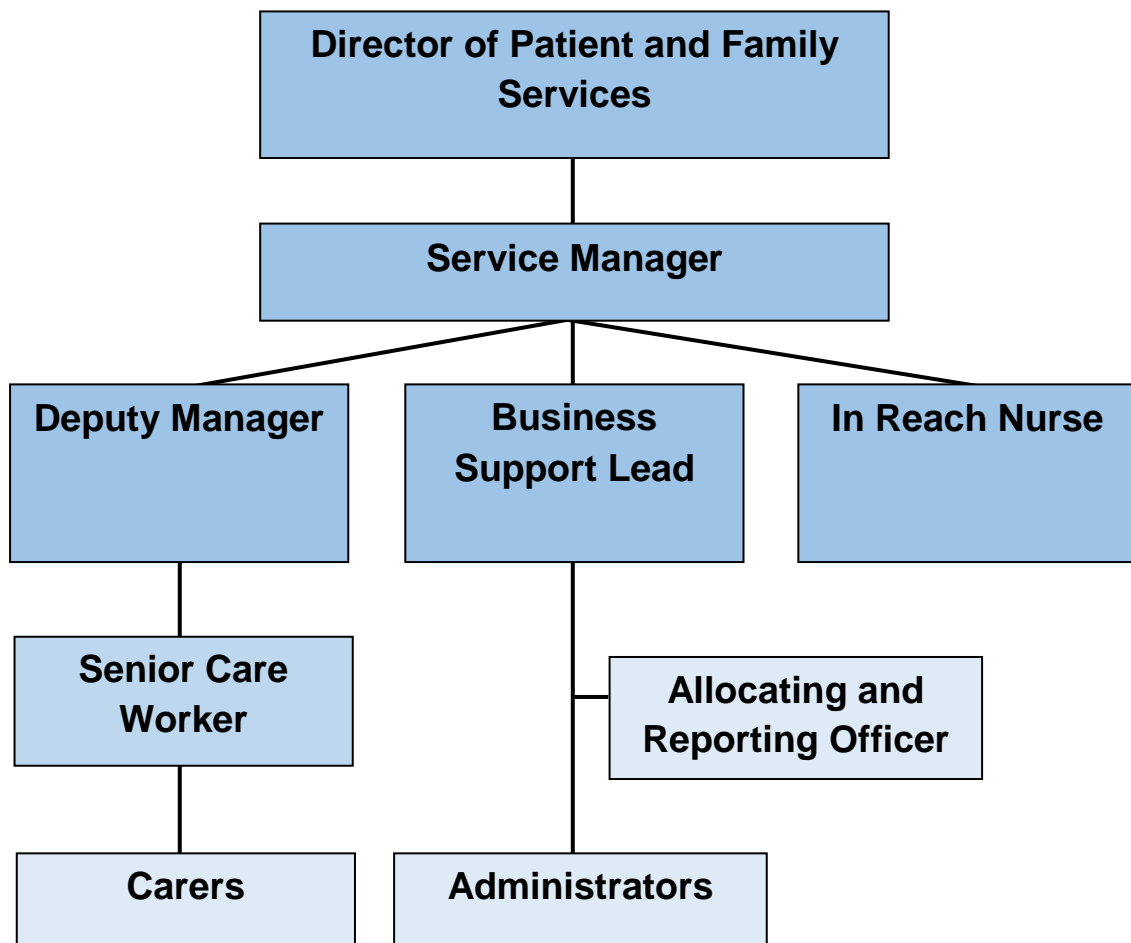
Education & Research:

- Work alongside the Dorothy House Education Department and Hospice at Home Service Manager to identify training and development needs of the carers and coordinators using an agreed competency framework.
- Provide educational sessions to groups of carers and staff as required by the Education Team.
- To link with Regional and National Hospice teams and groups and attend meetings as required.
- Work with Service Manager and Education to ensure staff have a smooth, educational and thorough induction when joining the service by developing service specific training and shadowing for all staff.
- Participate in research, as appropriate, and apply relevant findings to practice and teaching.
- Monitor alongside the Senior Care Workers the compliance of Stat Man Training with the Care Team.

Professional:

- Engage in receiving regular group/individual external supervision by attending at least 8 supervision sessions per year.
- Participate in an annual Performance Development Reviews (PDR) and development plan.
- Maintain training and skills required for the role.
- Maintain links with the relevant Professional Bodies and other specialist interest groups to ensure best practice and to keep up to date with national and local legislation and policy developments.
- Take responsibility for own personal development and education and identify professional development needs with the Hospice at Home Service Manager.

Structure Chart



Contacts

- Hospice Leads for BSW Hospices
- ICB colleagues related to H@H
- Colleagues in the Hospice at Home team
- Clinical Leads across all teams
- All members of the DH multi-disciplinary team.
- All health and social care colleagues
- Regional colleagues including co-ordinators of other carer services.
- Dorothy House Education Department colleagues.

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health except for designated areas. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Person Specification		
Criteria	Essential	Desirable
Qualifications		
Level 4 in Health and Social Care or equivalent experience.	x	
Knowledge & Experience		
Experience of working in or with patients who are End of Life or receiving Palliative Care		x
Experience in working in Care Planning and service delivery including referral triage and assessment planning.	x	
Experience of working in the community as a social care provider ensuring CQC compliance in assessments and care planning is upheld	x	
Experience of working with Health and Social Care professionals outside own organisation.	x	
Experience of managing and leading staff/carers	x	
Experience with delivering training		x
Experience of working with patient databases		x
Experience supporting safe discharges from hospital	x	
Experience of Continuing HealthCare		x
Skills and Attributes		
Can demonstrate communicating with a wide range of people including health/social care professionals, patients and carers and the general public.	x	
Experience of working in a Multi-Disciplinary Team		x
Able to record, analyse and interpret complex and sensitive information	x	
Can demonstrate using sound judgment in difficult/emotional situations	x	
Can demonstrate leadership values and acting as role model for other team members. Through sharing knowledge, practice and having good communication at all times.	x	

Other		
Current UK driving licence with access to a vehicle*	x	

*Due to traveling around our community, visiting patients. Potentially outside of core public transport hours.