

## JOB DESCRIPTION

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| <b>Job Title:</b>  | Patient and Family Services Lead   |
| <b>Grade:</b>  | 8a   |
| <b>Directorate:</b>  | Patient and Family Services  |
| <b>Reporting to:</b>   | Deputy Director of Patient and Family Services   |
| <b>Responsible for:</b>  | <p><b>Community Palliative Care Teams, Advice Line Service, Clinical Coordination Centre, and Hospice @ Home Service</b></p> <ul style="list-style-type: none"> <li>• Leading the effective delivery of 24 hour/7day H@H Services and 7-day CPCT Services.</li> <li>• Deputising for Deputy Director when required.</li> <li>• Leading the integration of clinical services and patient pathways across DH.</li> <li>• Leading the Development of Integrated Neighbourhood Teams in collaboration with key partners.</li> <li>• Creating a dynamic and contemporary culture across the organisation</li> </ul> |
| <b>Location:</b>   | Winsley based and co-located across BaNES, Swindon and Wiltshire (BSW)   |
| <b>Job Summary / Main Purpose:</b>   |  |
| <ul style="list-style-type: none"> <li>• To deliver the shared vision and Care Services Strategy of the Patient and Family Services Directorate in order to deliver the Dorothy House Strategy and associated KOOs.</li> <li>• To provide inspirational and empowering leadership to ensure the delivery of excellent clinical and holistic care.</li> <li>• Deliver high quality, innovative and contemporary care within DH, creating a culture of continuous service improvement with personalised care and support y at the heart of all that we do.</li> <li>• To ensure the full capability and expertise of the teams are realised</li> <li>• To work with the Senior Leadership Team and Clinical Lead Colleagues to collaborate in the delivery of strategy across DH.</li> <li>• To deputise for Deputy Director and support them in delivering against agreed outcomes.</li> <li>• To work with Clinical Leads, Quality Lead, Education &amp; Research Lead, Medical Team and HR team to ensure teams are equipped to deliver safe, relevant care based on best practice.</li> <li>• To be outward looking, to see the big picture, to deliver the best care at DH.</li> <li>• To develop services that integrate with our partner organisations to provide seamless care, reducing confusion, inconsistency, duplication for patients and families.</li> </ul> |  |

- To seek opportunities for greater integration of DH H@H services within existing and new BSW ICS Health and Social Care services.
- To use validated patient outcome measures to advocate for patients and their families and represent the impact of H@H and CPCT related strategic and business developments across BSW.
- To maintain and present detailed accounts of progress to the Directorate.
- Responsible for the own budget and seeking to deliver efficiencies within H@H and CPCT services to ensure their affordability and sustainability.
- Deliver contracts for H@H and CPCT that meet the local population health care needs and reflect the social care provision in support of high quality P&EOLC across the BSW ICS.
- To develop effective mechanisms to hear and report on the voice of service users.
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**Leadership:**

- To exemplify the leadership expected of all staff within your areas of responsibility, demonstrating Dorothy House Values in all you do to create a culture of compassion and achievement.
- Incorporate the Dorothy House Leadership Framework in all that you do and all that you expect.
- Support direct reports to develop their skills to provide strong team leadership and service improvement.
- Support the development of empowered, confident clinicians to deliver high standards of evidence based, patient centred care.
- Support and deliver robust HR and Learning and Development processes to ensure staff and volunteers are competent, safe and motivated to achieve great care.
- Lead on the development of strategic objectives that are relevant to Dorothy House CPCT, H@H and CCC ensuring is contributing to the success of achieving the organisational strategy.
- To facilitate the development and relevance of effective working relationships across services and into the wider health and social care community that Dorothy House serves.
- Make full and effective use of the budget in a way that demonstrates responsiveness, flexibility and creativity – being always mindful of the effort it takes to achieve the income.
- Ensure the skill mix and establishment of the services is efficient and mindful of the need to provide affordable and sustainable services.
- To lead and manage, in partnership with the Human Resource Department, issues of performance, capability or ill health, to undertake delegated part of investigation into disciplinary concerns and/or grievance procedures as appropriate for the organisation.
- To ensure that departmental information and records held on paper or electronically are maintained to the organisations policies, standards and professional regulatory standards.
- Adhere to Dorothy House policies and procedures
- Ensure complaints and incidents are reported, investigated and written reports/responses made in an open and transparent way in line with organisational policy and used to enhance reflection and learning within the organisation.

**Clinical:**

- To be clinically present and credible in Specialist Palliative Care, enhanced and advanced practice and demonstrate confidence in nursing practice and all it can deliver.
- To provide clinically credible and evidence based support and leadership.
- Lead collaborative working to create a workforce plan to ensure the appropriate skill mix of staff to provide the range of integrated services to achieve CQC compliance, efficiency and the support patient and family's needs in line with contracted activity and clinical and organisational strategy.
- Promote, influence and develop innovative opportunities to use volunteers to support care and administrative roles throughout your areas of responsibility.
- Remain grounded in clinical practice by listening and working along-side staff on a regular and consistent basis.
- To lead the development and review of clinical and non-clinical policies relating to your area of responsibility and in consultation with internal and external subject matter experts.
- To ensure there is a culture of reflection and learning through all clinical teams – support staff development, clinical supervision, audit and research in clinical practice to ensure high quality services are provided and maintained.
- Ensure staffing levels and competencies are appropriate and meet the needs of the patients/carers and the organisation working to an agreed level of skill mix, escalating concerns to the Deputy Director as required.
- Support teams to remain resilient and effective in the delivery of difficult and sensitive care.
- To lead on audit/research for services throughout your area of responsibility and represent at Clinical Audit and Quality Group.

**Service Planning and Development:**

- To maintain a detailed level of understanding of the Local and National palliative care agendas and direction in order to contribute to the operational and strategic planning for existing and new services.
- To be aware of national policy developments in the health and care sector and the implications this will have on services and income generation opportunities.
- Take responsibility for leading and managing projects as agreed with the Deputy Director of Patient and Family Services.
- Work as part of the Leadership Team on strategy to ensure that there are robust systems in place for the development of workforce planning in conjunction with Human Resource department.
- Seek opportunity to develop new and innovative services that support our health community, generate income and enhance patient care and experience in line with strategic objectives.
- Support Deputy Director in working collaboratively with the finance department and others, in preparing business cases for existing or new services.
- Monitor and deploy staff within budget and seek opportunities for innovations and change within existing professional skill mix.

- Be responsible for designated service areas, annual budget setting, in collaboration with finance teams. Ensuring all delegated budget holders are monitored regularly and actions taken as required.
- To explore how digital technology can enhance how we deliver our services and embrace innovative developments

### **Quality and Performance Management:**

- To work in partnership with Clinical Quality Lead to deliver on contractual expectations, due diligence, governance and reporting.
- To be outcome focussed in all areas ensuring that there are appropriate measures in place to determine measures of success and patient focussed outcomes. These must reflect organisational and clinical strategy.
- Be responsible for the performance of the specified range of services and develop systems in collaboration with Clinical Quality Lead.
- Ensure that all staff are sighted on the organisational responsibilities and engaged with governance, transparent reporting of incidence and accidents, respond to organisational reviews, audits and inspections.
- Contribute fully to effective partnership working with other organisations in order to improve the integrated health and social care of the local population of Dorothy House.
- Manage existing or new resources effectively and efficiently through service review, redesign and reconfiguration to meet key organisational outcomes.

### **Communication:**

- To 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.
- 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.
- 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.

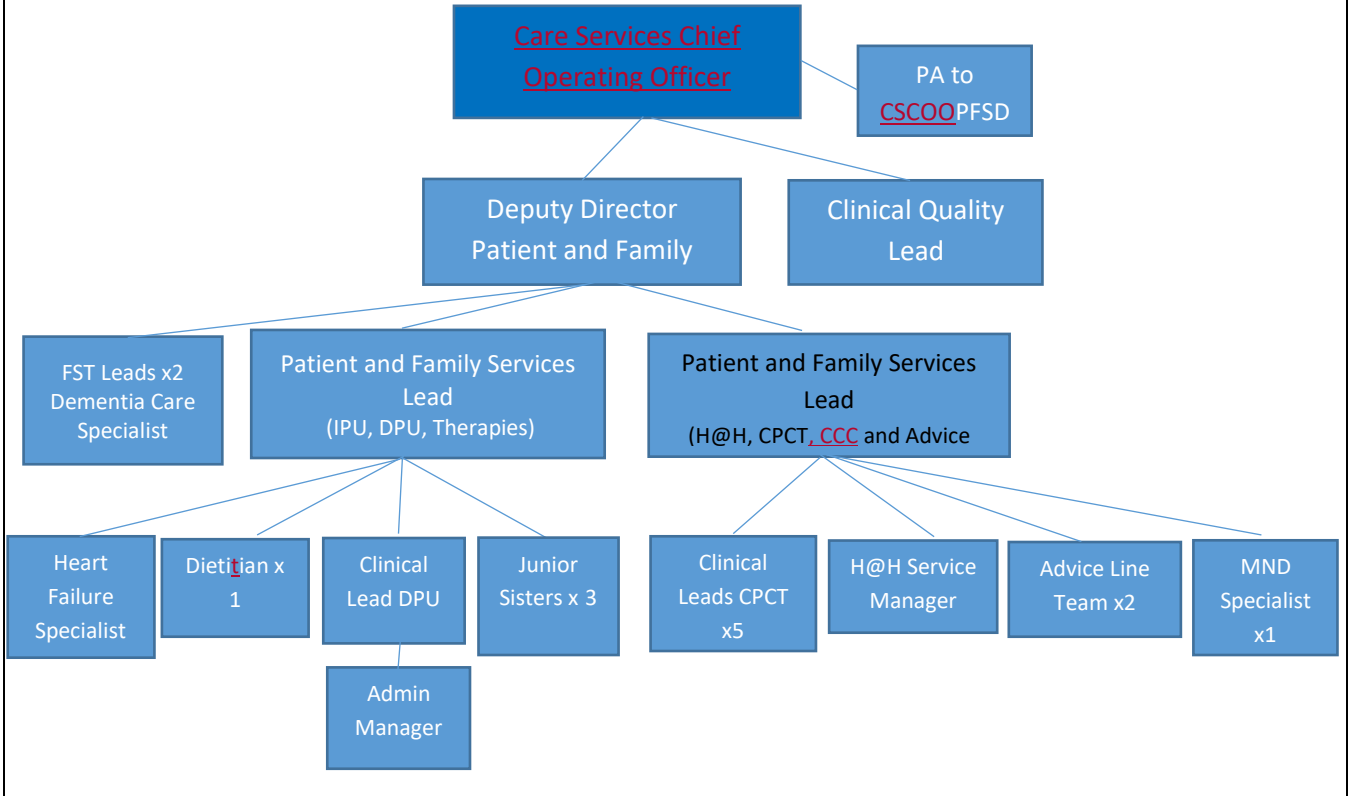
### **Risk Management:**

- Coordinate the investigation of complaints and Serious Incidents locally, ensuring that all necessary steps are taken to improve services performance and practice as required.
- Ensure Clinical Governance and controls assurance systems are established and implemented within designated services in accordance with Dorothy House policies

and procedures, working with Clinical Quality Lead and Deputy Director of Patient and Family Services.

- Ensure that Dorothy House policies and procedures are effectively distributed to staff and that all adequate training and education is in place to enable staff to understand, adhere to and promote these in and across designated service areas.

**Structure Chart**



**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 - Patient and Family Services Lead

| Criteria   | Essential | Desirable |
|--|-----------|-----------|
| <b>Qualifications and Experience</b>   |           |           |
| First level nurse with up to date Palliative care/Oncology Diploma/Degree or equivalent experience   | √         |           |
| Post Graduate qualification in related subject or willingness to work towards  | √         |           |
| Experience of working across care settings, collaborative working, strategic thinking and influencing  | √         |           |
| Knowledge of legislative and regulatory requirements, risk assessing and clinical governance   | √         |           |
| Knowledge of the health and social care landscape locally and nationally   |           | √         |
| Evidence of ongoing professional development   | √         |           |
| Experience of working with volunteers  |           | √         |
| Experience of CQC inspections and quality governance reporting   |           | √         |
| Teaching qualification and/or experience of formal and informal education provision  | √         |           |
| Excellent communication/interpersonal skills   | √         |           |
| Experience of business planning  |           | √         |
| <b>Leadership/Management</b>   |           |           |
| Experience of managing change and leading innovation   | √         |           |
| Significant clinical and Leadership experience at NHS band 7 or above with ability to lead a multi-professional team and empower clinical experts. | √         |           |
| Experience of supporting and developing individuals and teams to develop and excel   | √         |           |
| Experience of undertaking audit within a clinical setting  |           | √         |
| Experience of business planning  |           | √         |
| <b>Abilities, skills and aptitudes</b>   |           |           |
| A reflective, compassionate leader, willing to learn and undertake coaching  | √         |           |
| Full UK Driving License with access to a vehicle*  | √         |           |

\*This is due to travel requirements for the role both in and outside of our locality. These travel requirements may fall outside of public transport operation times.