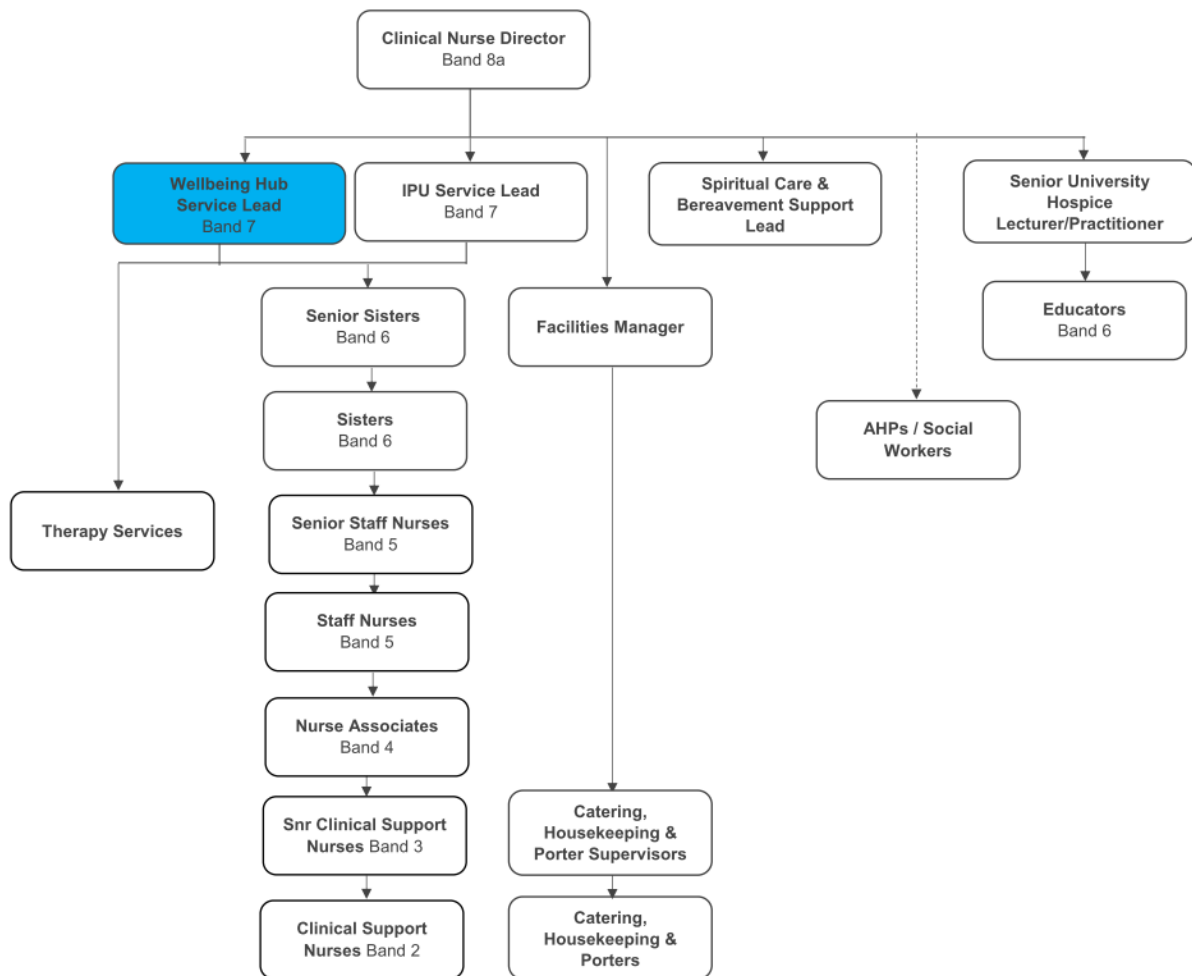


## JOB DESCRIPTION

<b>Job Title:</b>	<b>Wellbeing Hub Service Lead</b>
<b>Department:</b>	Wellbeing Hub
<b>Post Holder:</b>	<b>tbc</b>
<b>Pay Scale:</b>	Band 7
<b>Reports to:</b>	Clinical Nurse Director
<b>Accountable to:</b>	Chief Executive Officer

**Organisation Chart:**



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

<b>Job Purpose:</b>	<p>To lead on the operational organisation of the Wellbeing Hub, to support patients living with advancing disease and those important to them.</p> <p>This model is designed to demonstrate expert practice and to meet the needs of a greater population of local people affected by life limiting illness, with the emphasis on offering rehabilitation and promoting/maintaining independence and quality of life through therapy interventions and support, on a group or individual basis.</p>
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	<p>To provide clinical leadership to embed a rehabilitative approach into all support interventions delivered by Bolton Hospice clinical staff and volunteers in the Wellbeing Hub.</p> <p>To ensure the Wellbeing Hub model remains effective and efficient in the delivery of services and that outcomes are monitored and reported on to Clinical Nurse Director.</p>
<b>Key Working Relationships:</b>	<p>Clinical Nurse Director</p> <p>Service Leads</p> <p>Senior Sisters/Junior Sisters/Nursing Team</p> <p>Medical Director</p> <p>Consultants</p> <p>Specialty Doctors</p> <p>GPST2 Doctors</p> <p>Chief Executive Officer</p> <p>Educators</p> <p>Spiritual Care and Bereavement Support Lead</p> <p>Facilities Manager and Teams</p> <p>Members of the MDT</p> <p>Corporate Services Manager</p> <p>Human Resources</p> <p>Administration Team</p> <p>IT and Data Manager</p> <p>Palliative and End of Life Care Team in Bolton</p> <p>Bolton CCG</p>

<b>Role Responsibilities:</b>
<p><b>Organisational/Managerial/Leadership</b></p> <ul style="list-style-type: none"> <li>• Plan, co-ordinate, direct and manage The Wellbeing Hub personnel and resources so that the Hospice's strategic vision and operational objectives are achieved and the services are cost effective and equitable for all service user groups.</li> <li>• Work closely with the Hospice Senior Management Group (SMG) and all relevant professionals in ensuring that their team of staff and volunteers deliver high levels of service and care at all times.</li> <li>• Foster and maintain effective communication within their own team, across all departments and with external stakeholders.</li> <li>• Ensure service sustainability through facilitating integrated team working across clinical departments.</li> <li>• Develop and contribute to operational policies, procedures and clinical guidelines ensuring their implementation, review and monitoring within the department.</li> <li>• Support the managerial cover of other hospice clinical services in the absence of a departmental manager.</li> <li>• Work with Income Generation to identify any grant application opportunities and provide key updates as required from any successful grant bids.</li> <li>• Have leadership and development responsibility for a team of clinical support nurses, therapists, staff nurses and volunteers to jointly provide an original, coordinated and effective service.</li> </ul>

- Be an inspirational leader who visibly demonstrates the hospice's vision, values and service quality.
- Prepare business cases for appropriate service developments
- Undertake absence reviews and manage performance in line with the Hospice policy and procedure.
- Involve staff, volunteers and service users in decision making and empower where possible.
- Contribute to the strategic direction of locality wide palliative care services through participation in the Bolton Palliative and End of Life Care Committee.
- Set high standards of quality and performance and raise the level of expectations.
- Accept accountability for own actions and areas of responsibility.

### **Education and Training**

- Develop and evaluate all Therapeutic Programmes to ensure they remain effective and responsive to community needs.
- Identify innovative methods to promote learning to embed the rehabilitative agenda in all Wellbeing Hub interventions.
- Assist in the development and maintenance of the quality improvement processes at Bolton Hospice.
- Establish the Wellbeing Hub as an effective learning environment for health and social care staff.
- Ensure quality placements for learners to facilitate the meeting of clinical objectives.
- Work closely with HR to ensure training requests are appropriate.
- Undertake mandatory training and ensure all departmental staff undertake the required annual mandatory training and have their clinical competencies assessed.
- Be a source of expert advice through training, mentoring and educating the healthcare professional team, students of all disciplines and other members of the multidisciplinary team in the enablement of patients with palliative care needs.

### **Clinical Governance**

- Lead the clinical team to ensure that high standards of treatment and pathways of care, which are evidence based, documented and monitored, are in place.
- As a member of the hospice Clinical Governance Group, have responsibility for quality issues and clinical incident reporting.
- Promote the safety of patients, staff, visitors and volunteers at all times.
- Utilise user involvement in service development.
- Ensure all aspects of Clinical Governance are adhered to.

### **Communication**

- Be responsible for ensuring the effective cascade of internal information within the department/organisation as appropriate.
- Deal with all complaints and concerns in line with policy and procedure, and develop action plans for learning within areas of responsibility.
- Attend and participate in organisational meetings to ensure awareness of developments within the area of practice and organisationally.
- Ensure all Wellbeing Hub documentation is reviewed regularly.

### **Human Resources**

- Plan, coordinate, direct and manage and develop a high performing team to ensure the standards of care and support are maintained in line with internal policies and procedures and clinical guidelines.

- Lead on the recruitment, selection and induction of Wellbeing Hub staff and embed the values of the Hospice.
- Complete electronic staff rostering and ensure on-going sufficient staff resource for the service.
- Promote a consultative and participative work environment i.e. organising and chairing bi-monthly staff meetings, engaging staff in service development and service review
- Conduct appraisals and supervisions, setting personal development objectives to improve performance and motivation and ensure personnel files are up to date.
- Performance manage staff in line with the Hospice policy and procedure.
- Ensure all volunteers who work within the department are supervised and competent for their role.

### **Clinical**

- Manage the department's delivery of clinical care and associated activities in line with appropriate standards and guidelines.
- Oversee the management of the waiting lists for patients referred to the service.
- Review, adapt and devise caseload management protocols for each aspect of the service, as appropriate.
- Oversee and develop assessments appropriate to the client group and ensure goals and outcome measures are set according to need.
- Deliver therapeutic sessions that are evidence based.
- Ensure all staff and volunteers adhere to full infection control policies, procedures and measures.
- Facilitate patient informed consent
- Respect the individuality, values, cultural and religious diversity of patients and promote multi-professional provision of a service sensitive to their needs.
- Deputise for the Clinical Nurse Director where required.

### **Quality, Standards, Governance & Safety**

- Manage the department's quality and standards of service ensuring patients, staff, volunteers and the public reside in a safe, well managed environment.
- Adhere to all Hospice Policies and Procedures.
- Co-ordinate, plan, monitor and evaluate the quality of the team's service through participation in clinical audit, activity analysis and surveying patient and families views, encouraging staff participation.
- Ensure all audits are completed on time and reported through to the Audit Group.
- Report, analyse and monitor incidents and modify systems and processes in line with lessons learnt.
- Monitor patient and staff safety and implement all national safety alerts.
- Ensure all equipment is maintained as per manufacturer's instructions and that staff are competent and supervised on their safe use.
- Manage and investigate service complaints reporting findings and any formal action required or taken to the Clinical Nurse Director.
- Co-ordinate, plan, monitor and evaluate the quality of the team's service through participation in clinical audit, activity analysis and surveying patient and families views, encouraging staff participation.
- Ensure all audits are completed on time and reported through to the Audit Group.
- Report, analyse and monitor Incidents and modify systems and processes in line with lessons learnt.

## **Compliance**

- Prepare and maintain up to date records for compliance purposes e.g. Care Quality Commission Toolkits, Data Protection and Outcome Measurements.
- Recording relevant personnel data e.g. annual leave, sickness records, meeting notes.
- Ensure all staff maintain up to date clinical records for people who use the service.
- Preparation of Health and Safety documentation and reports.
- Monitor the implementation and adherence of all hospice policies and procedures.

## **Service Information**

- Identify any gaps of information that may be of assistance to patients and those important to them.
- Review and update all clinical and service user information on an annual basis, ensuring service information is easily accessible in all patient areas and that patients and those important to them have an awareness of it and access to it in a format that they can understand.
- Establish a robust mechanism which staff follow to highlight the available information to patients and their visitors.

## **Finance**

- Actively participate in budget planning in line with internal processes and guidelines.
- Report significant variance to the Clinical Nurse Director.
- Manage cash donations securely in line with policy and procedure.
- Regularly monitor and review expenditure.

## **Continuous Self-Development**

- Ensure continuous self-development to ensure knowledge, skills and competence are relevant to the service, through education, reading journals and research articles.
- Complete annual electronic mandatory training on time.
- Take responsibility for own professional development, identifying training and development needs to line manager, when required.
- Attend specialist training and development activities within the hospice.
- Prepare evidence in support of performance to line manager for annual appraisal

## ***General Responsibilities:***

### **Health and Safety**

All employees have a duty to report and accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure.

Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

### **Confidentiality**

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

### **Infection Control**

Comply with policies and procedures for correct disposal of waste, sharps and soiled linen. Be accountable for the cleanliness of the department, liaising with and where necessary directing the housekeeping team to minimise hospice acquired infections.

### **Training**

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend mandatory training as required by the Hospice.

**Safeguarding Vulnerable People (Children and Adults)**

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

**Disclosure & Barring Service Check**

This post is subject to a Disclosure & Barring Service check.

**Valuing Equality and Diversity**

All hospice staff should promote the core values of the Hospice i.e. compassion, respect, professionalism, excellence, inclusivity and collaboration. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

## PERSON SPECIFICATION

<b>Job Title:</b>	<b>Wellbeing Hub Service Lead</b>
<b>Department:</b>	Wellbeing Hub
<b>Pay Scale:</b>	Band 7

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or with equivalent experience</li> <li>• State Registered Physiotherapist or Occupational Therapist</li> <li>• Registration with HCPC (Health and Care Professions Council)</li> <li>• Postgraduate qualification/training in palliative care</li> <li>• Recognised qualification to mentor AHP students</li> <li>• Post graduate leadership and management training</li> <li>• Enhanced/Advanced Communication Skills training</li> </ul>	<ul style="list-style-type: none"> <li>• Master's degree or working towards</li> <li>• Advanced Care Planning Training (or willing to undertake accredited course)</li> </ul>	Application Form Certificates
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Significant experience of working in palliative care</li> <li>• Experience of delivering formal/informal education</li> <li>• A proficient manager and leader</li> <li>• Project development, implementation and evaluation</li> <li>• Experience of undertaking clinical audit including of AHP outcomes</li> <li>• Proven experience of managing change</li> <li>• Experience of managing and developing staff including undertaking appraisals and supervision.</li> <li>• Experience of utilising user involvement in service development.</li> <li>• Experience of policy writing</li> <li>• Evidence of multi-professional working</li> <li>• Experience of managing budgets</li> <li>• Computer literate</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of developing business cases</li> </ul>	Application Form Interview
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Substantial knowledge of models of AHP practice</li> <li>• Awareness of the local and national influences in relation to specialty</li> <li>• To ensure a workforce for the future through retention and recruitment processes</li> <li>• Awareness of the need for succession planning</li> </ul>		Application Form Interview

*Continued overleaf...*

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Ability to manage risk effectively</li> <li>• Ability to manage poor performance effectively</li> <li>• Ability to plan personal and professional development in self and others</li> <li>• Clinical credibility in the sphere of palliative care</li> <li>• Exceptional organisational skills, including the aptitude to manage time and prioritise workload successfully</li> <li>• Project management skills</li> <li>• Excellent interpersonal and relationship-building skills</li> <li>• Excellent communication skills, both written and oral and the ability to communicate effectively at all levels within the Hospice and wider health and social care team in the locality</li> <li>• Independent and autonomous working</li> <li>• Team player</li> <li>• Punctual, reliable and flexible</li> <li>• Excellent record keeping with data analysis, report writing and presentation skills</li> <li>• Objectivity, critical thinking and creativity</li> </ul>	<ul style="list-style-type: none"> <li>• Influencing skills</li> <li>• Negotiation skills</li> </ul>	Application Form Interview
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• An innovative approach</li> <li>• Able to work proactively, independently and on own initiative</li> <li>• Commitment to continuous professional development</li> <li>• Adaptable and able to work in a team environment</li> <li>• Able to work under pressure</li> <li>• Assertive and confident</li> <li>• Ability to inspire trust and respect</li> <li>• A commitment to the vision and values of Bolton Hospice</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to work very occasional evenings and weekends to fulfil the requirements of the post</li> </ul>	Application Form Interview
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• A full driving licence and access to a vehicle insured for business use</li> <li>• Passion for development and pioneering practice</li> <li>• Awareness of the Hospices charitable status and its reliance upon charitable donations which are influenced by clinical care delivery and the professionalism of hospice personnel</li> </ul>		Application Form Interview