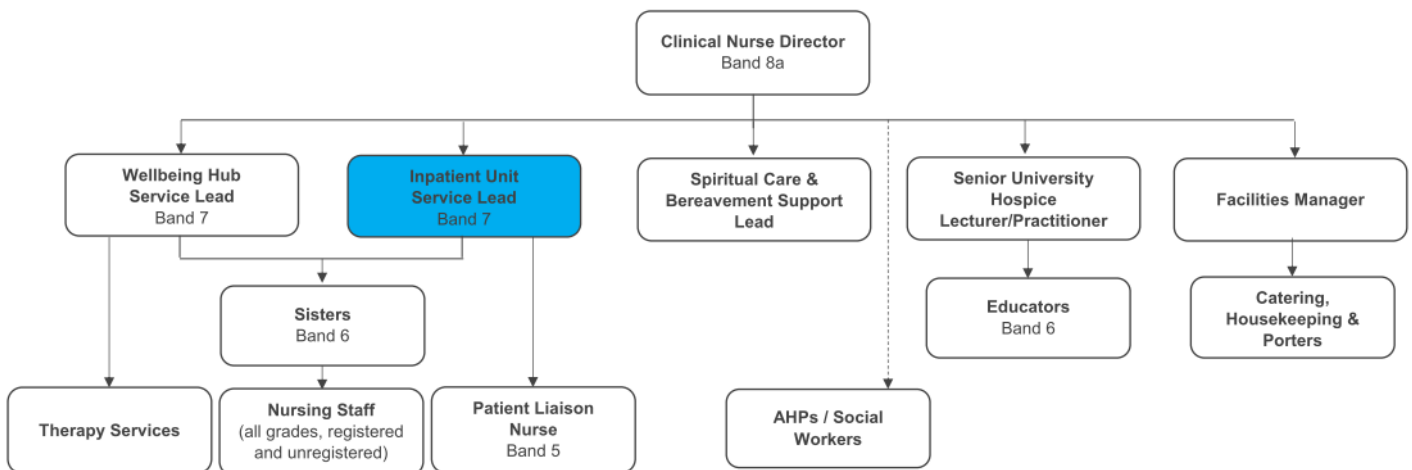


JOB DESCRIPTION

| | |
|------------------------|------------------------------------|
| Job Title: | Inpatient Unit Service Lead |
| Department: | Inpatient Unit |
| Post Holder: | tbc |
| Pay Scale: | Band 7 |
| Reports to: | Clinical Nurse Director |
| Accountable to: | 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.

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| Job Purpose: | <p>To be a visible accessible and authoritative presence in order to ensure high quality specialist palliative care is delivered through effective leadership, of a skilled and motivated workforce.</p> <p>To demonstrate a high level of competence and lead on patient focused care as a positive role model, demonstrating the organisation values.</p> <p>To build and sustain an environment which actively fosters patient and family / carer partnership in the planning and delivery of care.</p> <p>To monitor and maintain the professional standards required through leadership and management of the inpatient unit team creating a supportive and unified team, whose prime purpose is to maintain and deliver an agreed standard of care.</p> <p>To take a key role in the Clinical Governance processes including the review, development and implementation of policies and evidence based practice required for the safe efficient and effective day to day operation of the inpatient unit.</p> <p>To take responsibility for the risk assessment of process and practices in regards to Health and Safety within the department, and cost effective management and delivery of services within departmental budget.</p> <p>To ensure the Inpatient Unit remains effective and efficient in the delivery of services in line with the Hospice Strategic aims and that outcomes are monitored and reported on to Clinical Nurse Director.</p> |
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| | <p>The post holder may be contacted out of hours for advice should an emergency issue arise. The post holder may also be required to rotate to nights and to other Hospice departments to reflect the needs of the service, and will be responsible for electronic rostering.</p> <p>Work with Clinical Service Leads across the organisation to ensure multi professional collaborative working and effective managerial cover for all clinical areas.</p> |
| Key Working Relationships: | <p>Clinical Nurse Director Service Leads Registered and unregistered nursing staff Medical Director Consultants Other grades of medical staff Chief Executive Officer Educators Spiritual Care and Bereavement Support Lead Facilities Manager and Teams Members of the MDT Corporate Services Manager Human Resources Administration Team IT and Data Manager Palliative and End of Life Care Team in Bolton Bolton CCG</p> |

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| Role Responsibilities: |
| <p>Organisational/Managerial/Leadership</p> <ul style="list-style-type: none"> • The post holder will have 24/7 responsibility for the IPU. • To be responsible for the day to day management and operation of the IPU including all Nursing Staff and area volunteers, carrying out appropriate risk assessments as required 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. • Foster and maintain effective communication within their own team, across all departments and with external stakeholders. • Develop and contribute to operational policies, procedures and clinical guidelines ensuring their implementation, review and monitoring within the department. • Support the managerial cover of other hospice clinical services in the absence of a departmental manager. • Have leadership and development responsibility for a team of clinical Registered Nurses, Clinical Support Nurses, Students and volunteers to jointly provide safe, effective and responsive service. • Along with other senior staff to take responsibility for and to meet with patients and relatives at times of conflict or complaint with patients, relatives or staff resolving and documenting as appropriate. Being aware of the complaints procedure, legal implications and disciplinary action that could result. • Effectively manage incident identification and reporting. Being proactive in applying learning from incidents and identifying educational needs, cultural or recurring patterns and devising action plans to address them. |

- To ensure compliance with statutory requirements, statutory notification and risk management.
- Be responsible for maintaining an agreed establishment in order to ensure the delivery of high quality, safe and effective care and in the occurrence of unexpected shortfall of staff act in an appropriate manner to ensure safe delivery of patient care.
- To be proactive in identifying alternative staffing structures and roles to continue to provide high quality cost effective care, developing staff and responding to changes in the labour market and health care services.
- Be an inspirational leader who visibly demonstrates the hospice's vision, values and service quality in practice.
- To be responsible for re-deployment of staff to other Services when needed in discussion with other clinical services managers, whilst fostering a supportive working environment.
- Accept accountability for own actions and areas of responsibility.
- Work with Income Generation to identify any grant application opportunities and provide key updates as required from any successful grant bids.

Education and Training

- Identify innovative methods to promote learning to embed highest standards of care and compassion in all care delivered.
- Assist in the development and maintenance of the quality improvement processes at Bolton Hospice.
- Establish the Inpatient Unit 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, in line with policy and procedure.

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Communication

- Be responsible for ensuring the effective cascade of internal information within the department/organisation as appropriate.
- Manage and investigate service complaints, meeting with patients, relatives or staff resolving and documenting as appropriate. Being aware of the complaints procedure, legal implications and disciplinary action that could result and reporting findings and any formal action required or taken to the Clinical Nurse Director.
- Attend or chair and participate in organisational meetings to ensure awareness of developments within the organisation and ensure outcomes are communicated to staff.
- Ensure all Inpatient Unit documentation, both written and electronic format, is reviewed regularly.

Human Resources

- Plan, coordinate, lead, 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 Inpatient Unit staff and embed the values of the Hospice.
- Ensure electronic staff rostering is completed, which maintains an adequate 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
- Ensure all volunteers who work within the department are supervised and competent for their role.
- To oversee the appraisal and development process for all of the IPU staff and to formulate personal development plan with each direct team member to improve performance and ensure that it is achieved.
- Identify and respond to stress and anxiety in staff and ensure staff support and wellbeing systems are in place working closely with Human resources.
- To follow Human Resource policies and procedures with regard to sickness and absence, performance management, disciplinary and grievance matters.

Clinical

- Manage the department's delivery of clinical care and associated activities in line with appropriate standards and guidelines.
- To demonstrate clinical excellence and a high standard of practice in the field of specialist palliative care through role modelling on the assessment and clinical management of those with advanced progressive disease and support of their families.
- In conjunction with medical staff participate in the acceptance and allocation of patients within the inpatients area.
- Ensure that documentation and records meet all required professional and legal standards and are reflective of assessments and care delivered. Working with Data and IT Manager to implement required developments and reporting capacity.
- Have knowledge of the functioning of the other patient services within the Hospice in order to give support and assistance in times of staff shortage, both individually and from the inpatient team.
- Support the development and implementation of policies and procedures including infection prevention and control in conjunction with the IPC lead.
- 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 and take responsibility for clinical issues of the Hospice as appropriate.

- To take responsibility for safe custody and administration of drugs in the Inpatient unit, accordance with Hospice procedures and the law, reporting errors without delay.
- To promote the multi-professional approach to care by facilitating good interdisciplinary communication and co-operation.
- To support the delivery of clinical supervision across all clinical areas

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.
- 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.
- To ensure compliance with statutory requirements, statutory notification and risk management.
- Report, analyse and monitor Incidents and modify systems and processes in line with lessons learned.

Finance

- Actively participate in budget planning in line with internal processes and guidelines, identifying opportunities for efficiencies, overseeing the selection and use of appropriate equipment and other resources.
- Report significant variance to the Clinical Nurse Director.
- Manage cash donations securely in line with policy and procedure.

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.

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| Employee Name: | | | |
| Employee Signature: | | Date: | |

| | | | |
|--------------------|--|-------|--|
| Manager Name: | | | |
| Manager Signature: | | Date: | |

PERSON SPECIFICATION

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|--------------------|------------------------------------|
| Job Title: | Inpatient Unit Service Lead |
| Department: | Inpatient Unit |
| Pay Scale: | 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.

| | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|-----------------------|---|--|----------------------------------|
| QUALIFICATIONS | <ul style="list-style-type: none"> • NMC Level 1 Registration • Degree level qualification • Palliative Care Qualification • Evidence of continuous personal professional and academic development • Leadership/management training/qualification • Enhanced/Advanced Communication Skills training • Teaching or Mentorship qualification | <ul style="list-style-type: none"> • Master's degree or working towards • Advance Care Planning Training (or willing to undertake accredited course) | Application Form Certificates |
| EXPERIENCE | <ul style="list-style-type: none"> • Significant experience of working in palliative care • Experience of delivering formal/informal education • A proficient manager and leader • Experience of undertaking clinical audit and risk management • Proven experience of managing change • Experience of managing an inpatient unit • Experience of managing and developing staff including undertaking appraisals and supervision • Application of evidence to practice. • Understanding and evidence of application of the NMC and other professional codes of conduct to practice. • Experience of policy writing • Evidence of multi-professional working • Experience of managing budgets • Computer literate | <ul style="list-style-type: none"> • Experience of developing business cases • Electronic rostering • Work within a hospice environment • Community nursing experience • Working with and developing volunteers | Application Form Interview |
| KNOWLEDGE | <ul style="list-style-type: none"> • Up-to-date knowledge base of speciality • Awareness of the local and national influences in relation to specialty • To ensure a workforce for the future through retention and recruitment processes • Awareness of the need for succession planning | | Application Form Interview |

Continued overleaf...

| | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|----------------------------|---|------------------|-------------------------------|
| SKILLS | <ul style="list-style-type: none"> • Ability to manage risk effectively • Ability to manage poor performance effectively • Ability to plan personal and professional development in self and others • Exceptional organisational skills, including the aptitude to manage time and prioritise workload successfully • Excellent interpersonal and relationship-building skills • Ability to motivate and develop staff and change practices within current Specialist Palliative Care guidelines • 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 • Independent and autonomous working • Excellent record keeping with data analysis, report writing and presentation skills • Objectivity, critical thinking and creativity | | Application Form Interview |
| PERSONAL ATTRIBUTES | <ul style="list-style-type: none"> • An innovative approach • Punctual, reliable and flexible • Able to work proactively, independently and on own initiative • Commitment to continuous professional development • Adaptable and able to work in a team environment • Energy, drive and resilience • Assertive and confident • Ability to inspire trust and respect • A commitment to the vision and values of Bolton Hospice | | Application Form Interview |
| OTHER | <ul style="list-style-type: none"> • A full driving licence and access to a vehicle insured for business use • 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 | | Application Form Interview |