

## CLINICAL LEAD (CQC REGISTERED MANAGER)

### JOB DESCRIPTION & PERSON SPECIFICATION

#### JOB DESCRIPTION

<b>JOB TITLE:</b>	Clinical Lead (CQC Registered Manager)	<b>DEPARTMENT:</b>	Senior Management Team
<b>GRADE/SALARY:</b>	£50-55,000 FTE Per annum	<b>WORK BASE:</b>	Great Oaks Hospice
<b>CONTRACT/ HOURS:</b>	Full Time role with scope for flex to either a 4-day working week (Pro rata) or full time but agile working provided that at least 4 days on site, some weekend cover work and occasional evening work	<b>REPORTS TO:</b>	Chief Executive Officer

#### ROLE

Great Oaks Hospice is a proud and successful provider of professional end of life care services in the community. We are a registered charity, and our services are offered free of charge for adults in the community living with a life shortening illness and their families, carers and friends. We employ a range of qualified and unqualified staff across nursing and therapy groups and are supported by medical colleagues from Gloucester Royal and our local GP community.

We enjoy a close relationship with our local health and care service providers including with NHS Gloucestershire Integrated Care Board who directly commission many of our services.

We are passionate about ensuring exceptional clinical services and do this through our strong clinical leadership at every level. We want our staff and our users to have the best experience of Great Oaks and we recognise everyone individually and value and harness the unique strengths and skills they bring.

The position of Clinical Lead is a crucial role, working alongside the Chief Executive Officer to lead the day to day running of exceptional clinical services in accordance with regulatory standards and Great Oaks values and strategy. Specific function of the role include:

- To be the CQC Registered Manager
- To be the Caldicott Guardian.
- Provide an environment of continuous quality improvement.
- Manage the implementation of key areas of clinical governance arrangements, ensuring effective systems and processes are in place to provide appropriate Board assurance.
- Liaise with external specialist providers.
- Attend relevant training and cascade as appropriate.
- Assume the role of Infection Control Lead for Great Oaks.

The post holder will undertake, when requested, such duties not listed below which are consistent with and pertinent to the role and grade.

#### OVERVIEW OF GENERAL RESPONSIBILITIES

Within the hospice to:

- Follow policies and guidelines as per the Staff Employees Handbook and ensure the team also work within this guidance.

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- Be aware of risk to self and others under Health and Safety Regulations.
  - Verbally report any accident or untoward incident as soon as possible followed by written report.
  - Respect people's personal choices for lifestyle and living arrangements.
  - Ensure we are evidencing compliance with CQC Requirements.
  - Oversee Caseload reviews with Clinical Teams including Hospice at Home, Wellbeing Service, Complimentary Therapies, Befriending, Family Support and the Community Service.
  - Become Privacy Officer on SystmOne, ensuring appropriate use of the system.
  - Be the Key point of contact for new starters/leavers registration on SystmOne.
  - Keep abreast of clinical best practice in the hospice movement, advice the SMT of risks and opportunities and respond to national and local policy developments.
  - Maintain strong clinical governance framework for the hospice to meet external legal, regulatory, and clinical requirements.

Recognise that this job description is not restrictive and needs to be flexible to cope with the changing needs of the job and the changing needs of Great Oaks.

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## STRATEGIC

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- Working alongside the Chief Executive Officer to:
  - Be involved at county level in the development of palliative and End of Life care across all domains.
  - Promote role of Great Oaks within local provision of the Integrated Care Body.
  - Revise and develop policies, procedures, and guidelines pertinent to the safe provision of all clinical services.
  - Deputise for the Chief Executive Officer as required.
- Develop own comprehensive knowledge of the Care Quality Commission legislation as required in the context of Great Oaks registration.
- Lead in the development of Hospice Clinical Services fostering a collaborative and positive work environment.
- Monitor the Key Performance Indicators monthly and actions any points as necessary.
- Work with the CEO to drive the implementation of our strategy and objectives and contribute to the continuous improvement of our scope and reach of our services for users.

## MANAGERIAL

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- Member of Senior Management Team.
  - Member of Quality Group, Health and Safety group, Finance, and Information Governance Working Groups.
  - Provide the necessary support, motivation, and professional line management (direct and indirect) to all the Clinical staff to maintain continuous high standards of skilled care and continuous professional development through evidence-based practice.
  - Ensure adequate and appropriate staffing levels on a day-to-day basis.
  - Be involved in the recruitment and selection, training, and development of staff.
  - To take part in the Hospice at Home on-call rota provision on a regular basis.
  - Participate, where required, in local and national initiatives and developments in the palliative care field e.g. End of Life Strategy and supporting choice of place of care and death.
  - Nurture a positive and supportive culture and environment where people feel motivated and supported to achieve Great Oaks' aims.
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## EDUCATION AND TRAINING

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- Provide clinical support to all clinical staff.
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- Provide guidance and assistance to actively support the use of End of Life Care initiatives by raising awareness among clinical staff about the needs of clients, their families and carers.
  - Attend internal and external clinical meetings and conferences, where necessary.
  - Accept and seek supervision and support from line manager on a regular basis and participate in the Hospice appraisal system.
  - Keep abreast of current research and best practice.
  - Review of training needs analysis, ensuring role profiles are up to date, checking compliance and sourcing of external training as identified by services as needed.
  - Monitor and manage training compliance.
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## RESEARCH AND AUDIT

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- To ensure clinical practice is evidence based and reflects good practice.
  - To lead in the setting and monitoring of standards to ensure the delivery of evidence based high quality care, recording and reporting findings including corrective action where required.
  - Propose and deliver actions required to improve the quality of the services provided.
  - To lead the clinical governance agenda across the Hospice, including ensuring that the Care Quality Commission (CQC) standards of care are met and lead on the collation of evidence for CQC assessment documentation.
  - Oversee the monthly auditing of Clinical Service and implement actions from this.
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## PROFESSIONAL

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- To maintain confidentiality of patient, staff, volunteers, and other hospice business at all times in line with GDPR guidelines.
  - Abide by own Professional Code of Conduct.
  - To attend network/multidisciplinary team meetings as requested, to represent hospice services and disseminate and cascade information.
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## EQUALITY AND DIVERSITY

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- Be aware that all Hospice services are provided within the resources available to adults with life limiting conditions wishing to remain at home during their illness within the context of End-of-Life Care regardless of gender, culture, age, ability.
  - Challenge behavior which infringes the rights of others.
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## MANAGEMENT OF RESOURCES

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- Practice within the constraints of budgetary limitations and available resources and be flexible as needed to 'get the job done'.
  - Work closely with the Finance Lead, Clinical Leads, and the Chief Executive Officer to develop and manage the Clinical budgets, ensuring cost effectiveness and resource optimisation.
  - Take responsibility for the provision, security, maintenance, and care of all clinical equipment.
  - Ensure adequate supplies of consumable items are always available.
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## HEALTH, SAFETY AND SECURITY

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- Implement the Health and Safety policies and procedures set out by Great Oaks Hospice.
- Carry out risk assessments as required and contribute to the management of risks identified.

- Support others in maintaining Health, Safety and Security.
- Ensure Great Oaks, through effective leadership, abides by infection control standards and policies.
- Be aware of the accumulative emotional effect on self and others inherent in the nature of working exclusively with those affected by End of Life Care needs and seek support for self when required.

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## **GREAT OAKS COMMITMENT TO HEALTH AND SAFETY, CONFIDENTIALITY, EQUAL OPPORTUNITIES & IMPROVING WORKING LIVES**

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### **Health & Safety/Security**

It is the duty of every employee to adhere to Great Oaks' Health & Safety Policy and work in such a way that accidents to themselves and to others are avoided. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to report an insecure environment at their place of work to their Line Manager or member of the Senior Management Team.

### **Confidentiality**

In the course of every employee's duty, they may have access to confidential material about patients, members of staff or other organisational business.

- On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing, or other professional staff, who are concerned directly with the care, diagnosis and/or treatment of the patient.

Similarly, information relating to staff records or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be confidential and must not be divulged without prior authority.

- Breaches of confidentiality may result in disciplinary action.

If in any doubt whatsoever as to the authority of a person or body asking for information of this nature, seek advice from your Line Manager.

### **Equal Opportunities, Respect and Dignity at Work, 'Improving Working Lives'**

Great Oaks Hospice is committed to equality of opportunity & diversity in the workplace; all managers and staff are responsible for ensuring that this is delivered in practice.

Great Oaks Hospice is equally committed to respect for other people and all managers and staff are expected to be clear of what is expected of them and for ensuring that they commit to this policy in their day to day working life. All staff are issued with the organisation's handbook for employees and volunteers that sets out its expectations.

Great Oaks Hospice will not tolerate any forms of bullying or harassment in the workplace.

Everyone has a personal responsibility for improving the working lives for self and colleagues.

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## **APPRAISAL & PERSONAL DEVELOPEMENT**

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Great Oaks Hospice is committed to the continued learning and professional development for all staff and has put in place an appraisal and development infrastructure.

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## REVIEW OF JOB DESCRIPTION

This job description outlines current duties and responsibilities; however, it is subject to review and amendment in the light of developing or changing services and as part of the annual Individual Performance Review and a requirement of flexibility is key in term of ensuring that you are working effectively to best deliver Great Oaks' aims.

## PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"><li>Registered Nurse with the Nursing and Midwifery Council or Registered Health/Social Care Professional such as Social Worker, Occupational Therapist, Physiotherapist etc. with experience in relevant specialty</li><li>Educated to degree or equivalent level of experience</li></ul>	<ul style="list-style-type: none"><li>Management course or equivalent</li><li>Teaching/mentoring qualification</li><li>Evidence of relevant professional development</li><li>Evidence of clinical specialist qualification in palliative care or oncology</li></ul>
EXPERIENCE	<ul style="list-style-type: none"><li>Proven experience of a senior position within a health/social care environment</li><li>Proven experience of working with people with palliative or End of Life care needs</li><li>Team and individual management</li><li>Good understanding of clinical governance</li><li>Sound knowledge of audit</li><li>Sound knowledge of infection control</li></ul>	<ul style="list-style-type: none"><li>Management of MDT</li><li>Management of organisational development</li><li>Experience of working with users and carers</li><li>Experience of working with volunteers</li><li>Caldicott Guardian</li></ul>
KNOWLEDGE AND ATTRIBUTES:	<ul style="list-style-type: none"><li>Knowledge of current symptom management</li><li>Knowledge of evidence based care</li><li>Clear and concise documentation skills</li><li>Professional knowledge of CQC requirement</li><li>Knowledge of Systm1</li><li>Information Governance Knowledge</li><li>Enhanced IT skills</li><li>Strategic thinking and planning</li></ul>	
MANAGERIAL KNOWLEDGE	<ul style="list-style-type: none"><li>Ability to organise and prioritise workload effectively</li><li>Delegation skills</li></ul>	<ul style="list-style-type: none"><li>Ability to create solutions to work pressures</li><li>Knowledge of change management</li></ul>
PERSONAL SKILLS AND ATTRIBUTES	<ul style="list-style-type: none"><li>Insight into the needs of the patient group</li><li>Excellent communication and interpersonal skills</li><li>Ability to work collaboratively and network</li><li>Organisational skills</li><li>Ability to work flexibly and prioritise effectively</li><li>Ability to work strategically</li><li>Ability to motivate and inspire</li><li>Supportive, calm, approachable manner</li><li>Emotionally resilient and intelligent</li><li>Proactive and innovative</li><li>Collaborative positive style</li></ul>	<ul style="list-style-type: none"><li>Report writing/publishing</li></ul>

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OTHER  
REQUIREMENTS:

- Willing to travel
  - Prepared to work unsocial hours including evenings and weekends as necessary
  - Occupational health clearance
  - Enhanced DBS
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