

## Job Title: IPU Manager (Maternity Cover)

<b>Business Area:</b>	In Patient Services
<b>Location:</b>	Finchley (travel to other sites may be required)
<b>Reports to:</b>	Head of In-Patient Services
<b>Salary:</b>	NLH 7

## Organisation and Team Information

North London Hospice is a registered charity that has been caring for local people since 1984. We are committed to empowering patients with life limiting illnesses, supporting them to achieve the best quality of life possible. As well as our inpatient unit at Woodside Avenue, we work within the wider community including our Outpatient and Wellbeing services; our support to patients in their own homes; our Community Specialist Palliative Care services; and our Patient and Family Support teams, providing emotional and practical support to patients, their families and carers.

The In-Patient Services Team provide holistic, skilled, high-quality and patient centered palliative care to all in-patients.

## Role Purpose

To lead with purpose on all palliative care services, providing expert clinical guidance, direction and support to the unit and working with other members of the In-Patient Services Team to ensure delivery of high-quality, evidence-based care and adherence to the CQC fundamental standards.

## Key Responsibilities

### General

- **Direct management and motivation** of the In-Patient Palliative Care Unit including but not limited to; Recruitment, induction & onboarding, training, delegation,

management of performance and attendance, participating in the recognition and appraisal processes.

- 24-hour operational responsibility for the unit in the absence of the Head of IPU
- including but not limited to; Providing general management across the unit 60% and working clinically 40%, supporting the development of the team through rota management, training and education, prioritising service delivery and improvement, reporting of patient progress and concerns, managing complaints and concerns, ensuring staff members complete training, working with the Learning and Development team to ensure changes are appropriately supported with education.
- **Continuous Improvement** including but not limited to; Leading, facilitating and implementing audit and research findings, including service improvements, developing a proactive approach that enables effective and efficient nursing responses to complex cases and emergent problems, playing an active part in Senior Management Team meetings to assist in strategy development, using innovation to develop practice within the Inpatient unit.
- **Risk Management** including but not limited to; Managing risks and implementing positive change, as necessary, across the unit to support such improvements
- **Incident Reporting** including but not limited to; Managing, investigating and learning from incidents that occur within the unit, creating a culture in which incidents are seen as an opportunity to improve and are shared as a whole team.
- **Decision Making Responsibility** is at management level – making decisions that impact the immediate team (team of 40), , consulting with the HO In-Patient Services on anything that impacts the wider organisation.
- **Key working relationships** including but not limited to; **Daily/weekly** - Palliative Care team, patients, patient relatives, consultants, specialist service providers volunteers, HR, bank staff, other care departments across the hospice and external agencies. **Occasionally** , Finance etc within the hospice.
- **Any other reasonable duties** required within the scope of the role.

## **Infection Control**

- Maintain the highest standards of infection control
- Familiarise with, and adhere to, North London Hospice Infection Control Processes, Policies and Procedures

## **Health and Safety**

- Understand individual safety and security responsibilities
- Familiarise with, and adhere to, the relevant health, safety and security policies across North London Hospice
- Be aware and work to support own personal health and safety and the health and safety of others across the Hospice
- Maintain patient, personal and organisational confidentiality at all times. This includes patient medical and financial information; employee record; student records; financial

## **Confidentiality**

- Maintain patient, personal and organisational confidentiality at all times. This includes patient medical and financial information; employee records; student records; financial and operating data of North London Hospice and any other information that is of a private or sensitive nature
- Familiarise with, and adhere to, the relevant confidentiality policies within North London Hospice

# Person Specification

## Education and Qualifications

- Relevant professional degree or equivalent – **essential**
- Current registration with Nursing and Midwifery Council – **essential**
- Post Registration Qualification in Palliative Care - **desirable**

## Experience and Knowledge

- Significant experience as a qualified RN – **essential**
- Oncology / Palliative Care experience (post registration) – **essential**
- Audit / evaluation of services experience – **essential**

## Personal Qualities and Abilities

- Ability to work with a range of multi-professionals and effectively communicate highly sensitive information - **essential**
- High clinical competence and a reflective practitioner - **essential**
- Good level of (intermediate) IT skills, including MS Office - **essential**
- Effective interpersonal, communication and organisational - **essential**
- Professional with the ability to work as part of an integrated team – **essential**
- Effective presentation skills and a wider knowledge of end of life / palliative care – **desirable**

## Essential for all

- Commitment to equality, diversity and inclusion and understanding of how this applies to own area of work
- Commitment to the aims and charitable objectives of North London Hospice
- Committed to own continuing vocational/professional learning and development
- Enhanced DBS check (role specific)
- Full, clean UK driver's license (role specific)

## Our Values

### Our Values

- C** Collaborative and learning
- O** Open and honest
- R** Respectful and empowering
- E** Equal and inclusive



**The best of life,  
at the end of life,  
for everyone**

