**JOB DESCRIPTION – HEAD OF CLINICAL SERVICES**

**JOB TITLE: Head of Clinical Services**

**RESPONSIBLE TO: Hospital Director**

**ACCOUNTABLE TO: Director of Nursing**

**LOCATION: Shepton Mallet Hospital**

## **JOB SUMMARY**

The post holder will support the Hospital Director in the provision of the organisations clinical strategies and models of care ensuring the delivery of high quality, patient focussed, safe and effective care which meets the highest clinical standards and outcomes. The post holder will be responsible for providing clinical, operational and professional leadership to the Nursing and AHP workforce.

The Head Clinical Services will work alongside the Hospital Medical Director to ensure that quality care is delivered safely and efficiently resulting in excellent clinical outcomes and high patient satisfaction, making Shepton Mallet Hospital the provider of choice for patients. Clinical services currently include; Theatres, Wards, Pre-Operative Assessment, Outpatients, Endoscopy and helplines / virtual care platforms, as well as Therapies, Imaging, Pharmacy and Sterile Services.

The post holder will be actively involved in developing the relationships between partner healthcare organisations, including with the NHS and Social Services. This includes ensuring that the workforce is “fit for purpose” and that all the competency and training requirements of staff are met to ensure the effective delivery of care.

The job also requires the post holder to work with the Group Director of Nursing, to develop and deliver a robust framework for clinical governance: this will include effective management of the patient experience, clinical effectiveness and close working with the Lead Nurse and Medical Director for Secondary Care in monitoring clinical outcomes and analysing and interpreting data for Key Performance Indicators, Clinical Risk and Audit, related to the organisations Governance programme. This includes ensuring the CQC outcome evidence is robust and current. Formulating action plans and monitoring systems to ensure that areas of identified deficiencies are addressed.

The post holder may be required to deputise for the Lead Nurse – Secondary Care if required.

**Key Contacts**

Hospital Medical Director, Secondary Care Medical Director, Speciality Clinical Directors, Director of Nursing for Secondary Care, subject matter leads, and key staff within the Corporate Governance team in relation to Secondary Care.

### Principal Duties and Responsibilities

To effectively manage Clinical Services to ensure consistently high quality patient care, robust operational and financial management of services and professional development of all non-medical clinical staff

**Clinical /Professional**

To provide strong and focused clinical leadership for all clinical staff across all departments; working directly with the Heads of Departments across each area to ensure the delivery of an effective, high quality service for patients.

Responsible for ensuring that the Heads of Departments have the knowledge and skills to assure the quality of services and the continual development of professional practice in line with NMC, HPCP and other professional codes and current best practice.

Initiate and encourage innovation and development, and lead the delivery of a strategy which enhances the role of Nurses and AHP’s as modernisers in service re-design, developing new roles and new ways of working. Ensure high levels of empathy, responsiveness, commitment and innovations are at the heart of clinical practice and clinical services.

Ensure poor performance and poor clinical practices are identified and dealt with immediately and effectively. Where this relates to medical staff ensure this is brought to the attention of the Medical Director and specialty leads.

Pro-actively participate in the specialty forums to maintain and improve patient pathways and service development and establish robust governance arrangements.

Responsible for maintaining accurate, timely and complete clinical records, ensuring the safety and confidentiality of information across all disciplines of staff and across all sites

To effectively manage all Clinical Heads of Department to achieve agreed operational, financial and professional goals by ensuring appropriate staff rota’s to provide flexible, cost effective and safe levels of cover at all times

Maintains a visible presence in the hospitals, being accessible to patients, staff and medical staff as needed, which involves developing and maintaining effective communication with all departments, and service users.

**Management and Leadership**

Role model the company values and behaviours

As a member of the Senior Management Team assist in ensuring that the hospitals meet the set activity, performance targets and financial obligations working in conjunction with other senior colleagues.

Facilitate a positive ‘can do’ environment in which high quality cost effective services are delivered and where creativity, innovation and staff development all underpin the approach to managing the clinical area in which each member of staff is recognized and valued.

Working closely with all Heads of Department, to ensure they appropriately manage their budgets and teams within financial constraints.

Engage clinical leads in financial management and productivity of their departments to achieve the best possible performance. Establish the appropriate skill-mix ensuring that staffing levels are safe, based on patient acuity/dependency, budget allocations and regulatory requirement, working with the Hospital Director.

To ensure compliance to meet the fundamental standards of the Care Quality Commission (CQC) in line with other relevant regulatory bodies achieving the required standards and level.

Monitor clinical practice ensuring adherence to all policies and procedures, including Health and Safety and Risk Management strategies. Responsible for ensuring that audits are undertaken successfully and all standards are achieved and in line with the agreed annual audit plan.

Responsible with the Hospital Director for establishing, developing and maintaining a robust system of communication and dissemination of information working internally with staff and externally with relevant stakeholders.

To contribute to the general management and on call rota for the Hospitals.

Be responsible for effective implementation and change management of agreed service changes/strategies with measurable outcomes and to agreed timescales.

Continuously evaluates and reviews the performance of the Nursing/clinical team(s) and modifies processes in order to facilitate best performance. Establishes and implements a training and development programme, which reflects the needs of both the individual and the centre.

Manages employee relation issues in a supportive manner and appropriately utilises relevant HR policies and procedures should the need arise. Liaises with the Hospital Director and company Human Resources department where appropriate.

Assists the Hospital Director in identifying, developing and promoting new medical and patient services.

Involvement in the Hospital Business Planning Process with the Hospital Director.

**Governance and Clinical Risk Management**

Provide clinical leadership which ensures that there is a robust clinical governance structure in place across the both sites, ensuring that there is ongoing development and implementation of all governance processes including clinical risk management and incident monitoring is embedded within all services. Being actively involved in the investigation of complaints, adverse events and the associated reporting as required.

Work with internal and external stakeholders in development of a framework for governance that allows the hospitals to demonstrate compliance with all external bodies.

Demonstrate development of a learning culture in which patients needs come first.

Demonstrate commitment to improving the patient’s experience of the services provided (oversees where these are provided externally).

Work with the Clinical Governance Team to ensure that all relevant investigations, actions, outcomes and trends are reported appropriately, and that there is “closure” to events and lessons learnt are documented and audited. This will involve collaboration with various key staff in particular the Medical Director and Lead Nurse – Secondary Care and the Hospital Director

For the Hospitals to be directly responsible for maintaining the working environment in a safe manner in compliance with legislation in the following areas:

* Health and Safety
* Fire Prevention and management
* Control of Infection
* C.O.S.H.H
* Equipment is handled correctly and maintained in safe working order
* Systems exist to ensure staff familiarity and achievement of appropriate competencies with all clinical equipment currently in use.

**Educational and Professional Development**

To facilitate and support a culture where learning and ongoing professional development is encouraged.

To define the training needs for staff and oversee the provision for clinical staff training ensuring that staff needs are identified and personal development plans are implemented.

To provide leadership to ensure that developments are progressed working effectively as a team leader at all times engendering the spirit of co-operation amongst colleagues and other departments to facilitate innovation and improvement in care delivery.

To ensure effective organisation of clinical teams through provision of direct coaching, mentoring and supervision of all staff both registered and non-registered.

To ensure that all staff receive an annual performance review against personal objectives which are linked to the Hospitals Business plan and financial objectives.

To take responsibility for personal development including orientation and in-service training

To manage relationships with local educational providers, including supporting students in placement where appropriate

**Additional information**

In addition the successful candidate will be required to adhere to the following:

**Education and development**

To participate in appropriate training courses or updates in accordance with mandatory requirements and individual Personal Development plans in line with PPG policies and procedures.

**Professional**

To adhere at all times to the HCPC/NMC Professional Code of Conduct, and any other professional guidelines/documents. To comply with guidelines issued from time to time by the UK professional body or any other professional association relating to the practice of your speciality, together with guidance issued from time to time by other competent agencies on clinical, medical and ethical issues

**Regulatory framework**

To adhere at all times to the regulatory frameworks set out by the Care Quality Commission incorporating the requirements for Independent Health Care.The individual will be required to participate in information requirements/ requests as per regulation.

**Infection Prevention and Control**

It is the responsibility of all individuals to comply with infection prevention and control policies and to attend any appropriate training requirements in line with PPG’s responsibility to comply with Government Directives and associated codes of practice and take appropriate action where non-compliance is evident.

**Duty of Candour**

The individual will support compliance to the PPG Duty of Candour policy, enabling concerns to be raised and disclosed freely, and for questions to be answered. The individual will ensure transparency, allowing true information about performance and outcomes to be shared with staff, patients and the public.

**Conflict of interest**

It is responsibility of all staff to ensure that they do not abuse their official position to gain or benefit their family or friends.

**Confidentiality**

Preserve the confidentiality of any information regarding patients, staff (in connection with their employment), and PPG business and this obligation shall continue indefinitely. This is also in accordance with the Code of Confidentiality and the Data Protection Act 1998.

**Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

**Risk Management**

Responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigations undertaken.

**Privacy, Dignity and Respect and quality of opportunity**

PPG is committed to ensuring that all current and potential staff patients and visitors are treated with dignity, fairness and respect regardless of gender, race, disability sexual orientation, age, marital or civil partnership, religion or belief. Staff will be supported to challenge discriminatory behaviour. In particular staff will protect the privacy and dignity of all patients at all points of their contact with the organisation. It is paramount that staff deal sensitively with individual circumstances and adhere strictly to the single sex requirements.

**Vulnerable Adults Abuse**

The patients referred to us for care must be able to trust that not only will they be safe from any abuse, bullying or intimidation from any member of staff but that suspicions of external abuse will be dealt with appropriately.

**Raising Concerns**

It is everyone’s responsibility to draw attention to any practice or behaviour which could put patients or staff at risk.

**Equal opportunities**

PPG committed to promoting equal opportunities in employment and will keep under review its policies and procedures to ensure that the job related needs of all staff working in PPG are recognised.

This job description is subject to change in consultation with the post holder to take into account changing organisational needs.

Signature Date

Signature of

Hospital Director Date

|  |
| --- |
| **PERSON SPECIFICATION – HEAD OF CLINICAL SERVICES** |

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * AHP (HCPC) or RN (level 1), NMC
* Relevant Master’s Degree or equivalent post graduate education
* Has continued own professional development
 | * Recognised management qualification
* Post graduate qualification
* Minimum 3 years’ experience at Senior level
 |
| Experience | * Experience in meeting CQC/ regulatory requirements
* Considerable experience in an equivalent or related role in the acute sector
* Budgetary and financial management experience.
* Development of nurses and AHPs as professionals in their practice
* Implementing change successfully
* Demonstrable achievements in improving patient care, being forward thinking and innovative
* Working in an innovative way with patients and staff to ensure effective involvement as well as consultation and communication
* Redesigning practices using a wide range of evidence bases
* Experience of managing complaints and serious incidents
 | * Experience of working in the Independent sector
* Experience of managing the disciplinary process
* Has led and implemented best practice
* Has personally created and delivered solutions for complex inter-organisational/inter-personal issues
* Working across organisational boundaries
 |
| **Skills and Knowledge** | * Have an in-depth awareness of the quality and governance agenda, challenges
* Uses conflict resolution strategies to achieve a satisfactory settlement.
* Ability to plan, allocate and evaluate own work and develop self to enhance performance of others.
* Understand workforce planning issues
* Have a sound knowledge of, and commitment to, implementing the recruitment and retention of highly skilled staff
* Ability to understand key business issues that affect profitability and growth.
* IT competent skills
 | * Able to set and audit standards
* Knowledge of safeguarding systems and management
* Experience/ Knowledge in elective surgery: Theatres, pre-operative assessment, wards, clinics and / or endoscopy
 |
| Other Factors | * Committed to the provision of quality services.
* Fit to undertake the duties of the post.
* Ability to be flexible with regard to working hours (on call required)
* Ability to work within a multi-cultural environment
* Ability and willingness to travel to corporate meetings as required
* Ability to manage time effectively focussing on achieving priorities
 |  |
| Personal attributes | * Proactive self-starter with the ability to manage activity in a highly regulated environment
* Strong customer orientation
* Tenacity and determination to ensure that organisational goals are met
* Ability to build rapport and influence at every level of an organisation.
* Team player
* Honest and reliable
 |  |