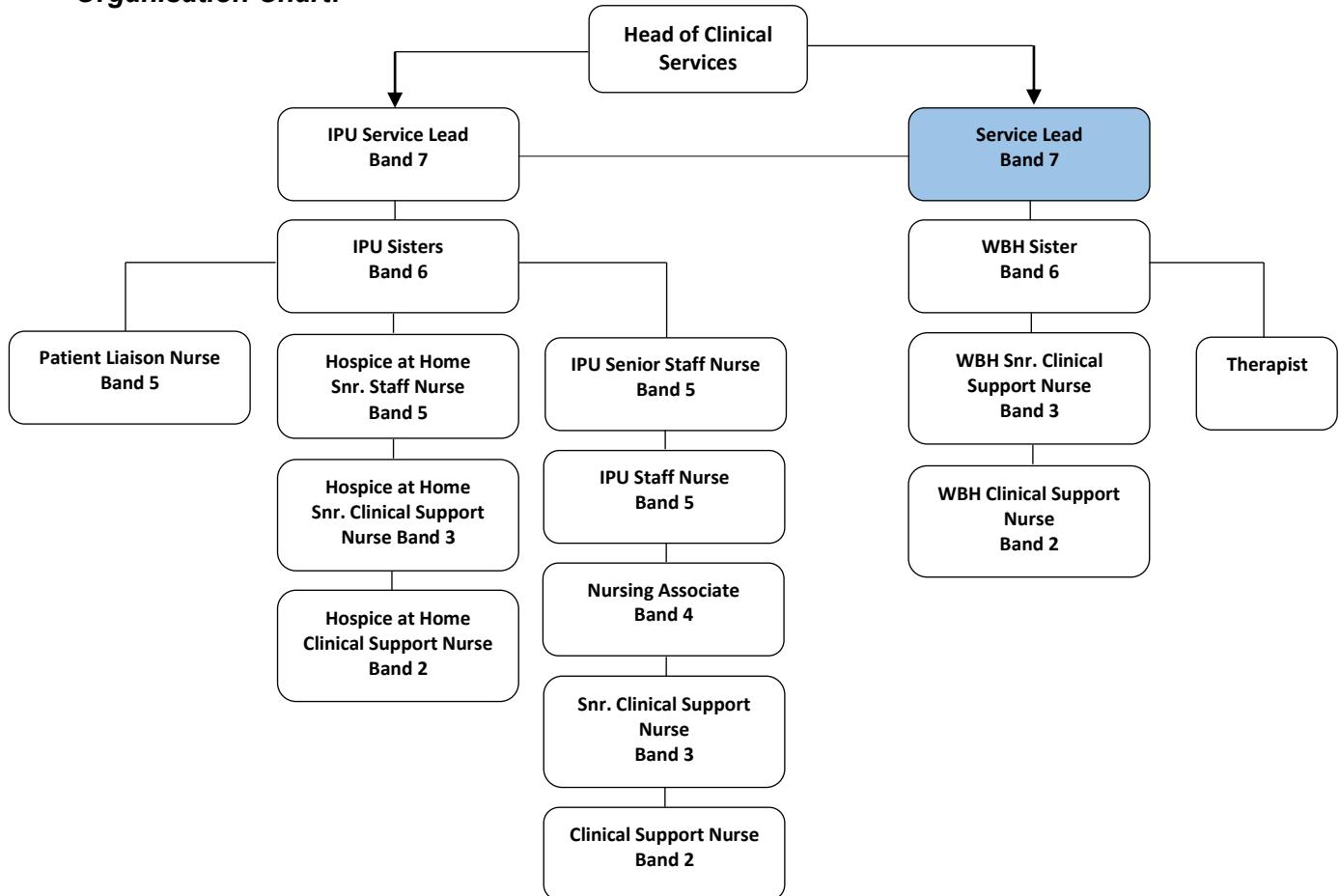


JOB DESCRIPTION

Job Title:	Service Lead
Department:	Clinical Services
Post Holder:	tbc
Pay Scale:	Band 7
Reports to:	Head of Clinical Services
Accountable to:	Medical Director

Organisation Chart:



Job Purpose:	<p>To be a visible and approachable leader who clearly demonstrates the Hospice's vision, values and service equity at all times.</p> <p>To build and sustain an environment which actively fosters partnership working with patients and those important to them.</p> <p>To maintain and develop the skills of all clinical staff through professional leadership and management of the inpatient unit team creating a supportive and unified team.</p>
Key Working Relationships:	<p>Head of Clinical Services</p> <p>Service Leads and teams</p> <p>Medical Director and Medical team</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 and Administration teams</p> <p>Palliative and End of Life Care Team in Bolton</p> <p>Bolton CCG</p>
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Role Responsibilities:

Managerial / Leadership

- Effectively manage staff resources, including recruitment selection, day-to-day operations, work performance, staff development and appraisals.
- Support the managerial cover of other hospice clinical services in the absence of a departmental manager.
- Be an inspirational leader who visibly demonstrates the hospice's vision, values and service quality, in practice.
- Develop a high performing team and create a culture of motivating and empowering staff to deliver high standards of care.
- Provide leadership that promotes professional decision making and effective team working.
- Conduct regular team meetings to provide support and information and foster two-way communication between all members of the team and engage staff in service review and development.
- Ensure that statutory obligations are met and that all staff follow those that are relevant to the clinical area.
- Write, review and update clinical policies as necessary and to ensure all relevant staff are aware of their content.
- Work with Human Resource to support staff wellbeing.
- Manage staff absence, performance management, disciplinary and grievance matters.
- Deputise for the Head of Clinical Services in their absence as deemed necessary.

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 Hospice Services as an effective learning environment for health and social care staff to facilitate the meeting of clinical objectives.
- Work closely with HR to ensure training requests are appropriate.
- Be a source of expert advice through mentoring and educating the healthcare professional team, students of all disciplines and other members of the multidisciplinary team, regarding palliative care needs.

Communication

- Be responsible for ensuring the effective cascade of internal information within the department/organisation as appropriate.
- Foster and maintain effective communication in own team, across all departments and with external stakeholders.
- Investigate service complaints, reporting findings and any formal action, required or

taken, to the Head of Clinical Services.

- Attend and participate in organisational meetings to ensure awareness of developments within the organisation and ensure outcomes are communicated to staff.

Clinical

- Demonstrate clinical expertise and disseminate such knowledge to the healthcare team.
- Retain and develop own clinical skills by working clinically for a minimum of 1 day per week.
- Adhere to the NMC Code of Professional Conduct in the performance of nursing duties and to be professionally accountable for all actions whilst on duty.
- Respect the individuality, values, cultural and religious diversity of patients and promote multi-professional provision of a service sensitive to their needs.

Governance Responsibilities

- Lead the clinical teams to ensure that high standards of treatment and pathways of care, which are evidence based, documented and monitored.
- Utilise user involvement in service development
- Manage the department's quality and standards of service ensuring patients, staff, volunteers and the public reside in a safe, well managed environment.
- 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.
- Promote the safety of patients, staff, visitors and volunteers at all times.
- Working with the Head of Clinical Services and Quality and Governance Lead, ensure that the Hospice complies with Care Quality Commission standards, developing and take responsibility for ensuring the implementation of any action plans necessary to address recommendations following inspections.
- Ensure medicines and medical equipment are managed in accordance with Hospice policies, procedures and national regulations and guidance.
- Record & investigate incidents and complaints involving patients, including drug incidents, ensuring a robust staff reflection process and timely follow up actions are delivered and lessons learnt shared with the teams.

Finance

- Participate in budget planning, identifying opportunities for efficiencies, and leading on the selection and use of appropriate equipment and other resources.
- Manage cash donations securely in line with policy and procedure.
- Work with Income Generation to identify any grant application opportunities and provide key updates as required from any successful grant bids.

Continuous Self-Development

- Ensure continuous self-development to ensure knowledge, skills and competence are relevant to the service.
- Keep up to date with current issues in nursing and changes in clinical practice (both internally and externally) and to ensure ongoing personal development in line with NMC requirements.
- Attend mandatory and statutory training as required by the role and the Hospice.

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

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

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.

Continuous Personal Development

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. 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.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



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

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Service Lead
Department:	Clinical Services
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 • 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 	Application Form Certificates
EXPERIENCE	<ul style="list-style-type: none"> • Minimum 5 years post registration experience • Manager in a patient care setting • Change management • Audit and patient feedback • Experience of managing and developing staff including undertaking appraisals and supervision. 	<ul style="list-style-type: none"> • Experience of working with palliative patients • Experience of working with volunteers 	Application Form Interview
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> • Knowledge of Care Quality Commission (CQC) KLOEs for hospices. • Lead in challenging situations, both clinically and managerially • Excellent interpersonal and relationship-building skills • Time management and workload prioritisation • Ability to motivate and develop staff • Excellent record keeping with data analysis, report writing and presentation skills • Ability to develop policies to enhance patient care 	<ul style="list-style-type: none"> • Experience of establishment and budget management • A working knowledge of the Mental capacity Act in practice, including DoLs and the new Liberty Protection Safeguards (LPS) 	Application Form Interview
VALUES AND PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Resilience for self and team • Calm and confident • Team player • Honesty and reliability • Conflict resolution • Ability to inspire trust and respect • Act as an ambassador for Hospice services and values 		Application Form Interview
OTHER	<ul style="list-style-type: none"> • A full UK driving licence subject to the Equality Act 2010. Enhanced and Adult Barring Check 		Recruitment checks