



Clinical Director

Recruitment Pack

December 2021

Hospice Information

Willow Wood Hospice exists to promote and provide skilled and compassionate palliative care of the highest quality. We provide care in a variety of setting spanning inpatient, ambulatory, and domiciliary care, directly serving the population of Tameside and Glossop.

Willow Wood is respected by stakeholders to be able to identify exciting new opportunities for developing and delivering palliative and end of life care, with the reputation to deliver through innovative and collaborative approaches which engage clinical and voluntary sectors. A holistic approach treatment and care assessed, planned, delivered and evaluated by the multi-disciplinary team. This model of care is valued by patients, families and carers, and this is reflected in the tremendous support received from the community we serve.

Willowwood was established in 1990, the hospice now employs 97 staff and supported by 550 volunteers who support around 2000 patients and their families every year.

Our services include:

- Palliative care from specialist doctors, registered nurses and support workers
- Discharge support
- Rehabilitation services provided by a comprehensive team of allied health professionals
- A domiciliary Dementia Care Service
- Day Service Clinical (START Support, Treatment, Assessment, Rehabilitation, Therapy)
- Complementary Therapy
- Bereavement Support for both adults and children
- Spiritual Care

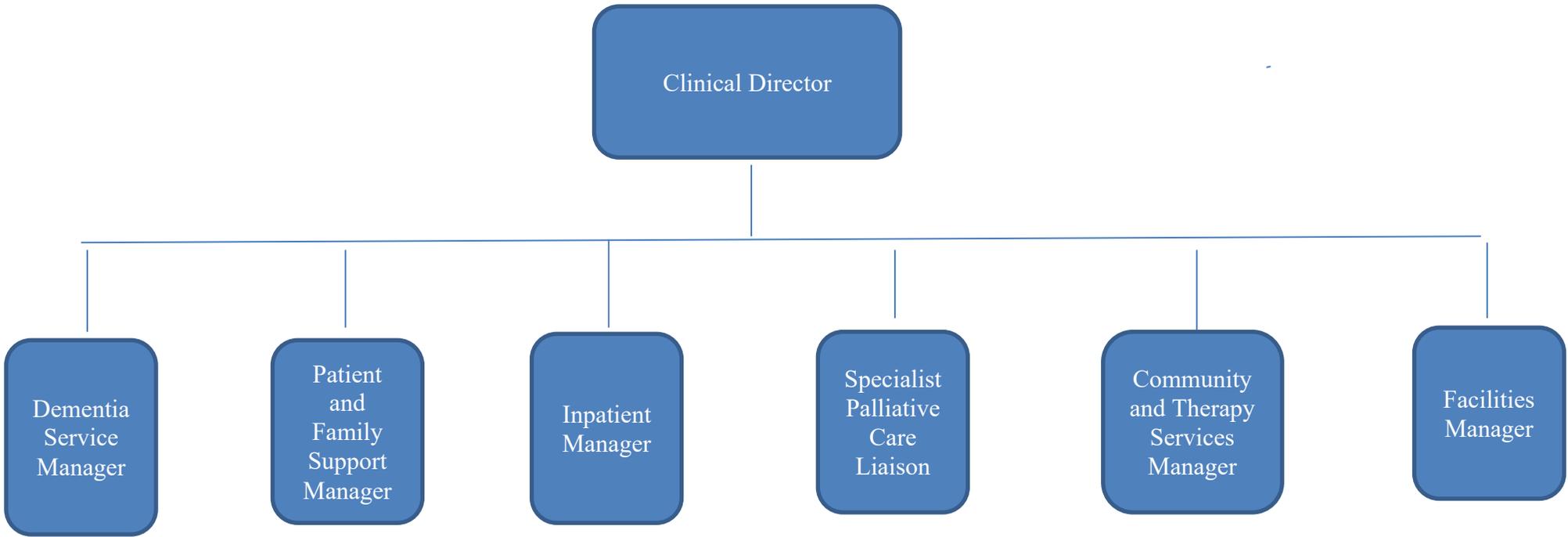
The Team is proud to provide all of Willow Wood's services free of charge but of course this does come at a cost to the Hospice. The annual running costs of around £2.8 million; 22% of the funding comes from the NHS through the local CCG while the remainder is secured by raising funds in local community.

The Tameside and Glossop Palliative Care Community Team are now physically located within the Hospice building and the point of contact that patients and service users now have encompasses both Hospice care and the care from the community teams. The team continue to work closer together for the benefit of our community and are excited about how an emerging strategy of care will continue to develop and implemented to meet the increasingly complex needs of patients and their families and carers.

The future

Willow Wood is operating in a rapidly changing world and faces a series of significant strategic challenges and opportunities. The UK's ageing population and the increasing prevalence of individuals with long term conditions, comorbidities including frailty associated with old age will place new demands on care services.

There is an increasing demand for providing care in a holistic and integrated way and Willow Wood is in a strong position to help coordinate the care that is required. Drawing on the skills of our workforce to assess and respond to the needs and preferences in a timely way we will serve our local people to the best of our ability.





Job Description

Post:	Clinical Director
Responsible to:	Chief Executive
Accountable to:	Hospice Trustees
Hours:	Full Time – 37.5 hours per week plus on call 1 in 6
Salary:	£ 54,764 - £63,862 commensurate with experience

Job Purpose

- To have overall continuing clinical responsibility for the safe and effective clinical care of all patients referred to Willow Wood Hospice services, regardless of care setting.
- To share in the management, leadership and strategic development of Willow Wood Hospice, as a member of the Senior Management Team (SMT), contributing to strategic planning and direction and providing positive, visible, dynamic, challenging and empowering leadership in the day to day clinical operational management of the hospice.
- To have overall continuing responsibility for all clinical services (nursing, allied health professionals, complementary therapy, spiritual patient and family support, specialist palliative liaison, community and therapy services) ensuring a holistic delivery of palliative, supportive and end of life care to patients, their families and carers is of the highest quality.
- Accountable to the Chief Executive, the Clinical Director shares responsibility equally with the Medical Director for the overall clinical direction of the Hospice, strategic planning and financial management for the Hospice.
- To Lead on quality assurance process, audit and reporting to the commissioners (CCG), Care Quality Commission and the Board on key performance indicators (KPI's) including activity data, user/carer feedback, patient participation groups, complaints and action plans and all inspections.
- The Clinical Director will be a key member of the clinical Strategy and Clinical Governance Groups

Role Responsibilities

- Promote and maintain the philosophy of the hospice.
- To provide strong leadership and vision in the development and management of all clinical services, ensuring that agreed objectives are delivered and slippage of these is escalated through the appropriate reporting mechanisms and placed on the boards risk register.
- Make decisions from a sound and robust knowledge base and experience and be accountable for those decisions.
- As Registered Manager, comply with the requirements of the regulatory body, ensuring the Hospice adheres to and surpasses, statutory requirements and essential standards of quality and safety, and also of other appropriate bodies and legislation.
- To be the Controlled Drugs Accountable Officer.
- As chair of the clinical governance team, lead on the monitoring and supporting key elements of effective practice, quality issues, risk management, research, development, audit and health and safety. Promoting the delivery of the highest standard of care to patients and their families and safe guarding staff and the organisation from potential litigation.
- To keep abreast and or be a leader on the developments in specialist palliative and Supportive care. Identify and escalate opportunities for service developments to the CEO and Board of Trustees.
- Become recognised as a local and national influencer in the speciality of Palliative, Supportive and End of Life Care
- Ensure that user views are adequately represented within all services, by ensuring a full programme of partnership with patients, including patient/user satisfaction monitoring, further development of patient/carer information.
- Develop links and opportunities for pre and post multi professional education and income with FEI and HEIs.
- Provide statistical information for the Board of Trustees.
- Negotiate annual contracts and grants, with relevant Health Authorities/CCGs
- Authorisation within agreed limits of expenditure.
- Work with the Director of Finance in setting and managing annual budgets for the relevant clinical areas, ensuring efficiency and cost effectiveness with opportunities for skill mix reviews where necessary

Leadership

- To have leadership responsibility for all staff with the line management structure.
- Develop a workforce for the future as well as maintaining workforce to meet current and future care demands.
- Ensure effective communication within all areas, ensuring that staff remain engaged in the activities both within and outside of their own area of practice.
- Ensure that all staff have current up to date professional registration
- Provide leadership for professional nursing, allied health and social care staff and within the agreed Hospice policies, ensure provision of a system for staff support, appraisal and development and clinical supervision,
- Be responsible for effective leadership and timely management, escalation with the more challenging HR matters such as poor performance, attendance, grievance and disciplinary action.
- Represent and be a positive ambassador for Willow Wood Hospice at a local, network and national level.
- Take the strategic lead on service development.
- Ensure that staff are aware of, and work in adherence to, Professional Codes of Conduct, Care Quality Commission requirements (CQC) and NICE.
- Lead on infection control and nutritional support for patients across all care settings.

Clinical

- To collaborate with the Medical Director lead on the implementation of high quality of clinical practice across the organisation.
- With the clinical managers ensure high standards of care are maintained at all times and the nursing, allied health and social staff have the appropriate skills to achieve this, where this can not be achieved they need to understand how to swiftly escalate when this can not be achieved or compromised.
- To work closely with all members of the multi-disciplinary team, the Willow Wood based community team and staff of all disciplines outside the Hospice who contribute to the care of patients in all matters concerned with referrals, admissions, care and discharge. To enable patients to receive preferred place of care which is timely, with appropriate holistic palliative, supportive and end of life care, leading to either improved quality of life or death
- Advise, where appropriate, on Palliative, Supportive and End of Life Care for the Board of Trustees, Chief Executive, Senior Management Team, and other professionals as needed.
- To lead in the development, audit and analysis for clinical services where appropriate, and which are within the Hospice's Strategic and business plan.
- Ensure the supportive care and spiritual nature of the environment and services are protected and promoted.
- Maintain own high standards of clinical practice by working as required in a clinical role.
- Input and administration of drugs adhering to the NMC Standards for the Administration of Medicines, and the Healthcare Commission. Liaising with the accountability officer and designated pharmacist.
- To always act in a manner consistent with the NMC and or Health Care Professionals Council Code of Professional Conduct and Scope of Practice Guidance.
- Lead on the Investigation and timely Management of Complaints as per Hospice Procedure and promote the Duty of Candour Construct.

Education/Governance

- To maintain high professional standards and to keep abreast of relevant professional issues and continue own personal and professional development
- Conduct and lead appraisal for all relevant nursing, allied health care, complementary therapy, spiritual care staff. Prioritise and identify development needs within available resources in conjunction with senior clinical staff.
- Initiate and participate in education and development programmes for members of staff.
- Develop, deliver and monitor induction programmes specific and relevant to the clinical area for all new staff.
- To promote the potential of Willow Wood Hospice for broader external education possibilities, contributing to internal & external education initiatives and income generation opportunities.
- To ensure all clinical staff attend and are compliant with mandatory study sessions i.e.: eLearning for health, Manual Handling, Fire Safety, Health & Safety etc
- As lead for Clinical Governance, have responsibility for quality issues and clinical incident reporting, investigation and management.

Communication

- Be responsible for internal communication, ensuring effective cascade at all levels of the organisation.
- Develop and maintain effective communication networks.
- Ensure all hospice documentation is reviewed regularly.
- Drive a dynamic approach to external communications with partnership agencies.
- Promote positive communications and relationships with the members of the public.
- Be a role model and have a visible presence to all staff.

Health & Safety

- To ensure all staff understand and adhere to all Hospice policies and procedures.
- To ensure the Health & Safety of all patients, visitors, staff and volunteers is maintained
- To lead on the Hospice's Infection Control initiative.
- To report accidents and near misses in the clinical settings and report to the nominated Health & Safety person for the Hospice (and where appropriate through RIDDOR)
- To undertake regular and timely Risk Management Assessments, and act on them accordingly
- To always promote and use safety equipment provided and report any defects to the Finance & Services Manager
- To behave in a manner which ensures the security of Hospice property and resources

Additional Notes

- a) This job description is not intended as an indication of the full and detailed range of duties that may be undertaken by the post holder and will be reviewed and developed to reflect the changing needs of the service. Other duties required by the CEO or on behalf of the Trustees that are commensurate to the grade of the post may be requested from time to time.
- b) The employer shares with the employee the dual responsibility for suggestions to alter the scope and content of this document in order to improve the working situation.
- c) There is a duty to be aware and adhere to all professional governing body rules and particular "Acts" or statutory requirements, which may vary from time to time.
- d) Willow Wood Hospice operates a no smoking policy.
- e) This post requires a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS).

Clinical Director
Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Registered Nurse (adult branch) on the NMC register or Allied Health Professional on the HCPC Register. • Specialist and End of Life Care Qualification • Relevant BSc/BN/BA • Relevant Master's degree or working towards being awarded one • Management and or leadership qualification • Advanced Communications Skills Training 	<ul style="list-style-type: none"> • Teaching qualification • Advance Care Planning Training • Advanced Assessment qualification • Non Medical Prescribing Qualification
Experience	<ul style="list-style-type: none"> • At least 10 years working within the speciality of specialist Palliative and Supportive and end of life Care • Significant experience in a senior role managing a specialty/wards or departments • Significant experience of working within a multi-disciplinary team and with multiple health and social care agencies • Proven experience of managing change and developing clinical practice across a range of clinical professionals • Experience of developing and or implementing clinical governance structures • Experience of leading on Patient Safety paradigms such as falls, decubitus ulcers and Infection Control • Auditing standards for practice and care • Experience of managing budgets and undertaking skill mix reviews 	<ul style="list-style-type: none"> • Experience of policy writing • Experience of developing business cases • Experience in managing change management major projects • Experience and/or knowledge of the role of Controlled Drugs Accountable Officer • Research and Development Skills and Knowledge • Working with Further or Higher Education Institutes

	<ul style="list-style-type: none"> • Experienced or in undertaking annual appraisals for clinical staff • Application of evidence of ongoing professional development • Evidence of multi-professional working • Understanding and evidence of application of the NMC, HCPC and other professional codes of conduct and scope of practice 	
Skills	<ul style="list-style-type: none"> • Ability to manage risk effectively • Ability to manage poor performance effectively and timely • Ability to plan personal and professional development of self and others • To regularly work clinically in area of practice to maintain Clinical credibility within the sphere of practice • Ability to analyse information effectively • Competent and confident in the use of all Microsoft packages and patient administration systems • Excellent written and oral communication skills • Punctual, reliable and flexible and ability to work out of hours and on call as needed • Strategic thinker • Ability to prioritise and manage time effectively 	<ul style="list-style-type: none"> • Strong written and verbal presentation skills
Knowledge	<ul style="list-style-type: none"> • Up to date knowledge base of palliative, supportive and end of life care • Awareness of the local and national influences in relation to palliative, supportive and end of life care and hospice care • Awareness of the need for succession planning and to ensure a workforce for the future, through retention and recruitment processes 	

	<ul style="list-style-type: none"> • Develop and implement an education and training strategy to meet the changing needs of all staff 	
Personal Attributes	<ul style="list-style-type: none"> • An innovative approach • Able to work proactively, independently and on own initiative • Adaptable and able to work in a team environment • Able to work well under pressure • Assertive and confident • Ability to inspire trust and respect • A commitment to the vision and values of Willow Wood Hospice 	