JOB DESCRIPTION

Job Title: Head of Hospice Care and Education
Salary: £50,000
Hours: 37.5 hours per week - flexible hours
Location: South Bucks Hospice Totteridge High Wycombe.
Accountable to: CEO

Synopsis
- The role supports primary care key workers in the delivery of high quality palliative and end of life care through the giving of care, information, specialist advice, training and education.
- Working at an advanced level as part of an integrated multidisciplinary team.
- Champion patients’ rights, for example, dignity, equality, diversity choice and respect and provide high quality care based on best practice.
- Provide expert professional advice support and guidance to other members of the multidisciplinary Team and external colleagues.
- To provide leadership and day to day management to the teams.
- Together with the CEO address the emerging need for specialist-level community-based palliative care, preparing new models of community-based palliative care that may flourish as the health care industry copes with ever greater demands.

Job Purpose
- To provide clear leadership to all care teams and ensure effective management, organisation, delivery and quality of all care services and educational activities.
- To contribute fully to the strategic planning and corporate management of South Bucks Hospice.
- To develop and deliver a Palliative Care strategy able to respond to the changing environment in hospice care which recognises both social and clinical models of care.
- Provide clear leadership on clinical governance and audit for care services.

Accountable For:
- Supportive Palliative day services (clinical, psychosocial and allied care services)
- To develop Community Palliative Care service model.
- To develop educational strategy and manage education.

Main Responsibilities

Management and Leadership
- As a member of the Senior Management Team of South Bucks Hospice, contribute to the strategic shaping of the organisation, ensuring that hospice services develop and integrate with existing and any future provision of palliative care.
- Develop a strategy for care services and education which delivers on the current and future aspirations of the hospice.
- Work with NHS Bucks and CCG (Consortia), and other healthcare professionals to build on the existing relationships across all areas of Palliative Care to best position South Bucks Hospice.
- Develop a holistic and integrated palliative care service across South Buckinghamshire that challenges the boundaries and perceptions of palliative care.
• Be responsible for the senior operational management of all accountable services so that these teams take a fully integrated team approach to delivering quality and adaptable patient/client led services.

• Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in South Bucks Hospice.

• Attend meetings of the Board of Trustees and sub-committees and report and recommend to Trustees on issues relating to the effective delivery of care services and educational activities.

• Represent the hospice by participating in planning and service development with senior managers in NHS Bucks and other organisations as required.

• Negotiate relevant service level agreements to achieve the best possible outcomes for the hospice in support of the Chief Executive.

• Be accountable for the management and co-ordination of all governance, audit and infection control issues relating to your areas of responsibility and contribute to these matters across the hospice.

• Create a climate which both nurtures team empowerment and stimulates each individual to contribute to their full potential.

Professional and Patient Care

• In consultation with the CEO develop and implement new policies and procedures as required by the Care Quality Commission, or to meet operational need, as appropriate.

• Promote and demonstrate a culture of continuous improvement within the multidisciplinary team to ensure that the highest standards of patient care are maintained.

• Develop and lead the Butterfly Centre so that it can demonstrate and evidence the quality and equity of service provision, helping to identify and address gaps in service provision.

• To be responsible for CQC compliance.

• Take the lead role in patient partnership issues and user involvement. Develop and implement a strategy to include patient satisfaction monitoring, patient information development and patient and carer involvement.

• Working with line managers, ensure there is an adequately trained workforce reviewing the staffing needs, levels and competencies on an ongoing basis.

• Ensure that each of the hospice care teams are alert to the national, regional and local professional agendas, so that professional standards are being maintained and that nursing, allied health professionals, social workers or other staff practice within their professional code of conduct.

• Promote and facilitate supervision to ensure all staff are appropriately and effectively supported.

• Maintain a dynamic interest in all professional matters associated with palliative care. Serve as a resource for team members.

• Ensure compliance with Health and Safety at Work Act requirements for care staff, patients and visitors.

• To participate in and lead as appropriate research, audit and monitoring and evaluation of care.

• Ensure that patients and carer’s comments, concerns and complaints are appropriately and proactively managed including investigation and feedback.
Financial Management

- **Prepare** the annual patient care and education budgets for pay and non-pay items in conjunction with the Chief Finance Officer.
- **Be accountable** for the budget within own areas of responsibility, working with line managers to ensure their understanding and contribution to budgetary management.

Education

- In conjunction with the CEO **determine an education strategy** for the hospice workforce.
- **Support** the lead Education Nurse in delivering a dynamic and forward thinking education programme across South Buckinghamshire.
- In conjunction with the Lead Education nurse, participate in the organisation and delivery of education programmes for hospice staff and external stakeholders.
- **Participate in lecturing** to hospice staff and other groups outside the Hospice as appropriate.

Behavioural Expectations

- **Role Model behaviour** at all times
- Strong and positive **Leadership** of the Clinical team
- **Actively contributes** to the Senior Management team and support the overall success of the Hospice
- Appreciates the impact that decisions and actions have on the business
- Ability to ensure that objectives or tasks are delivered on time, to an agreed quality and within budget
- Crucial front line operational role as part of team that delivers high quality care to a range of patients and clients
- You will be ready to start work at the agreed start time.
- **Pro-active and responsive** to requirements to patients, clients and colleague; a team player
- Fully understands internal and external expectations and requirements, and works to ensure these are exceeded
- **Works co-operatively** and productively with internal departments and suppliers, to achieve results.
- Comfortable working with members of the public.
- Demonstrable knowledge and interest in South Bucks Hospice and build excellent relationships with all
- Takes the initiative to work across boundaries to resolve challenges
- Demonstrates commitment and loyalty to South Bucks Hospice
- **Self motivated** individual with strong customer focus
- Able to choose a method of communication that is appropriate and effective for a given situation, to incorporate the difference mediums of listening, verbal and written
- Uses original and creative thinking to make improvements or support the initiation of new approaches
- Works with honesty and integrity and maintains the reputation of South Bucks Hospice
- Does the right thing for the long-term success of South Bucks Hospice

Additional Information

- Ensure that all members of the care team attend mandatory and statutory training.
- Undertake Performance and Development Review discussions with directly-managed staff and agree a Personal Development Plan with the Chief Executive.
- Attend statutory training in accordance with Hospice requirements.
• Maintain a personal commitment to the expansion and development of skills and knowledge for self and the Clinical Team.
• Adhere to all organisational policies and procedures.
• Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate.
• All staff are responsible for ensuring that they follow good infection control practice at all times and that they are familiar with infection control policies, procedures, and guidance relevant to their area of work.
## Person Specification

**Job title:** Head of Hospice Care and Education

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<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
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| Qualifications & Training | • Evidence of CPD maintained in a portfolio including attendance at recent post graduate courses/training  
• Good IT Skills and Presentation Skills | • Experience of developing a Palliative Care Strategy  
• Experience of ensuring CQC compliance |
| Knowledge & Experience | • Experience of delivering a Palliative Care strategy  
• Experience of working with minimal(without supervision)  
• Experience of supervising people and managing resources  
• Experience of working within a multi-disciplinary team  
• Knowledge and understanding of Health & Safety Legislation and ability to integrate into clinical practice  
• Knowledge of local community services and agencies (i.e. intermediate care, day hospital)  
• Experience of providing supervision and training | |
| Skills / Abilities | • Ability to provide clear leadership on clinical governance  
• Ability to evidence a caring leadership style which led to a positive mutual support and effective team  
• Excellent communication skills both written and verbal  
• Good knowledge of professional accountability and responsibility and the limitations of the role  
• Ability to identify problems and act appropriately  
• Ability to manage a team  
• Ability to deal with difficult/sensitive situations  
• Good IT Skills and Presentation Skills  
• Ability to think logically and use initiative  
• Good eye for detail  
• Able to focus on delivering to deadlines and generally effective time management  
• Able to demonstrate leadership qualities  
• Demonstrates qualities of a good team player, acts as a good role model  
• Excellent networking ability  
• Ability to work with volunteers | • Ability to audit clinical governance for care services  
• Ability to develop and manage an educational strategy |
| Other | • Ability to work flexible hours to meet the service requirements.  
• Ability to treat people with respect, irrespective of age, gender, culture, religion and sexuality. | |