



Willow Burn Hospice

Role Description

Job Title: Deputy Head of Clinical Services

Hours: 25 per week including 1 x 12.5 hour clinical shift

Reports to: Head of Clinical Services

Purpose of the role: To provide support to and deputise for the Head of Clinical Services (HoCS) through providing day to day management functions and direct support to clinical delivery.

Salary: £20.58 p/h (Pay award pending from April 2025)

Specific tasks & duties:

- Perform job role as per RGN job description (see attached) for 1 x 12.5 hour shift per week.
- Production and management of the completed work duty rota including sickness and holiday cover.
- Undertake HCA Annual appraisals and 121s.
- Undertake staff return to work interviews and sickness reviews.
- Monitor Clinical Link roles – TOTM/Resource centre updates.
- Support staff in positive decision making/solving problems.
- Undertake allocated clinical audits.
- Support CQC compliance and standards monitoring.
- Support the production of reports (e.g. CQC/ICB/Other relevant bodies).
- Support the development and review of relevant clinical policies.
- Support to manage electronic records (eg EMAR, S1, etc)
- Support in identifying and leading staff in the development of initiatives – e.g. EMAR, SIRMS, EPR, etc.
- Support the recruitment of clinical staff.
- To deputise for the Head of Clinical Services including attendance at relevant meetings, if required.
- Other reasonable duties commensurate within the role at the discretion of the Head of Clinical Services and other members of the Senior Management Team.

Person Specification		
REQUIREMENTS	ESSENTIAL	DESIRABLE
Qualifications	RGN qualification. Membership with a relevant professional body. Specialist Palliative Care Qualification (or willing to work towards).	Advanced communications skills. Leadership/ management qualifications at Degree or Masters levels (or willing to work towards).

<p>Experience/ Knowledge</p>	<p>Knowledge of current health/social care/voluntary sector issues relevant to palliative care. Specialist Palliative Care/End of Life Care knowledge.</p> <p>Experienced at developing, agreeing and implementing effective clinical policies.</p> <p>Excellent written and presentation skills.</p> <p>Evidence of delivering quality improvement in previous roles.</p> <p>Demonstrable diplomacy and delegation skills.</p> <p>Clear understanding of legal and governance responsibilities relating to clinical service delivery.</p>	<p>Voluntary sector experience</p> <p>Experience working in Primary Care Experience of contributing to the development of governance framework</p> <p>Working with board members and at Board level.</p> <p>Experience of budget and resource management.</p> <p>Proven ability to work in a multiprofessional team/framework. Experienced at initiating and managing change effectively.</p> <p>Experience of building personal and professional credibility with boards, senior management teams, staff (including volunteers), external agencies and partners.</p>
<p>Skills/Abilities</p>	<p>Excellent leadership skills.</p> <p>Ability to support the development of electronic records.</p>	<p>Experience of contributing to the development of governance framework.</p> <p>Ability to interpret data at strategic and operational level.</p> <p>Knowledge of recruitment and HR issues.</p>

RGN JOB DESCRIPTION

(associated with Deputy Head of Clinical Services role)



Department: Helen McArdle In Patient Unit

Location: Willow Burn Hospice, Lanchester

Responsible to: Head of Clinical Services

Hours: Deputy Head of Clinical Services 25 per week (12.5 of which as RGN)

Salary: £20.58 p/h (Pay award pending from April 2025)

1. Responsibilities: Registered with Nursing & Midwifery Council

- Work according to the NMC The Code of Professional Standards and behaviour and relevant professional guidelines for a defined group of patients and take responsibility for:
- Assessment, planning, implementation and evaluation of complex care packages in palliative care.
- Work in accordance with the Willow Burn Strategy and contribute towards achieving its objectives also adopt the vision & values in practice.
- Participate in MDT meetings & Clinical Supervision as appropriate and to teach and act as a facilitator/mentor/preceptor/ role model to less experienced staff.
- Acting as Nurse in charge, to maintain accountability for assessing, planning,
- Implementing and evaluating planned care.
- Co-ordinate patients' safe admission & discharge arrangements in accordance with Policy.
- Promote a patient focused approach to care in collaboration with all relevant health professionals.
- Responsible for completing patient documentation correctly and in a timely manner. Be familiar with using IT for recording, communicating & managing patient care (S1)
- Accountable for maintaining a safe patient environment.

- Assist in establishing and monitoring protocols/care pathways by participating in audits & development.
- Be responsible for developing and sustaining own knowledge, clinical skills and professional awareness in accordance with revalidation requirements and to maintain a professional portfolio with evidence of reflective practice.
- Contribute to annual appraisal/performance and be responsible for own competencies & Personal Development Programme which must be evidenced.
- Establish a Clinical Link Lead role in a specific relevant area of practice, developing training resources & a knowledge base to support current evidence based care within the team.
- Assist in the development and implementation of nursing practice guidelines, standards and policies.
- Assist in the training and development of Health Care assistants and students.
- Contribute to research and development programmes within the department.
- Maintain awareness of the national, professional and local quality issues relevant to the delivery of nursing services, e.g. Clinical Governance.
- Able to make clinical decisions in the patient's best interest and ensure that they receive appropriate care and treatment.
- Have some expertise in palliative care and to be willing to further any study in this area.
- Able to work autonomously without direct supervision and support of specialised medical personnel.
- Palliative care experience in managing symptoms at end of life.
- Service user involvement and engagement and the role of Hospices in advocating for service users.
- Appreciation and skills in the delivery of rehabilitation and public health approaches in palliative care.
- Experience and evidence of involvement in successful staff development.
- Understanding of the range of stakeholders involved in the delivery and evaluation of service improvement.
- Knowledge of key stakeholders and establishment of effective networks of agencies and communities of practice.
- Understanding of local, regional and national policy drivers that impact on Hospice care and the delivery of quality services in palliative and end of life care.
- Understanding of regulator's requirements in relation to systems to ensure service user engagement, specifically CQC requirements for quality care delivery.

2. Specific tasks & duties:

- Deliver the highest standards of nursing care to patients providing psychological and emotional support for both patients' and families in an empathic manner, prior to, at the time of death and afterwards. This will be enhanced in representing the nursing team and supporting delivery of the monthly bereavement service.
- Nursing practice must be compliant with nursing policies and procedures.
- In the absence of the HOCS take responsibility for patient care and the safety and security of the hospice and those within it.

- Be responsible for assessing, planning, implementing and evaluating patients' care needs to include co-ordinating and monitoring the condition of patients along their palliative and end of life journey and report any variance in order to manage symptoms and care effectively and collaboratively.
- In the absence of the HOCS accept and prioritise referrals to the unit, co-ordinating admission arrangements.
- Actively co-ordinate/participate in MDT, clinical supervision/ reflective sessions and staff meetings to enhance and improve patient care.
- Responsible for carrying out the appraisals and one to one contact meetings for HCA's
- Responsible for engaging, coaching and mentoring students on placement, HCA's and volunteers.
- In addition to in-patient care, provide nursing cover when required to patients who are accessing Day Hospice Services.
- Responsible for ordering, receipt, storage, stock checking, administration and recording of medications and implement changes according to the Accountable Officer audit findings.
- Accountable for engaging in clinical decision making with medical staff from a number of GP practices, out of hours GP services and Palliative Care Consultants
- Contribute in regular clinical audits as per the clinical audit programme.
- Act as an information resource to district nurses, patients, carers, volunteers and member of the public on complex and sensitive issues relating to palliative care.
- Be pro-active as a developmental practitioner to assess and maintain required competencies, identify and pursue training opportunities to contribute to self, peer and service development.

3. Person specification:

- Demonstrate Willow Burn values when managing the unit and making decisions
- Pro-active problem solver who logically breaks down situations in order to draw reasonable conclusions from analysis.
- Benchmark own work against approaches of other Hospices and External environment, striving towards model practices in meeting regulatory standards and legislation.
- Proven ability to identify and adapt best practice that adds value to Willow Burn Hospice.
- Demonstrate a flexible attitude to change which supports the Willow Burn Hospice in meeting existing and future needs.
- Proven ability to organise and prioritise workload, meeting deadlines, and been able to work under pressure and handle tasks simultaneously.
- Improve sustainability through own contribution towards continual review of procedures, processes and practices to embed a culture of continuous improvement.
- Strives for innovative practise
- Manage effective and productive relationships with new and existing stakeholders, resulting in confident and assured Executives.
- To represent Willow Burn Hospice at a local and regional level promoting services, contributing to initiatives and identifying new business opportunities whilst developing a network of contacts and partners.

- Act corporately, promoting 'one team' principle in achieving individual and team objectives.
- Collaborate within own area of responsibility, and the wider organisation, through the participation of committees, working groups, and other internal or external events as required.
- Communicate positively and effectively
- Demonstrate a 'can do' attitude
- Actively give and receive feedback in a constructive manner
- Take personal autonomy and critically reflect in all actions undertaken

4. Experience and Qualifications:

Essential

- NMC Registered Nurse Degree or working towards. Clinical practice in Palliative and/or Hospice care
- Staff development and professional progression
- Patient safety and clinical governance
- Service improvement and practice development

Desirable

- Rehabilitation and public health approaches to palliative care
- Staff development
- Evidence of post qualifying study in Palliative Care.
- Nurse prescribing or willing to undertake study