JOB DESCRIPTION

CLINICAL SERVICES MANAGER / MATRON

TITLE: Clinical Services Manager / Matron

GRADE: Band 8A

RESPONSIBLE TO: Director of Clinical Services

Minimum Qualifications: i Registered Nurse or Registered AHP
                           ii Educated to Degree level in related health care topic

Statutory Requirements: i To hold the relevant current professional registration
                        ii To be acceptable to the Care Quality Commission body to act as a Registered Manager

KEY FUNCTIONS

1. Lead using a supportive management approach, in order to create an environment where all staff reach their potential; encouraging innovation whilst managing risk

2. Management and development of high quality, innovative clinical and patient support services within St Luke’s Hospice

3. To be responsible for establishing and reviewing effective policies, systems, processes, procedures and the quality assurance thereof to support effective delivery of patients and family services in accordance with Hospice ethos and strategy, and meeting the requirements of the Care Quality Commission and professional and statutory authorities

4. Ensure that the needs of the patient and those close to them remain at the heart of Hospice work

5. Develop and sustain strong links with local care providers, so that the Hospice is regarded as an integral part of the local health and social care economy

KEY RELATIONSHIPS

1. With the Senior Hospice Management team - Director of Clinical Services, Medical Director and Director of Business and Support Services

2. Director of Cheshire Hospices Education / Cheshire End of Life Partnership

3. Volunteer Manager

4. With Director of Clinical Services, continue to have and maintain productive relationships with external health and social care colleagues
DIRECT REPORTS

Incare Sisters, Day Hospice Sisters, Facilities Manager, Head of Counselling, Head of Clinical Administration, Social Workers, Lymphoedema Specialist, Alsager Outreach staff, clinical volunteer support

KEY RESPONSIBILITIES

Clinical Management and Leadership

- Using a supportive and devolved management approach, ensure that whilst clinical and patient support service managers take responsibility for operational management on a day to day basis, they are supported to an appropriate level in development of their teams and their service

- With the Director of Clinical Services and service managers, ensure sound management systems are in place which promote effective, economic and efficient management of all resources, which demonstrate achievement of Care Quality Commission standards

- With the Director of Clinical Services and Medical Director, provide strategic leadership, motivation and guidance to teams within each service, ensuring that services are responding to any identified changes in the supportive and palliative care needs of our population

- With the Facilities Manager, support the development of responsive dietary and catering service that both delivers directly to patients and staff, and also explores additional ways that nutrition can impact on health and well-being of patients and their families

- With the Facilities Manager, ensure the statutory requirements for appropriate action for cleanliness of the environment, prevention and management of infection, in the event of fire, the activity of moving and handling patients and the safe use of equipment are met

- Ability to be visible and credible in clinical areas with the ability to listen and respond to staff and patients’ and family issues and insights

- Maintain a level of clinical competence which enables the post holder to actively participate in discussions relating to care to patients and families, and support the development of the working team

- Deputise for the Director of Clinical Services

People Management

- With the Director of Clinical Services and clinical and service managers, encourage close collaboration between the multi-disciplinary team within the hospice to ensure a planned and co-ordinated approach to patient and family care

- Recruit appropriately trained and skilled individuals to maintain the high standard of care and support provided to patients and their families
• Appraise all direct reports and plan their professional development for the coming year, setting review dates as appropriate

• Lead and promote the continuing development of specialist knowledge, skills and attitudes of the whole team in relation to Palliative and Hospice care

• Ensure with line managers that systems are in place for professional registration, appraisal, continuous professional development, supervision and performance management of clinical teams

• With the Clinical Volunteer Manager, ensure the most effective recruitment and retention frameworks are in place for patient facing volunteers activities within the Hospice

• With appropriate team members, develop strategy for development and contribution of patient facing volunteers

• Monitor frameworks to manage performance as well as identifying existing skills and competencies and ensuring that professional development plans are tailored to the changing capability requirements of the organisation

Clinical Governance: Quality and Risk

• In conjunction with Project Lead for Outcome Measurement, provide leadership for delivering evidence to Clinical Outcomes across hospice services

• With the Director of Clinical Services and service managers, ensure effective systems and processes are in place to gain evidence and data to meet requirements of Palliative Care Peer Review, Care Quality Commission inspections and any other regularly bodies

• With the Medical Director, facilitate the development of a research friendly culture

• In conjunction with Medical Admin and clinical leads, support the development of the Crosscare Medical Database and other information technologies to support patient care

• Lead the development of a User Group to inform development and direction to the Hospice to ensure services reflect the changing demands of patients and other users of Hospice services

• In collaboration with the Medical Director and Director of Clinical Services, lead the Clinical Risk Management agenda, especially in relation to Safeguarding, Medicines Management and Infection Control

• To hold the position of Registered Manager, Accountable Officer and Caldecott Guardian and to carry out the duties associated with these roles

• In collaboration with Risk Co-ordinator, lead Health and Safety Agenda across the hospice

• To be responsible for ensuring that adverse incidents involving clinical and patient related care within the Hospice are investigated promptly, respecting confidentiality and taking preventative action where necessary to ensure that quality and risks prevention procedures are adhered to and fully implemented
• Ensure appropriate policies and procedures are written, agreed and accessible to staff in order to promote safe working systems

• Encourage a culture of continuous improvement and mutual co-operation in the achievement of the highest possible standards of clinical care and maximum efficiency

Development of External Relationships

• In conjunction with other clinical Hospice staff, create a culture of multi-agency working with colleagues from external services to ensure that services integrate in safe and appropriate manner that will support palliative care at all levels; from an individual patient level to service partnership level

• Represent and promote the work of the Hospice when invited to public events and meetings

General Hospice Management

• With Hospice Directors, set up systems and processes that support across Hospice communication

• In conjunction with the Facilities Manager and his team, ensure the safety and suitability of hospice premises

• Share the general management function of St Luke’s Hospice with the Medical Director and Director of Business and Support Services

• Support the Director of Clinical Services in establishing and monitoring the budget for clinical care

• Recognise the role of the fundraising team and co-operate where appropriate

• Contribute to Cheshire Hospice Education organisation’s development and support as appropriate

Personal and Professional Development

• Maintain professional competence through adherence to a lifelong learning philosophy

• Recognition of, and development of, personal attributes as well as management competencies necessary for people management

• Continuous promotion of a culture of learning and professional development within the organisation

• Contribute to Cheshire Hospices Education programmes as required

• The post holder will work within the framework of policies and procedures of St Lukes Cheshire Hospice
The role profile is not exhaustive and will be subject to periodic reviews and may be amended following discussions between the post holder and their manager.

ETHICAL CODE:
The post holder is requested to respect the special ethos and tradition of St Luke’s Hospice and its services and to observe and comply with its general policies, procedures and regulations.

HOSPICE ETHOS

At St Luke’s Hospice our ethos is one of service, believing the patients with their families and loved ones should be at the centre of everything we do. This spirit of care recognises each person as an important individual with unique physical, emotional and spiritual needs. Our care and support for those at the end of their life reaches out to everyone within our community, regardless of income, class, creed or gender.

Dame Cicely Saunders, the founder of the modern Hospice movement, wanted Hospices to be a ‘beacon of hope with a message of care and community’ and we are committed to her vision of Hospice. St Luke’s Hospice was inspired by and has grown from the community it serves, and believes in being guided by the needs of the community. We believe it is important to share our expertise and skills with others outside the Hospice, and in supporting our community to become a caring and compassionate place.

The power of St Luke’s depends on the commitment and contribution of all staff and volunteers who share the Hospice principles of mutual respect and mature team work ethic.

CONFIDENTIALITY:
You will have access to various types of records/information in the course of your work. Such records and information are strictly confidential and unless acting on the instruction of an authorised person. On no account must information concerning staff, patients or other Hospice business be divulged or discussed except in the performance of normal duty. In addition, records may never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.