**Job Description & Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| Position: | Clinical Service Lead (Interim) | Division: | Urgent Care (Derbyshire) |
| Location: | Derby or Chesterfield | Reporting to: | Head of Clinical Services |

Purpose of the Role

The post holder will support the Clinical Director & Head of Clinical Services in the delivery of Urgent and Primary Care services across DHU Healthcare. The post holder will provide operational and professional clinical leadership to an integrated team ensuring that processes are in place to support the achievement of organisational goals, a culture of patient safety and high standards of care delivery.

An integral part of the role is to ensure that Urgent and Primary Care Service provision across the organisation is of the highest quality and offers maximum effectiveness in meeting patients’ needs and expectations therefore clinical visibility and practice will be required during the In and Out of Hours period.

The post holder will liaise with key stakeholders and represent DHU Healthcare at internal and external meetings representing an Operational delivery focus in conjunction with incorporating Senior Clinical Expertise and Professional credibility. There will be a responsibility to ensure team adherence to the Out of Hours National Quality Standards and agreed key performance indicators to meet contractual requirements across DHU Healthcare.

Key Success Measures

* Caring & Compassion - We will actively listen to understand and empathise with others’, with a desire support both patients and colleagues.
* Always Professional - We will be accountable for consistently delivering high quality healthcare for our patients
* Respect & Dignity - We will actively listen to each other and our patients to answer their concerns or questions. We will maintain and respect patient’s dignity and must ensure it is never compromised.
* Everyone Matters - We will actively encourage feedback from both patients and colleagues to continually improve our service, ensure everyone has an opportunity to have their voice heard, and everyone has an opportunity to further develop their skills and competencies.

Key Areas of Responsibility & Accountability

* Provide visible and accessible leadership creating a climate where individuals understand their role and responsibilities and staff are empowered to be effective in their role.
* Ensure the provision of the Out of Hours service and other urgent care services are responsive to the needs of the patient ensuring effectiveness and that patient safety is of paramount importance.
* As part of the Management Team the post holder will be required to manage, constantly review and further develop service delivery for all face to face services ensuring quality standards and key performance indicators are consistently met.
* Participate and support the development and monitoring of clinical standards/practice using decision making based on sound clinical knowledge and judgement.
* Day to day responsibilities for the safe and efficient delivery of Urgent and Primary Care services through team performance. Ensuring that the Head of Clinical Services is fully informed of any issues, problems or concerns so that these may be addressed as a matter of priority.
* Contribute to the organisations service development agenda ensuring that all agreed elements are implemented and evaluated for effectiveness.
* Contribute to CQUIN targets as and when required.
* Line manage the General Practitioner and Practitioners (Nurse, Paramedic, Pharmacist and other HCP Practitioners) and Support services across North/South Derbyshire in conjunction with the Head of Clinical Services and Clinical Director.
* Facilitate the recruitment of new staff resulting in the provision of a highly skilled and effective workforce.
* Ensure effective Urgent and Primary Care resource deployment to ensure efficiency of clinical face to face services to achieve economies of scale.
* Ensure all Primary Care Centres and Urgent/Primary Care services are appropriately resourced to ensure a safe delivery of all services.
* Ensure regular audits of staff are undertaken and fed back to staff, with the learning from trends acted upon to improve overall performance of the individual and service as a whole.
* Assist in the investigation of complaints and incidents as and when required.
* Deputise when required for the Head of Clinical Services.
* Ensure compliance and facilitate completion of performance appraisals in accordance with DHU Healthcare policy across DHU Healthcare services.
* Undertake appropriate clinical duties as a Primary Care / Urgent Care / Out of Hours clinician
* Undertake appropriate duties as may be required for patient or operational safety within the policies of the company including the role of checking controlled drugs, emergency equipment, the clinical environment, chaperone and other duties commensurate with the role of a registered nurse where appropriate.
* Implement and evaluate financial improvement initiatives to improve the quality and cost effectiveness of all Urgent and Primary Care services.
* Responsible in ensuring that all services are delivered within agreed individual staff group defined budgetary constraints.

Integrated Governance

* Participate in the integrated governance requirements within the work of the organisation.
* Provide clinical and operational leadership across nursing and medical disciplines ensuring a culture of efficiency, quality and safety flourishes.
* Participate in quality improvements within the organisation.
* Practice within the parameters of company policies, protocols and guidelines.
* Assess and evaluate outcomes of own practice, service intervention and treatment and identifies any short falls in service reporting to the relevant managers.
* Ensure the requirements of health and safety legislation appropriate to EU Directives and COSHH regulations are monitored.
* Participate in research and development activities of DHU Healthcare.
* Develop and evaluate models of clinical/reflective clinical supervision in order to support professional practice and improvements in patient care/outcome.
* Contribute to the Care Quality Commission (CQC) registration ensuring that the Out of Hours services meet all CQC standards and that the evidence required is robust and visible.
* Ensure that joint operational and clinical processes are evaluated and the outcome for the Primary Care & Out of Hour’s services are safe and appropriate.
* Attendance at Clinical Effectiveness, Quality, Patient Safety, Operational Management meetings when required.

Professional

* Personally responsible for maintaining an active registration and fitness to practice with the relevant professional body on the part of the Register relevant to the post.
* Work within the regulatory requirements, codes and guidance of the relevant professional body.
* Maintain professional and clinical competence through mechanisms and continuing professional development.
* Manage nurses through strong governance framework and in accordance with the relevant professional body regulatory requirements.

Education Practice Development

* Provide and participate in the clinical supervision framework within the company.
* Participate in the provision of professional mentorship, education and training and the continuing professional development of clinical staff.
* Offer appropriate advice to nurses and other professionals on care practices, delivery and service development within the parameters of the role and scope of practice.
* Participate in on-going individual and personal professional development within the organisation.
* Fulfil the professional regulatory requirements for post-registration education and development.
* Mentor and role model as appropriate in the development of clinical face to face consultations.
* Assist the Director of Nursing and Quality in ensuring that nurses meet their requirements for NMC and Post Registration Education and Practice (PREP) standards and are able to provide evidence for re-registration.

Communication and Working Relationships

* Staff within DHU Healthcare and related organisations.
* Staff within participating Clinical Commissioning Groups.
* Staff in local primary and secondary care services.
* Staff within local authority Social Services.
* Primary Care, Out of Hours, NHS 111 and other related services within the East Midlands health economy.
* It is expected that this position will cover both in and out of hours working according to the needs of the service.
* As you will expect the organisation may change from time to time and you will be expected to meet the operational requirements.
* Any other reasonable duties as required from time to time.

Person Specification

The job holder will have;

|  |  |
| --- | --- |
| Qualifications  Academic/ professional | * First level current registered nurse or equivalent professional body registration * Educated to degree level or equivalent * Advanced Practice Qualification * Non-Medical Prescribing Qualification * Leadership/management experience * Full driving licence |
| Experience | * Previous experience as a Senior Clinical Manager managing large groups of clinical staff - >2 years * Has worked as a Senior Practitioner within an autonomous practice role e.g. Practitioner/Advanced Practitioner/Emergency Care Practitioner >3 years * Broad clinical knowledge base. * Suitable operational experience within a healthcare environment: Primary / Secondary Care * Staff rostering experience including experience of budgets * Experience of working in an urgent care setting or a setting which meets the needs of patients with urgent care needs * Experienced Leader * Managing change – instrumental in the implementation and development of change initiatives * Strong professional leadership qualities and innovative development of clinical practice * Proven management skills including the ability to lead, empower and motivate a team |
| Skills & Knowledge | * Excellent interpersonal/communication skills * Proven leadership and team building skills * Excellent problem solving skills * Effective time management. * Excellent Organisational skills * Ability to negotiate at Senior Management level * Ability to prioritise workload and delegate effectively * Ability to interpret data at a clinical and operational level * Recruitment and personnel issues * Effective team player * Ability to be visible and credible in clinical areas and listen to staff and patients * Critical thinker * Competent in the use of IT i.e. Microsoft Word, Excel, Outlook and other electronic media |
| Job Circumstances | * Commitment to the role * Able to work unsocial hours * Flexible to meet service need hours and working base |
| Personal Qualities | * Proven team player * Sense of humour * Able to work under pressure * Professional * Committed * Proactive rather than reactive * Self-starter * Able to adapt to the needs of a changing diverse environment |

Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

Safeguarding

DHU Healthcare is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment.

Infection Prevention & Control

Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff.  IP&C is everyone’s responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation.

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

|  |  |  |  |
| --- | --- | --- | --- |
| Signature of Post Holder: |  | Date: |  |
| Name: |  | | |