**Job Description & Person Specification**

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| Position: | Clinical Service Lead- UTC  | Division: | UEC  |
| Location: | UTC | 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 service at Royal Derby Hospital UTC. The post holder will provide 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 the service provision is of the highest quality and offers maximum effectiveness in meeting patients’ needs and expectations, therefore clinical visibility and practice will be required during both in and out of hours periods.

The post holder will liaise with key stakeholders and represent DHU at internal and external meetings incorporating senior clinical expertise and professional credibility. There will be a responsibility to ensure team adherence to the quality requirements within the service and agreed key performance indicators.

The post holder will be based at Royal Derby Hospital UTC however, there may be occasional need to attend other DHU sites on an adhoc basis.

Key Success Measures

* Caring- We show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patients, people, and communities.
* Accomplished-We are available day and night – a responsive, adaptable, professional NHS partner, providing the best advice, care, and treatment for every individual.
* Respect- We recognise the value that individual and team differences bring - welcoming views, listening, being honest, and learning from others’ experiences.
* Encouraging- We believe everyone matters, so we inspire confidence in others - promoting ‘speaking up’,
fostering career-long learning and development, and supporting improvement ideas.

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 UTC service is responsive to the needs of the patient, ensuring that effectiveness and 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 clinical pathways, procedures, action plans/service improvement plans to ensure quality standards and key performance indicators are consistently met.
* Participate and support the development and monitoring of clinical standards/practice for UTCs, using decision making based on sound clinical knowledge and judgement.
* Day to day responsibilities for the safe and efficient delivery of the UTC service 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.
* Directly line manages clinical staff
* Facilitate the recruitment of new staff resulting in the provision of a highly skilled and effective workforce
* Participate in agreed on-call arrangements
* Ensure effective resource deployment to ensure efficiency of clinical face to face services
* In conjunction with the workforce team, and operations team ensure that services are appropriately resourced to ensure a safe delivery
* Deputise when required for the Head of Clinical Services.
* Ensure compliance and facilitate completion of performance appraisals in accordance with DHU policy
* Undertake appropriate clinical duties as an Advanced or Clinical Practitioner
* Participate in any “on call” duty manager rotas (in or out of hours).
* 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 practitioner where appropriate.
* Advise on improvement initiatives to improve the quality and cost effectiveness of all UEC services.
* Responsible in ensuring that all services are delivered within agreed budgetary constraints.
* When required, work in a clinical or managerial capacity across DHU contracts, to cross cover annual leave, sickness, or unforeseen crisis.
* Ensure that clinical audit processes are in place and completed in accordance with the requirements of the service.

Integrated Governance

* Participate in the integrated governance requirements within the work of the organisation.
* Provide clinical and operational leadership across health care professionals 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.
* 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
* Assist in the investigation of complaints and incidents as and when required.
* Contribute to Care Quality Commission (CQC) inspections and action plans ensuring that the 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 services are safe and appropriate.
* Attendance at Clinical Governance, Clinical Effectiveness, Quality, Patient Safety, Operational Management meetings when required.
* Manage clinical staff through strong governance framework and in accordance with the NMC & HCPC regulatory requirements.

*Professional*

* Personally responsible for maintaining an active registration and fitness to practice with the Nursing and Midwifery Council (NMC) or Health and Care Professions Council (HCPC) on the part of the Register relevant to the post with no restrictions in place.
* Work within the regulatory requirements, codes, and guidance.
* Fulfil the professional regulatory requirements for post-registration education and development.
* 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.
* As you will expect the organisation may change from time to time and you will be expected to meet the operational requirements.

Education and Practice Development

* Ensure that all staff have performance appraisals in accordance with DHU policy.
* Ensure all staff are trained and developed to provide the skills required within the service including annual mandatory training elements.
* Participate in on-going individual and personal professional development within the organisation.
* Develop, evaluate and participate in models of clinical/reflective clinical supervision in order to support professional practice and improvements in patient care/outcome.
* Participate in the provision of professional mentorship, education and training and the continuing professional development of clinical staff.
* Adopt a coaching led leadership approach that fosters and develops the organizational culture and ‘inspire’ approach.

Person Specification

The job holder will:

* Be a registered HCP.
* Be educated to Master’s degree level or working towards
* Have undertaken an Advanced Practice Qualification & Non-Medical Prescribing Qualification/experience of working with Patient Group Directives (PGD) (desirable)
* Have previous clinical leadership experience within a healthcare environment
* Have worked as a senior practitioner within an autonomous practice role e.g. Advanced Practitioner/ Clinical Practitioner
* Have broad clinical knowledge base and are clinically competent to UTC practice.
* Experience of working in an urgent care setting
* Experience of contributing to change management and service improvement initiatives
* Able to work unsocial hours and be flexible to meet service need
* Flexible and able to meet service needs in regards to hours and working base

Behavioral Skills

* Caring – Putting patients interests at the heart of everything we do.
* Accomplished– Demonstrate excellence in everything we do.
* Respectful – Everyone has the right to respect and dignity.
* Encouraging – We inspire confidence in others and a culture if career long learning.

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

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.*

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