

Role Profile



St Nicholas Hospice Care is recognised as a great place to work, to learn and to grow. Where everyone matters, where everyone is encouraged, energised and enabled to play their part in delivering our vision.

Job role	Clinical Services Operations Manager
Reports to	Head of Community Services
Responsible for	Senior Hospice Nurses, Hospice Nurses, Hospice Care Assistants.
Location	Whilst your normal place of work is St Nicholas Hospice Care, Hardwick Lane, Bury St Edmunds, you will also be required to work at such other place or locations within the Bury St Edmunds, West Suffolk and Thetford area as we may reasonably determine according to the needs of the service and our teams.
Job Purpose	<p>To provide operational support to the Clinical Leadership Team, to include line management and business support duties.</p> <p>To support the SNHC Strategy:</p> <ul style="list-style-type: none">Equip – our community’s capacity to live with dying, death and grief.Provide – a responsive, place-based clinical model, underpinned by the needs of the local community.Strive – to achieve excellence around care delivery at the end of life.

What the job involves

- Management of business functions for the clinical leadership team, including the development of close working relationships across the organisation to include:
 - HR, Finance, Estates, Facilities, IT, Governance.
- Working with the Clinical Leadership Team to implement change both clinically and operationally. To include working with Integrated Care System (ICS) and West Suffolk Alliance partners.
- Provision of day to day operational support for clinical teams:
 - Development and oversight of clinical rosters.
 - Understanding and support of safer staffing practices, effective resource management and appropriate clinical skill mix.
 - The promotion of a ‘one team’ approach to support optimum patient care across SNHC.

- Management of recruitment processes within own areas of responsibility and support to clinical leadership team, as required.
- Demonstration of a flexible approach, with the ability to problem solve in the face of challenge.
- Managing the investigation of incidents, within own area of responsibility and support to clinical leadership team, as required.
- Supporting procurement processes and the provision of resources necessary to support safe service delivery.
- Provision of robust line management support to include:
 - Support of staff and volunteer wellbeing
 - Absence management.
 - Staff and volunteer development
 - Revalidation support.
- Understanding of the value of data to demonstrate performance and service design needs, to include:
 - Collection, analysis and presentation of data to key groups, both internal and external to SNHC.
- Support and/or management of key operational projects which support service delivery.
- Adoption of a Quality Improvement methodology to the development of new initiatives.
- Support to SNHC educational programmes, including contributing to the facilitation of internal and external events, in collaboration with colleagues.
- Representing SNHC at ICS, West Suffolk Alliance and system forums, as required:
 - Ensuring the adoption of an Alliance-based approach to service development and delivery, working closely with local health and social care providers.
 - Based on the palliative care needs of our population.
- Maintaining a solution focused approach to service delivery, which is inclusive of our patients and colleagues.
- Support in complying with Care Quality Commission (CQC) regulations, preparing for CQC inspections and engaging with staff to achieve satisfactory outcomes.
- To deputise for the Heads of Service, as required.

What we want from you

- Registered as a practitioner with an appropriate professional body (eg: Nursing and Midwifery Council, HCPC).
- Educated to degree level, or working at this level.
- Experience of clinical management.
- Experience of operational management issues, and/or a wish to extend or develop this.
- An understanding of clinical excellence.
- Ability to challenge, from a position of compassionate leadership.
- Understanding of SNHC core values.

May 2022