



St Nicholas
Hospice Care

A Registered Charity No. 287773

Person Specification

Post:	Care and Support Services Operations Manager
Department:	Clinical Directorate

	Essential Criteria	Desirable Criteria
Education/Qualifications	<p>Education to degree level , some specialised health or social training.</p> <p>Leadership/management training</p> <p>Evidence of continued professional development</p>	<p>Postgraduate management &/or leadership studies</p> <p>Evidence of Masters level study or willingness to work towards</p> <p>Post registration course in Palliative Care</p>
Knowledge/Skills/ Ability	<p>Ability to lead and inspire leadership in others</p> <p>Knowledge of healthcare systems, Palliative care/end of life/community engagement expertise</p> <p>Ability to develop outcome measures to enhance patient care</p> <p>Understanding of national developments and local challenges in NHS, hospice and end of life care provision</p> <p>Understanding of standards of professional practice across all disciplines</p> <p>Ability to influence/implement change</p> <p>Excellent interpersonal/communication skills</p> <p>Contemporary business IT skills</p> <p>Financial and business planning, Health & Safety & Quality Assurance awareness</p> <p>Ability to devise and implement effective systems and procedures</p> <p>Ability to analyse and problem solve and prioritise</p>	<p>RCA training</p> <p>Research skills</p> <p>Health promotion, empowering and enabling people to direct their own care</p> <p>Understanding of SystemOne electronic healthcare record system</p>
Experience/Achievements	<p>Experience at a senior level in a healthcare or hospice setting</p> <p>Demonstrate significant experience of leading and managing diverse teams (20 +) to deliver high quality contemporary clinical services</p> <p>Experience of supporting people and families and or communities to support themselves</p>	<p>Managed allied health professionals in community / inpatient settings</p> <p>Coaching or teaching others; professionals,</p>

	<p>People management - recruitment, retention and performance management</p> <p>Experience of working with volunteers</p> <p>Experience of managing and leading change</p> <p>Experience of managing a budget</p> <p>Experience of working as part of a senior management team</p> <p>Coaching/teaching expertise across all levels using a variety of methods</p> <p>Experience of collaborative working with wider health and social care community networks</p> <p>Demonstrating clinical activity through data analysis and report writing</p>	<p>patients and carers</p> <p>Published articles, presented at conference.</p> <p>Experience of reporting to a senior management team/board/steering committee</p>
Qualities/ Attributes	<p>Can inspire, and is approachable and adaptable</p> <p>Enthusiasm for palliative care</p> <p>A collaborative style, open to different viewpoints and different ways of achieving things</p> <p>Very well organised yet flexible approach</p> <p>A commitment to high standards</p> <p>Promotes multi-disciplinary teamwork</p> <p>Able to plan workload and delegate</p> <p>Good listening skills</p> <p>Ability to direct own learning</p> <p>Has professional curiosity</p> <p>Resilient and self-reflective in times of challenge</p>	
Other Requirements	<p>Car driver with clean driving licence and ability to travel between work sites</p> <p>Able to participate in the senior on call rota for the organisation</p> <p>Team player with commitment to the mission and values of St Nicholas Hospice Care</p> <p>To actively support the work of the fundraising team and encourage the team to do the same</p>	

September 2016