

Job Description – Care and Support Services Operations Manager

Reports to:	Clinical Services Director
Responsible for:	Ward Manager, Community Manager, Clinical Admin Lead (subject to change)
Location:	Whilst your normal place of work is St Nicholas Hospice Care, Hardwick Lane, Bury St Edmunds, Suffolk, IP33 2QY 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.
Job Purpose:	<p>As a senior clinical leader you will provide day to day operational management for all care and support services across the community, ward, day and outreach settings, ensuring that care and support is equitable, professional and of an excellent standard.</p> <p>You will work closely with senior clinical leads to ensure the effective management of clinical activity and resources.</p> <p>You will work closely with West Suffolk Hospital NHS Trust and Suffolk Community Healthcare to enhance integrated working.</p> <p>You will contribute to the senior clinical leadership of the Hospice and deputise for the Clinical Services Director.</p>

Key Responsibilities:

Managing the service

1. To make decisions about the appropriate allocation of resources to ensure flexible deployment of clinical staff and volunteers across all settings to meet patient and family needs, and prevent unnecessary admissions and ensure safe and effective care.
2. Monitor and regularly review staffing establishments to ensure the Hospice has a safe, cost effective and flexible workforce
3. Manage care and support service budgets
4. Work with external organisations in Suffolk and Norfolk, to ensure collaborative and integrated working.

Governance

1. To ensure that the hospice complies with Care Quality Commission, national and professional standards
2. Support the Registered Manager under the Health & Social Care Act 2008
3. Ensure that systems are in place to predict, reduce, prevent and manage clinical risk
4. Ensure the safe and sensitive management of complaints, incidents, crises and unanticipated significant events
5. To produce reports and statistics on aspects of patient care, e.g. patient activity, staffing, clinical procedures, as required for the Clinical Services Director, to demonstrate the effectiveness of service delivery and improvements in those services
6. Deputise for the Accountable Officer (AO)
7. To ensure line managed staff recognise their responsibility for governance and contribute fully

Leadership

1. To provide and embed strong leadership in care and support services
2. To ensure teams embed quality assurance in everyday practice in all roles
3. To work closely with the Consultant in Palliative Medicine, Quality and Service Development Lead, and Head of Education and Outreach to ensure that organisation objectives are delivered
4. Develop practice that includes volunteers as an integral part of all services

Education, development and research

1. With the Head of Education and Outreach facilitate learning and innovation in practice
2. To lead and encourage evidence based practice that enhances care and support.
3. Ensure a questioning and analytical approach to care; promote, develop and participate in reflective practice for staff and self
4. Contribute to local/national palliative care education events
5. Support the research activity and its integration with practice
6. Ensure students on placement are fully supported

Technical and administrative duties

1. To ensure the development of strong administrative services
2. Play a lead role in the further development of the electronic patient record system and other data collection and reporting systems to support patient care and improve outcome measurement and reporting

Special Features of the job

1. Participate in the hospice on call rota
2. The post holder may be required to work unsocial hours subject to the requirements of the role
3. Represent St Nicholas Hospice Care at local, regional and national meetings and events as required

4. Act as an ambassador for the charity and encouraging others to do the same
5. Work closely with colleagues in Fundraising and Marketing to promote the charitable activities of the hospice and participate in fundraising as required

Personal Development

- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.
- All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.
- Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

Health and Safety

- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

People Management

Providing leadership, management and development of all staff and volunteers within area of responsibility through effective;

- Workforce planning, recruitment and selection.
- Departmental communication and staff support.
- Performance management.
- Staff development including regular 1-2-1's, and annual appraisals.
- Staff support including health and safety and wellbeing awareness.
- Facilitation of a culture of learning and respect for difference.

General

- At the heart of our strategic vision, our "One Team" approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.
- Ensure that all within the team have a grasp of the Hospice's structure, values and purpose and have opportunities for involvement in its further development.
- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- Promote and foster the Hospice's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Undertake any other duties which may be reasonably required.
- The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.
- All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
- The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
- This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

References:

Recruitment Policy

Learning and Development Policy

Disciplinary Policy

Health and Safety Policy

Job Description dated: February 2018

The **key performance objectives** for this post in the first year are;

- a. To ensure a clinical structure is in place which ensures continuity and integrated working.
- b. To ensure that data evidences patient outcomes and activity
- c. To meet KPIs in relation to service responsiveness
- d. To ensure key operational staff are involved in service design