

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 Director
Reports to	Chief Executive
Responsible for	95 paid employees and 230 volunteers in the Clinical Directorate
Location	Based at the main Hospice, Bury St Edmunds with requirements to work at other locations within the West Suffolk and South Norfolk.
Job Purpose	Work as part of the Directorate team to ensure the successful achievement of the Hospices' strategy. Provide leadership and accountability for clinical services and act as Registered Manager, and Accountable Officer.

What the role involves

All roles are organised to align with the Hospice's Equip Provide Strive Strategy.

Equip everyone to live with dying, death and grief

- Lead the delivery of the Hospices' Equip Strategy with local Communities in Suffolk and South Norfolk, to ensure collaborative and integrated working practice
- Ensure the following approaches inform service delivery in equipping the local communities:
 - Public Health Approach to Palliative Care
 - Asset Based Community Development
- Lead the development of a clinical team who are equipped to deliver the strategy.

Provide direct support

- Lead the delivery of the Hospices' Provide Strategy, working with the Medical Consultants, ensuring safe and quality services are developed, planned, delivered and evaluated.

- Ensure that the hospice complies with Care Quality Commission, legal, national and professional standards
- Ensure systems are in place to predict, reduce, prevent and manage clinical risk
- Ensure quality reports and information are provided to the Trustees and relevant committees
- Ensure the safe and sensitive management of complaints, crises and unanticipated significant events
- Act as:
 - Registered Manager under the Care Standards Act 2000.
 - Accountable Officer under the Controlled Drugs (Supervision of Management and Use) Regulations 2006.

Strive for 'something better' through innovation

- Ensure that all services are designed and developed to meet the needs expressed by the local community. Manage clinical department budget. Ensure the clinical directorate provide efficient and effective use of delegated budgets to deliver the strategy.
- Lead the continuous development of services through Experience Based Service Design to meet the needs of our communities
- Produce high quality reports and statistics to demonstrate the effectiveness and improvement of service delivery
- Develop robust processes that identify, monitor and evaluate innovations for service design
- Ensure that research is embedded in the work of the hospice.

Special features of the Job

- Participate in the hospice on call rota
- All directors are asked to occasionally deputise for the CEO in their absence
- Represent St Nicholas Hospice Care at local, regional and national meetings and events as required
- Act as an ambassador for the charity, encouraging others to do the same
- Work closely with fundraising and marketing to promote the work of the hospice and participate in fundraising events
- The post holder may be required to work unsocial hours on occasions subject to the requirements of the role

*because
you matter*

St Nicholas
Hospice Care

A Registered Charity No. 287773

What we want from you

- Understanding and passion for improving the lives of those facing dying, death, caring and grief and empathy with the Hospice Vision and Strategy
- An effective and highly motivated leader who will drive the development and delivery of the hospice strategy
- Relevant accredited professional qualification in health care and appropriate professional membership
- Experience in healthcare, but not necessarily hospice or palliative care.
- Ability to lead and manage a diverse workforce through change
- Education to degree level with evidence of Masters level study or equivalent
- Excellent communication skills and confident public speaker
- Understanding of Public Health and Asset Based Community Development approaches

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