



JOB DESCRIPTION

JOB TITLE: **Operational Lead
Childrens Services**

DEPARTMENT: **Care Directorate**

PAY: **starting at £45,991
dependant on experience**

RESPONSIBLE TO: **Director of Care**

ACCOUNTABLE TO: **CEO**

ellenor Hospice is a specialist palliative care provider for adults and children in Dartford, Gravesham and Swanley, and for children across West Kent and the London Borough of Bexley. The organisation has in-patient and outpatient and Living services at Northfleet, comprehensive Hospice at Home services and a range of out-patient and community services all supported and delivered through a multi-disciplinary team.

The In-patient Ward currently has 7 beds, and the model is a multi-disciplinary approach. The medical team provides medical support to the patients, including ward rounds, admissions, and MDT meetings.

There is an outpatient Adult Living Well Service, out-patient clinics along with Physiotherapy, Occupational Therapy and Wellbeing Services provided including Complementary Therapy, Counselling, bereavement and family and carers support, and Chaplaincy.

The Community Service comprises the Adult Hospice at Home Team and also a Care Home Support Team. The medical team provides support to this service by reviewing patients in clinics, at home and in nursing homes.

The Children's service provides specialist nursing support as well as hands on nursing and short breaks to children with cancer or palliative care needs in their own homes. The medical support for the Children's team is provided by the children's own GP and the Consultants at the Tertiary centres in London

The population of the core area (Dartford, Gravesham and Swanley), where both adult and children's services are provided; is approximately 270,000 people, with over 45,000 adults above the age of 65. The children's service area also extends to Bexley and West Kent with a total current caseload of all areas covered of around 120 children.

Role purpose

As an operational lead you will provide day to day operational leadership and management for the children's service including Childrens Respite ensuring that care and support is equitable, professional and of an excellent standard.

You will work closely with other operational leads within the Care Directorate to ensure the effective management of clinical activity and resources.

To work at an advanced level to ensure that the highest standards in individualised packages of care are implemented which prioritise need in line with available resources.

Working with the multidisciplinary team, you will develop services which are person-centred and will ensure patients receive a seamless service which fully meets their needs and those of their families.

You will work with closely with the local GP's, acute and community providers in a way that supports integrated working.

Internal Key relationships

- Chief Executive
- Director of Care
- Deputy Director of Care
- Executive Management Team
- Senior Management Team
- Inpatient Unit
- Adult Hospice @ Home Service
- Childrens service
- Childrens Respite
- Play Therapist
- Music Therapist
- Wellbeing Team
- Medical Team
- Facilities staff
- Research Practitioner
- Clinical administration department

External Key relationships (this list is not exhaustive but identifies some of the key stakeholders)

- Tertiary Centres
- Paediatric Consultants
- CHaL
- Local community groups
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- Children's Community Services (including nursing and therapies)
- GP Federation
- Dartford, Gravesham & Swanley Primary Care teams
- Secondary care (Darent Valley Hospital and MFT)

- Local Kent and London Children's Hospices

The duties outlined below are not definitive and may be changed in accordance with the needs of the organisation.

Duties and Responsibilities:

Service Delivery

- To ensure the delivery of high-quality specialist support to children and families under the care of the service.
- To support the Deputy Director of Care with service development within the Children's Service identifying opportunities to improve service delivery and provide best patient care in relation to resources available and evidence-based practice.
- To lead on the implementation of service changes and their ongoing monitoring to ensure that children, young people and their families receive the highest standard of care from well qualified and supported individuals.
- To work with the Deputy Director of Care in the development of transition services for young people reaching adulthood, ensuring a seamless service is delivered.
- To ensure that the patient's dignity is promoted and respected and that equality and diversity are a top priority in the care of patients and families. This will include diversity of ethnicity and sexual orientation.
- In liaison with the CQC Registered Manager contribute to achieving relevant outcomes in relation to the Care Quality Commission's Essential Standards of Quality and Safety.
- To work collaboratively with other departments and operational leads within the care directorate to ensure patients receive a seamless service which fully meets their needs and those of their families.
- To promote and develop effective working relationships with other health and social care professionals in order to ensure the delivery of planned, co-ordinated specialist palliative and end of life care.
- To work with the Deputy Director of Care to operationally plan and deliver services which will ensure that standards of care reflect evidence based best practice in accordance with relevant statutory codes of conduct.
- To represent **ellenor** and develop and maintain relationships with local networks, organisations, associations and groups to enhance and promote the work of **ellenor**.
- To maintain a flexible approach to working hours in order to meet the needs of the service.

Clinical

- The expectation is the post holder will split their role in to 60% clinical and 40% management functions.

- To provide operational leadership and management for the Children's Service to ensure that patients achieve, where possible their preferred place of care.
- To promote the effective use of End of Life Care Tools in identifying patient goals.
- To participate in the development of a range of patient and family support services for patients and their families ensuring that they are evidence based.
- To ensure that caseload reviews are conducted to ensure that the care plans in place are appropriate and cost effective.
- To ensure that all team members maintain accurate computerised patient records.
- To ensure that all team members communicate effectively with internal and external providers/stakeholders.
- To support staff delivering care during times of staffing difficulties.
- To ensure that where carer needs are identified onward internal referral to the Wellbeing service to support them, whilst meeting the broader national and contractual requirements.
- To ensure all staff work in accordance with their professional group's code of conduct.
- To encourage user involvement and patient feedback, providing reports and input as required, ensuring that patients/carers views are represented and acted upon.
- To participate in the weekly Multi-disciplinary team (MDT) meetings for Community patients and to participate in the development of an inter-professional working environment, to ensure effective exchange of information within the team for best patient care, goal planning and co-ordination of local service delivery.

Administrative and Managerial:

- To supervise the team, effectively delegating tasks and responsibility when appropriate.
- To support staff development through effective leadership, mentoring and appraisals as necessary.
- To recruit, induct, manage, coach and develop (and where appropriate supervise) team members and ensure that all direct reports have regular one-to-one meetings and annual appraisals to review progress towards achieving objectives.
- To ensure that sickness, absence, punctuality and workload management of team members is monitored effectively, and any issues addressed utilising the support of HR.
- To ensure the Deputy Director of Care is updated regarding any service developments and any work-based difficulties experienced by the team.
- To participate and contribute to MDT meetings.
- To be responsible for an allocated budget.
- To monitor budgets, ensuring wise resourcing and service remain within budget in collaboration with the Deputy Director of Care.
- To ensure that services are monitored and managed effectively and efficiently within the allocated budget.
- Participate in the Hospice Clinical On Call Rota.

- Work closely with Fundraising and marketing to promote charitable activities of the hospice and participate in fundraising as required.
- To contribute to the development of clinical strategy and work collaboratively to achieve organisational objectives.
- Work with departments / teams across the organisation to support ellenor's strategic plan.
- To undertake investigations in relation to incidents and complaints in line with organisations policies
- Cascade information from senior management to teams and provide feedback where required.

Professional Development, Education and Training

- Co-operate and attend all appropriate mandatory and statutory training as required by the organisation and / or their professional bodies.
- To participate in the ongoing educational programme.
- To participate in regular clinical supervision to identify learning and reflect on ways to ensure own needs in relation to training and support are met as per organisational policy. With the Practice Development Lead facilitate learning and innovation in practice.
- To lead and encourage evidence-based practice that enhances care and support.
- To work with the Practice Development Lead to ensure that all Adult Hospice At Home and Care Homes Support Team staff and volunteers are competent to work autonomously at the appropriate level.
- To work with the Practice Development Lead to ensure the effective recruitment, training and use of volunteers in identified roles within the community teams.
- Contribute to local/national palliative care education events.
- Ensure students on placement are fully supported.
- To act as a role model for team members and participate in staff development initiatives as appropriate.
- To work collaboratively to provide teaching programmes to meet the needs of internal and external staff.
- To act as role model and mentor to staff, providing informal education and support to staff in their provision of end of life care.
- Engage fully in own annual appraisal process and agree with line manager organisational, team and personal objectives.
- Provide to their line manager the necessary supporting evidence to complete their revalidation as required.

Quality, Audit and Research:

- To encourage a culture of evidence-based practice within the Service

- To be aware of new developments in palliative care.
- To participate in audit projects.
- To participate in the Clinical Governance programme.
- To ensure the production of statistics and activity reports
- Support research activity and its integration with practice.

Professional Conduct

Each Registered Professional is responsible for his/her own actions and practice and is accountable to patients and those close to them for the care he/she administers he/she must abide by the appropriate code of professional conduct.

Health and Safety

The post holder has responsibility to take reasonable care of self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to take into account developments in the organisation, department, or role.

General:

- Adapts and develops in line with the changing needs of the role,
- Acts as an ambassador for **ellenor** in order to raise the profile of the organisation at a local, regional, and national level, as required,
- Works flexibly across sites and departments from time to time as may be requested by their managers,
- Undertakes other duties commensurate with the seniority of the post as may be requested by their managers,
- To follow all policies and procedures,
- The work within own professional Code of Conduct at all times
- To be aware of the staff values of the ellenor and to behave as a fit representative

Postholder's Name

Postholder's Signature Date

Manager's Name

Manager's Signature Date

This Job Description will be regularly reviewed

**PERSON SPECIFICATION FOR
Operational Lead Childrens services**

	Essential	Desirable	Application/ Interview
EDUCATION AND TRAINING			
NMC registered Children's Nurse Level 1	X		Application
Masters Degree or equivalent or willing to undertake	X		Application
Relevant post registration qualification in Specialist Palliative care		x	
Leadership/ management qualification or willing to undertake	X		Application
Non Medical Prescribing / Advanced Clinical Assessment or willingness to undertake		x	
Advanced Communication Skills		X	
EXPERIENCE			
Working at a senior level managing a multi professional team.	X		Application/ interview
4 years post qualification experience in a relevant setting	X		
Managing volunteers		X	Interview
Palliative care experience and experience managing a caseload		X	Application and Interview
Experience within a community setting		X	Application
Reviewing services and implementing effective change	X		Application and Interview
Delivering a rehabilitative/wellbeing approach to care approach	x		Application and Interview
Developing and delivering training	x		Application
Developing new services and evaluating outcomes		x	Application and Interview
KNOWLEDGE AND SKILLS			
Time management skills, ability to prioritise	X		Interview
Excellent interpersonal skills with abilities to support and motivate staff and volunteers. Attention to detail.	X		Application
Excellent communication skills, verbal and written; able to deliver reports as required.	X		Interview
Strong leadership and motivational skills	X		Interview
PERSONALITY AND DISPOSITION			

Team Worker with the ability to inspire others	X		Interview
Positive can-do attitude /Flexible approach	X		Interview
Reliable, determined, disciplined and self-motivated	X		Application
Demonstrates a good understanding of Hospice ethos and a compassionate approach	X		Application
Work confidentially and with discretion	x		Application and Interview
Ability to handle difficult conversations/situations	x		Interview
PHYSICAL REQUIREMENTS			
Ability to help the team deliver hands on care if necessary	X		Application/ Interview
SPECIAL CIRCUMSTANCES			