



## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Head of Nursing and Allied Health Professional's for Urgent Care &amp;ED</b>
<b>BAND:</b>	8B
<b>HOURS;</b>	37.5 hours / week plus on call
<b>REPORTS TO:</b>	Associate Chief Nurse: Medicine
<b>ACCOUNTABLE TO:</b>	Chief Nurse Alder Hey

### JOB SUMMARY

The Head of Nursing (HoN) and Allied Health Professionals (AHP's) will operationally lead and develop Urgent Care within the Division of Medicine to meet trust and national guidelines in conjunction with the clinical leadership of the Divisional Board. A key part of the role will be to contribute to strategic planning and devise operational development plans, including re-design of services and effective deployment of personnel. The postholder will be required to ensure effective co-ordination between the extensive interfaces of this specialist service including its internal and external stakeholders and the Divisional Management Team.

The post holder, in conjunction with the Divisional Board, is responsible for:

- Operational delivery and co-ordination of high quality, efficient, patient-focused Division of Medicine services including effective resource and performance management to achieve corporate objectives
- Delivery of access, activity, financial and governance targets within the Division of Medicine.
- Strategic development and implementation of plans to meet the Trust's objectives including re-design of services to improve efficiency and effectiveness.
- Provision of effective leadership and management. To develop and support behaviours in line with the trust values to create a positive environment and deliver a high quality service
- Maintaining a safe and healthy environment for staff and patients in all areas of the division.
- Work cohesively with the other HoN and AHP's for the Division of Medicine to ensure equitable cover and support for services.
- Specific divisional areas of line management to be assigned via job plan.
- Support the Emergency Dept. team with strong clinical leadership.
- Under your clinical leadership, the ED team will continue to develop and support the delivery of National and Local standards whilst adhering to policy and procedures. With clinical colleagues, the Head of Nursing will ensure the delivery of high quality care within the ED Department ensuring service progression and improving the quality of care whilst ensuring the efficiency and performance of the department meets with National standards and



improves care for services users. The successful candidate will ensure the nursing team demonstrate safe, critical decision-making and will work collaboratively with the wider multi-disciplinary teams to meet the needs of patients. The Head of Nursing role will be expected to enhance the clinical environment to ensure the safe delivery of care to patients and will have a key role in supporting and driving the development of staff into Band 6, 7 and 8a roles and beyond. The head of Nursing working closely with the Clinical Lead will have a key role in ensuring the culture of clinical leadership in the departments is enhanced and developed.

## **Organisational Values**

**Respect**  
**Openness**  
**Excellence**  
**Innovation**  
**Together**

It is important that you understand and reflect these values throughout your employment with the Trust

## **Clinical and Quality Responsibilities**

- Demonstrate and develop strong clinical leadership, to provide vision, direction and continuous improvement in the delivery of high quality clinical services within the Division and across the organisation.
- Provide highly visible nursing leadership and direction within clinical areas throughout the Division of Medicine as appropriate.
- Maintain up to date knowledge with regard to the nationally developing quality, outcomes. Ensuring, in partnership with the Associate Chief Nurse that the Division implements, evaluates and improves performance
- Promote the highest quality service for patients and staff acting as a role model at all times.
- In partnership with the Associate Chief Nurse, the HoN and AHP's will be responsible for the development of a culture where safe and high quality patient-centred care, is consistently delivered, monitored and evaluated and improved upon.
- Lead and ensure the collection, review and audit of quality measures within areas of responsibility.
- Demonstrate knowledge and understanding of the current national and local regulations (including Care Quality Commission and Monitor targets), and support managers in the promotion of these to all nursing staff.
- With the Associate Chief Nurse, ensure delivery against national and local standards as well as achieving key clinical indicators (including development of clinical outcome indicators) within ED, and promote continuous improvement to provide sufficient assurance to the Division's Senior Management Team, the Trust Executive Team and the Board of Directors that areas of clinical performance are in line with agreed Division and corporate objectives.

- Identify and lead the implementation of initiatives to support continuous quality improvements and modernisation of nursing, service delivery and to take remedial action with senior nurses where there are quality issues.
- Lead on improving area cleanliness within ED as appropriate; promoting Alder Hey as a place where children and families are safe to obtain care.
- Lead on medicines management and patient safety issues within areas of responsibility, with the support of the Associate Chief Nurse.
- Identify, initiate and implement research, evaluation and evidence based initiatives which relate to quality.

### **Management Responsibilities**

- Support the Associate Chief Nurse and the Division's management team in achieving the Trust's aims and objectives.
- Collaborate with the other HoN and AHP's for Medicine to act as Deputy for the Associate Chief Nurse: (Division of Medicine).
- Provide line management support to clinical managers within the ED Department as appropriate.
- Manage and implement change in a pro-active way to improve productivity, to enhance clinical practice by improving quality and standards of care and to encourage costs effectiveness and savings.
- The Head of Nursing and AHP's will demonstrate the ability to make speedy decisions when appropriate to enable the smooth running of clinical services which enhance the patient experience, especially with patient flow.
- Ensure effective utilisation of staff within ED and across the Division to ensure that Capacity meets demand.
- Ensure staff rostering meets service demands which is cost effective and adheres to Trust guidelines
- Take part in emergency and out-of-hours management responsibilities to effectively manage the running of the Trust as required.
- Responsible for the development of quality KPIs and analysing the data and presenting in a report format ensuring that all services are delivered meeting local and national targets and deadlines.
- Ensure the proactive management of capacity, demand and allocate the appropriate resources to ensure the safe staffing levels across the Trust
- Ensure the optimum delivery of bed utilisation in accordance with Trust strategies.
- Play a key role in terms of the patient experience, working corporately with other senior clinical managers within the Trust in conjunction with estates and facilities staff, to improve patient experience in relation to the environment, standards of cleanliness and comfort.

## **Communication**

- Ensure a high level of communication with clinical staff groups and be responsible for developing plans with regard to the delivery of the divisional strategy, and operational aims.
- To work proactively with patients and families to strive to ensure a quality patient experience.
- The post holder will be responsible for imparting sensitive, complex and often contentious information and as such must demonstrate the ability to persuade, motivate and negotiate with all levels of staff and members of the public.
- To work collaboratively across professional, organisational and agency boundaries
- Communicate with relevant stakeholders at operational multi-agency strategy meetings to influence and facilitate the development of initiatives that cross health, social services and education interface.
- Implement and manage local systems for communication with staff, review their effectiveness, ensure staff are up to date with and understand Trust and departmental developments.

## **Human Resources**

- Responsible for the Line management and performance management of all Nursing and Allied Health Professionals within Urgent Care and within areas of responsibility.
- Responsible for the achievement of specific human resource KPIs for all staff across their areas of responsibility, including sickness absence, mandatory training and statutory training, Trust induction and local induction sessions and PDR compliance for all nursing staff.
- Work with the Associate Chief Nurse to ensure ED and the Division develops credible integrated annual workforce plans which are supported by plans for learning activity, including nurse revalidation.
- Ensure completion of all nursing staff PDR and performance issues, such as disciplinary, capability and sickness problems within the Division.
- Promote, process and comply with all HR policies in order to recruit, retain and manage staff on an individual basis e.g. proactive method of recruitment and retention, effective use of procedure to manage, disciplinary, grievance and sickness absence.
- Work collaboratively with managers and staff side colleagues with HR management support to ensure a positive employee relation climate is maintained within the Division, through establishing best HR practices, which create a culture of respect, trust, co-operation, partnership and involvement.
- Promote an environment which recognises the importance of staff involvement/engagement and empower all staff to lead service improvements and implement change.

## **Risk Management**

- Lead and support Urgent Care and the Division to ensure effective clinical governance and risk management systems are in place to support high quality clinical care.
- Participate in the negotiation around the case management of complex cases, investigations of serious untoward incidents and where appropriate lead investigations arising from such incidents, liaising with the Risk Management and HR teams accordingly
- Provide leadership for the management of complaints, ensuring the effective communication with patients and families in their resolution
- Support the Associate Chief Nurse to ensure the implementation of effective risk management strategies within the Division.
- Manage incidents as they arise ensuring that the appropriate actions are taken in line with Trust policy and procedure
- Lead on the performance management of infection control within areas of responsibility, actively working to prevent and control infection.
- Ensure all complaints are investigated regarding nursing issues and ensure appropriate remedial action is taken.
- Work with the Associate Chief Nurse to ensure that arrangements are in place and are managed effectively to safeguard the welfare and safety of patient, staff and visitors. Ensures compliance with Trust Health and Safety Policies and framework.
- Identify and act on/ resolve issues which may constitute a potential risk to quality and safety e.g. nursing capacity, skills and training.
- Ensure the clinical environment is conducive to delivering effective and safe care as would be expected of the Commission for Quality Care Standards

## **Service Policy and Development**

- The HoN and AHP's will be responsible for ensuring that a range of policies are developed within their area of responsibility and ensure that they are implemented appropriately.
- In conjunction with the Associate Chief Nurse ensure that national policy guidance and targets in relation to clinical governance are adhered to (including CQC essential standards of quality and safety, NHSLA).
- The post holder must have a proven track record of project management to enable the undertaking of corporate or Division projects

## **Financial Management**

- The post holder must demonstrate effective budget management skills.
- Support Urgent Care and the Division in developing business cases introducing new services or the re-configuration of existing services to support the modernisation agenda, with specific identification of the nursing role.
- With other members of the Senior Leadership Team, be responsible for the ongoing identification of schemes to contribute to the Cost Improvement Plan (CIP), with specific responsibility for budgets delegated by the Division.



- Support the Associate Chief Nurse and Associate Chief Operating Officer to effectively manage the budget of the Division, ensuring that it meets all financial and related targets.

### **Professional Accountability**

- Educated to Master's degree level (or working towards) with a substantial level of clinical expertise and evidence of continuous development
- The post holder must be able to prioritise workload and other activities according to deadlines.
- Work in partnership with other NHS bodies and external organisations in the improvement of service delivery, within the Trust, the Division and for the local population.
- Maintain continual professional development and to keep abreast of local and national developments within the NHS.
- Be computer literate and have the ability to format and produce reports appropriately.
- The post holder will be have the ability to make sound judgment when required to do so in highly complex situations and when dealing with complex information, analyzing and reporting on these accordingly.
- Able to translate complex information and strategies which are strategically and internally led. He/she must have the ability to challenge, critique information to meet the Trust objectives within the Division.



## PERSON SPECIFICATION HEAD OF NURSING AND ALLIED HEALTH PROFESSIONALS

	Essential	Desirable
<b>EDUCATION/ QUALIFICATIONS</b>		
Relevant professional registration	X	
Masters degree (or working towards)	X	
Management and Leadership qualification	X	
Substantial experience in paediatric and/ or adult health related posts	X	
<b>PERSONAL QUALITIES</b>		
Strong commitment to quality health services for patients and families	X	
Ability to analyse and interpret complex information	X	
Able to prioritise work, and work well against a background of change and uncertainty	X	
Able to work under pressure and deliver according to timescales	X	
Adaptable to situations, can handle people of all capabilities and attitudes	X	
Commitment to team-working, and respect and consideration for the skills of others	X	
Self-motivated, pro-active, and innovative	X	
<b>EXPERIENCE</b>		
Evidence of facilitating change/ improvement in clinical/ nursing practice and patient experience	X	
Evidence of successful project management for improving practice and patient experience.	X	
Extensive experience of working in the field of clinical quality at a senior level	X	
Experience of working at strategic level and acting on high level information		
Experience of evaluation & research strategies; evidence of being involved in implementing research into practice to effect change and improving quality.	X	
Experience at developing policies, procedures and strategies; implementing and monitoring them accordingly	X	
Staff management and leadership development	X	
<b>SKILLS</b>		
Excellent oral and written communication skills	X	
Effective interpersonal, influencing and negotiation skills	X	
Effective presentation skills	X	
Able to use Computer software to effectively deliver reports and other documents.	X	
Possess budget management skills to enable correct interpretation of budget and expenditure statements	X	
<b>KNOWLEDGE</b>		
Detailed knowledge of the NHS and an understanding of the social and political environment.	X	
Understanding of the quality and professional nursing agenda in NHS	X	
Understanding of social and political environment in NHS	X	
Understanding of NMC, CQC, and other agencies involved in clinical quality, safety and professional practice	X	

## Mandatory Statements

1. As an organisation which uses the Disclosure and Barring Service (DBS) Disclosure service, the Trust complies fully with the DBS Code of Practice and undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.  
We meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all job applicants will be subject to a criminal record check from the Disclosure and Barring Service before an appointment is confirmed. This will include details of convictions cautions and reprimands, as well as 'spent' and 'unspent' convictions. A criminal record will not necessarily be a bar to obtaining a position. A decision will be made depending on the nature of the position and the circumstances and background of the offences.
2. The Trust is pro-diversity and anti-discrimination. Trust policies prohibit discrimination, victimisation, bullying or harassment. The Trust is committed to treating people equally, whether they are patients, colleagues, suppliers or other customers. We would like all our families and staff to feel valued and respected because we try to understand and provide for their individual needs.
3. The Trust is committed to promoting an environment that embraces diversity and promotes equality of opportunity.  
Staff should apply the values of respect, excellence, innovation, togetherness and openness in all that they do to ensure that Alder Hey truly belongs to everyone.
4. In the course of your duties you may acquire or have access to confidential information which must not be disclosed to any other person unless in the pursuit of your duties or with specific permission given on behalf of the Trust. You must ensure that you handle personal information in accordance with the requirements of the Data Protection Act 1998.
5. You are reminded that, in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, you have a duty to take reasonable care to avoid injury to yourself and to others by your work activities, and are required to co-operate with the Trust in meeting statutory requirements.
6. In the interests of your development you will be expected to take a positive role in the Performance and Development Review (PDR) Process.



7. You must ensure that you adhere to the Trust Infection Control policies and procedures at all times. You have a duty of care under the Health Care Act to prevent the spread of infection.
8. Within the NHS, good patient care is reliant on the availability of complete, accurate, relevant and timely data. The quality of information can limit the capability to make operational decisions about the way care is planned, managed and undertaken. Poor information quality can lead to poor decision making and may put service users at risk. High quality information means better, safer patient care. Where you are required to record data on systems, whether patient or staff data, or paper or electronic format you must ensure that it is up to date, accurate, complete and timely. You have a responsibility to ensure that you feel sufficiently knowledgeable about the system you are asked to use and what is required of you in order to fulfil your task accurately. Where an error is created or discovered by yourself on any system which you cannot rectify, you must contact the relevant helpdesk / system owner or your Line manager. Please read the Data Quality and Information Governance Policies located on the Intranet and ensure you understand your responsibilities.
9. Alder hey Children's NHS Foundation Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Staff have a responsibility to ensure they are aware of specific duties relating to their role and should familiarize themselves with the Trust's safeguarding and child protection procedures, regular safeguarding and child protection training updates are mandatory for all staff. All individuals will have some risk management responsibilities with which you are required to comply, for details of your responsibilities please refer to the current Risk Management Strategy which is available on the intranet and in the local strategies folder.
10. You must comply with all Trust policies and procedures and attend all necessary mandatory training.
11. As an employee of the Trust you will be accountable for the data entered into records and systems. It is very important that the Trust records the most up to date patient demographic details, including full name, D.O.B., address, contact number, NHS number, GP and GP Practice. This is not only to fulfil our legal obligation under Principle 4 of the Data Protection Act, which states '*Personal data shall be accurate and, where necessary, kept up to date*', but it is also crucial in ensuring patient safety.
12. All staff should take ownership of records that are accessed and take the opportunity to check that the data held is correct.



13. This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties.

14. Your job description will be subject to regular review with your Line Manager.