

SAINT FRANCIS HOSPICE

JOB DESCRIPTION



JOB TITLE	Quality Improvement Lead
GRADE	7a
HOURS OF DUTY	37.5
REPORTS TO	Head of Professional Practice & Education Director & CEO as nominated individual for CQC
KEY RELATIONSHIPS	Chief Executive Officer, Directors, Board of Trustees, Medical Staff, Heads of Service, and departments. All Hospice staff and volunteers, Members of the Public, Integrated Care Board colleagues. Acute Trusts, Primary and Community Services, Local Authority, Public Health, Other Local Hospices. Statutory Bodies and Other Organisations.
RESPONSIBLE FOR	This role does not have management responsibility although collaborates closely with the Practice Education Facilitator in terms of strategy and work plan.

JOB SUMMARY
<p>Main purpose: The post holder will:</p> <ul style="list-style-type: none"> • Link to registered manager and Q&C Business Partner as required to contribute to the Direct Monitoring Activity work (CQC) • Promote and monitor safe and effective practice through oversight audit compliance and monitoring • Lead and promote quality improvement activity to improve care • Ensure practice development and competency standards • Enhance the service user experience • Provide effective leadership and management • Contribute to the delivery of the organisation's objectives and Strategy <p>The Practice and Quality Improvement Lead will work pro-actively across all areas within Saint Francis Hospice (SFH) ensuring that both practice development and quality improvement are central to all parts of hospice services, particularly care services.</p>

MAIN DUTIES AND RESPONSIBILITIES

CQC focussed work:

To be the lead reporting to the Registered Manager (CQC – Care Quality Commission) for the Hospice services

- Adhere to all CQC requirements for reporting and oversee the organisations compliance to statutory reporting
- Identification of any risks to the organisation as to non-compliance with best practice and ability to evidence against CQC framework
- Completion of any reports or framework request to support the Registered Manager
- Attend clinical Governance and board as required
- Lead and support workforce preparation for a CQC inspection, including developing mock inspections.

Support the development and implementation of the Quality and Care team strategy and plans: and lead on the development and implementation of a strategy for quality improvement.

To work collaboratively and support the Accountable Officer role within the Organisation

Practice Development and Quality Improvement

- Role model the Hospice values to provide effective, multi-professional working and leadership.
- Work alongside the Practice Education Facilitator and advise on areas for the work plan, in response to national guidance and policy as well as locally driven need.
- Prioritise such areas of work as directed by senior colleagues and the organisational strategy, depending on organisational need. The future-orientated work of the Quality Account will also influence this.
- Identify emerging development needs as indicated by monitoring and reporting processes, including events (incidents).
- Support individual teams and staff/volunteer development as appropriate.
- Work closely with the Practice Education Facilitator and steer and support the structure of work, including projects.
- Contribute to organisational development as appropriate, in collaboration with People & Culture team and the Head of professional Practice & Education.
- Lead on the creation and compilation of the annual Quality Account for education, in conjunction with the Marketing and Communications Team and the Transformation Development Manager.
- Lead staff and volunteers to ensure that the Quality Account requirements are working towards using SMART objectives.
- Support and guide individual staff and teams through specific pieces of quality improvement projects from across the organisation.
- Steer the dissemination of findings and learning, and identify and drive implementation of these to practice through the application of advanced knowledge.
- Recognise barriers to such implementation and work with staff and volunteers to overcome these through the identification of solutions and support, including education as needed.

- Utilise high level planning and organisational skills, adjusting to change as needed.
- Attend external forums as appropriate to the role to sustain relationships with stakeholders.
- Review, contribute to and create organisational policies as required for the role.
- To oversee the support and recording of revalidation of registered professionals, in conjunction with People & Culture Team.

Leadership and Management

- Role model the Hospice values to provide effective, multi-professional working and leadership.
- To contribute towards budget setting process and where appropriate manage a delegated budget ensuring this is maintained as allocated.
- To undertake delegated duties from the Head of Professional Practice of Education in relation to practice development and quality improvement issues.
- Produce reports as required for internal use and for external use – CQC, Hospice UK Benchmarking, Audit.
- Ensure and oversee Audit compliance and attend quarterly appropriate Management Group meetings and Audit Group.
- Contribute to local, regional, and national forums for specialist palliative care, quality improvement and practice development as an SFH representative.
- Develop and maintain working relationships with other [local] Hospices, Acute Trusts, Primary Care, Community Services and Local Authority Services to ensure collaborative working as much as possible.
- Oversee the work plan of the Practice Education Facilitator and collaborate to steer the structure of work, including projects.
- Oversee the work of the Service Improvement Groups, chair the Clinical Effectiveness Group and report activity to the Clinical Governance Committee annually.

Education and Training

- Work with the Head of Professional Practice & Education to ensure workforce development initiatives are reflected, for example staff and volunteer development via external education opportunities.
- Promote a compassionate, learning, and inclusive organisation and address a wide range of training needs, to support this.
- Lead on education about quality improvement, especially how it differs from audit and how it is applied to practice to ensure a good organisational understanding of audit and quality improvement through teaching and learning activities.
- Present to groups and meetings as necessary, particularly to reflect on any findings and to drive change.
- Support staff through all steps of the change process that comes with quality improvement, recognising any barriers and motivate others through an understanding of the rationale, method, and outcomes of the change, whilst addressing concerns and the need for support.
- Utilise advanced communication skills to work alongside colleagues to effectively lead change.
- Ensure provision of learning opportunities for staff and volunteers and those on placement and that knowledge is shared.
- Facilitate a Resilience based Reflective Practice group and participate in all

associated processes, as supported by the Head of Professional Practice & Education and as part of the HUK QI project.

- Participate in working alongside teams, as appropriate, to meet the development needs of staff, through induction, orientation, appraisal, and learning/support following events (incidents).
- Participate in education programmes, internal and external, as required.
- Oversee the monitoring/support of the staff competency framework.

Professional Responsibilities

- Lead and manage workload through teamwork, inspiration, and direction.
- Analyse practice and steer colleagues in recommendations for ways to make improvements if required, as guided by evidence.
- Keep abreast of required development/knowledge related to practice development, audit and quality improvement in palliative and end of life care and ensure and support application of theory to practice.
- Recognise professional accountability and individual responsibility for personal and professional development in accordance with a Professional Code of Conduct.
- Identify own development needs and initiate a plan to meet those needs with line manager.
- Initiate and receive one to one supervision for own personal and professional development.
- Facilitate all work from an organisational, hospice-wide strategic perspective.
- Adhere to the policies and conditions of service of Saint Francis Hospice.

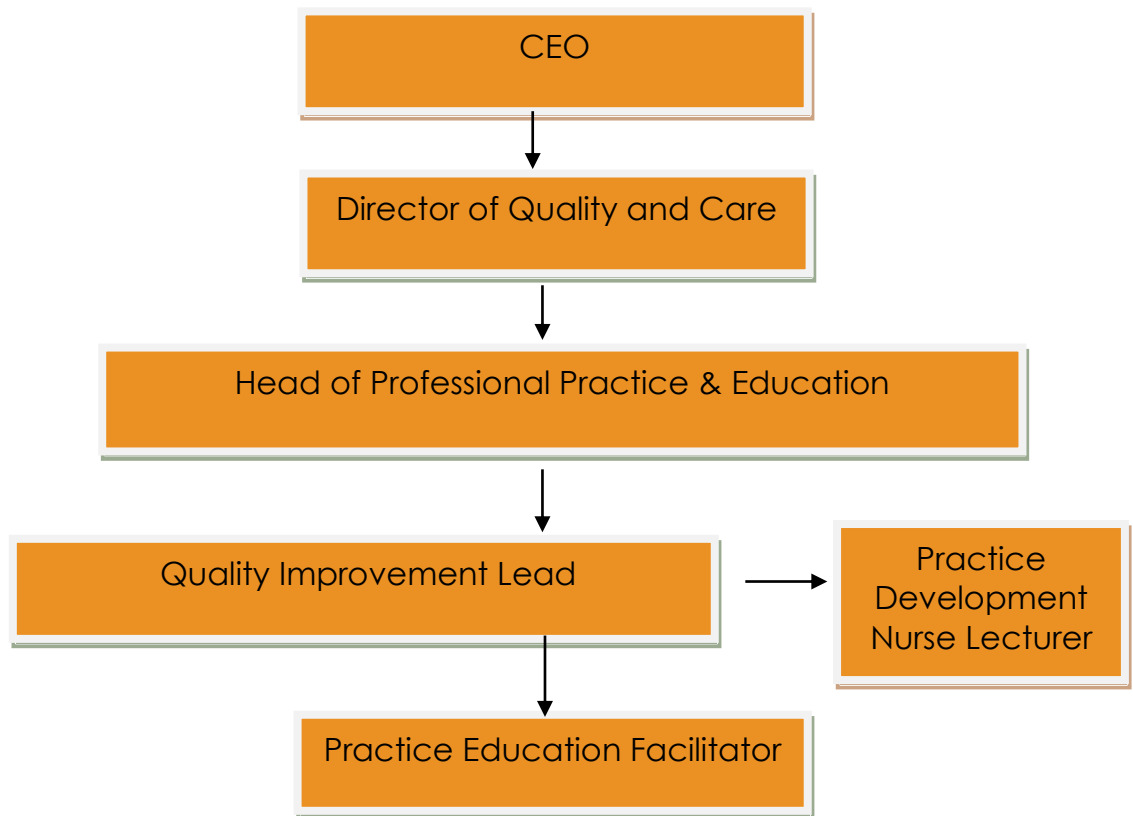
Research and Audit

- Participate in research and audit.
- Identify opportunities for audit of practice and highlight any emergent research questions.
- Participate in the work of the Research Interest Group and Ethics Interest Groups and disseminate findings through these forums as appropriate.
- Sustain, update, and support the achievement of the Annual Audit Plan, and manage this through the Clinical Audit Group and the Quality Assurance Management Group.
- Participate in national forums to disseminate findings and represent SFH.
- Publish outcomes from work in collaboration with colleagues, supporting this process as needed.

Governance & Quality Assurance

- Assist with responding, reporting, investigating, and learning with regards to concerns, complaints and events (incidents).
- Oversee the co-ordination of mentoring and follow- up of recommendations from internal audits, and support as needed with education, training or coaching as needed.
- Ensure that national and local policies and procedures are adhered to by all staff and in accordance with the Regulations and Standards of the Care Quality Commission and Professional Regulatory Bodies.
- Manage the use of the CQC monitoring and reporting tool software and support all processes towards being recognised as delivering outstanding care.

Structure



ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This documents sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

PERSON SPECIFICATION

Quality Improvement Lead

E = ESSENTIAL	D = DESIRABLE
Demonstrating the Hospice Values – Support, Fairness & Honesty	
Ability to share ideas and respect others, encouraging everyone to succeed. To be able to treat everyone fairly and be courteous and aware of how your words and actions affect others. To be open and accountable and be able to work with others for the benefit of the local community	E
Inclusion	
Be able to show a high level of empathy, understanding and appreciation of others with ability to respect different values and beliefs. To be mindful of the wellbeing of self and others. To be able to work effectively across teams, with a positive can do approach.	E
Leadership skills	
Ability to lead with honesty, integrity and care. Be able to develop, empower and delegate effectively to achieve change and generate a positive, inclusive, workplace. Be accountable for actions and bring creativity and innovative to inspire and motivate others. Be active in the creation and delivery of the Hospice strategy for the benefit of patients, staff and our local community.	E
Qualifications & Training	
<input type="checkbox"/> Degree or equivalent experience in relevant area of work	E
<input type="checkbox"/> Trained professional with current registration and evidence of PIN if appropriate	E
<input type="checkbox"/> Qualification or equivalent experience in planning learning and delivering teaching	E
<input type="checkbox"/> Evidence of Continuing Professional Development	E
Skills/Abilities/Knowledge	
<input type="checkbox"/> Significant senior level experience of developing practice, leading change and quality improvement.	E
<input type="checkbox"/> Evidence of knowledge and practical application of practice development and quality improvement	E
<input type="checkbox"/> In depth knowledge and understanding of the CQC registered service requirements for hospice service delivery	E
<input type="checkbox"/> Evidence of leadership and management development	D
<input type="checkbox"/> Excellent communications skills, both written and verbal presentation, including addressing challenging conversations	E
<input type="checkbox"/> Excellent organisational/time management skills including work under pressure with changing priorities, deadlines and high volume workloads	E
<input type="checkbox"/> Proven ability to make decisions, to work on own initiative and accept responsibility	E
<input type="checkbox"/> Ability to work alone and as part of a team	E
<input type="checkbox"/> Working knowledge of IT - inclusive of excel, access, word and power point	E
<input type="checkbox"/> Knowledge of key Palliative Care service provision levers, locally and	E

nationally		
<input type="checkbox"/> Knowledge of hospice work coupled with enthusiasm and commitment to the work of the Hospice	E	
<input type="checkbox"/> Knowledge of existing NHS, Local Authority and Voluntary Sector architecture		D
<input type="checkbox"/> Able to think operationally and strategically	E	
<input type="checkbox"/> Adaptable, flexible and able to handle uncertainty	E	
<input type="checkbox"/> Able to engage with, motivate and lead others	E	
<input type="checkbox"/> Ability to provide management and clinical supervision	E	
Experience		
<input type="checkbox"/> Evidence of report/policy review and writing	E	
<input type="checkbox"/> Experience and knowledge of policy and service development implementation	E	
<input type="checkbox"/> Experience of writing and utilising a work/implementation plan	E	
<input type="checkbox"/> Undertaking audit and implementing change following outcomes	E	
<input type="checkbox"/> Teaching groups and developing staff, including competency based initiatives and mentorship	E	
<input type="checkbox"/> Working collaboratively across a wide range of personnel	E	
<input type="checkbox"/> Supporting and developing reflective practice and giving management and practice guidance		D
<input type="checkbox"/> Writing for publication or dissemination of work/outcomes		D
<input type="checkbox"/> Experience of working within the NHS or Local Government and in particular implementing service policies and procedures	E	
<input type="checkbox"/> Experience of service redesign and implementation		D
<input type="checkbox"/> Experience of working with/developing palliative care services	E	
Other Requirements		
<input type="checkbox"/> Demonstrable experience of working palliative care services	E	
<input type="checkbox"/> Ability to maintain and understand the importance of confidentiality	E	
<input type="checkbox"/> Willingness to take on new responsibilities and respond positively to change	E	
<input type="checkbox"/> Willingness to work flexibly to accommodate service requirements	E	