**Job Description**

**JOB TITLE: IMPROVEMENT, INNOVATION AND TRANSFORMATION LEAD**

**REPORTS TO: CHIEF OPERATING OFFICER**

**JOB PURPOSE**

As a senior member of the clinical team this role is focused on the safety and effectiveness of clinical services through continuous learning that drives service transformation. At St. Rocco’s we seek to continuously improve our patient experience, and this role is integral to the quality cycle that underpins this.

**JOB SUMMARY**

* Provides support across all services and clinical teams to develop, implement and embed quality improvement.
* Provide assurance, to meet the needs of internal and external bodies including CQC and Commissioners, by delivering routine and bespoke reporting.
* Supports the quality improvement process to include both audit and incident processes from identification, creation, application and investigation to conclusions and action planning aligned to the Patient Safety Incident Framework.
* Contributes directly to clinical education initiatives working with the Clinical Education Facilitator
* Working together with the COO and MD lead on the clinical transformation of services in line with the strategic plan, engaging with colleagues across the hospice to ensure changes are effectively implemented and embedded.

**KEY STRATEGIC RESPONSIBILITIES**

**OPERATIONAL RESPONSIBILITIES**

* To work as a member of the wider senior clinical team to ensure delivery of care in an effective, safe, responsive and well led manner.
* Advise, support and guide the organisations development of clinical compliance with care standards regulation and best practice.
* Lead and advise on CQC compliance, including clinical health & safety, working closely with the Registered Manager.
* Promote a culture of learning and quality improvement across all aspects of patient care, safety and services across St Rocco’s Hospice clinical teams.
* Support the organisation to ensure that patient and family experiences are at the heart of any drive to improve patient care and make it safer.
* Be responsible for the implementation and maintenance of robust systems and processes for the management of patient safety and the incident reporting process across all clinical areas.

**CORE TASKS**

* Take the lead on clinical audit, coordinating and delivering the Hospice’s audit schedule, (to include external auditing and benchmarking processes) ensuring that all relevant practice and activity is subject to verification against documented policy and procedures.
* To support the development of auditing skills within the clinical workforce
* Oversee the completion of action plans and review of impact of actions arising from clinical incidents and audits, ensuring changes in practice are understood and embedded.
* Support the development of and compliance with the commissioning bodies quality schedule and reporting requirements.
* To support the adaptations and cultural shift of the NHS Patient Safety Incident Reporting Framework (PSIRF) and take a lead role in the investigation and reporting of significant patient safety incidents in line with PSIRF guidance.
* To support data management and reporting internally and externally as required from all incidents
* To maintain an awareness of developing and influencing policies within the Health and Social Care Sector.
* Contribute to the on-going development of clinical policies, procedures and guidelines ensuring their implementation, review, and monitoring.
* Working closely with the Clinical Education Facilitator and senior clinical leadership team to ensure learning from audits and incidents is taken into the workforce to effect change.
* Identify learning needs and support staff to implement Safety and Quality Improvement measures and support education initiatives where required.
* To contribute to education programmes as required to support improvements in clinical skills and quality of care

**MANAGERIAL & LEADERSHIP**

* Work closely with Chief Operating Officer, Medical Director, and senior clinical leadership team to identify areas requiring development and support effective change management.
* Set high standards of quality and performance and raise the level of expectations
* Display confidence and self-motivation, excellent communication skills always, utilising clinical knowledge and experience, and acting as a resource to all nursing staff and other healthcare professionals, providing education as an integral part of the role.
* To be an inspirational leader who clearly expresses the hospice vision, values, and service quality to team members always, drawing on developed coaching skills to support others to share this vision.
* Work in accordance with professional code of conduct and St. Rocco’s Hospice Values and Policies and Procedures.

**CLINICAL AND PROFESSIONAL**

* Accept accountability for own actions and areas of responsibility.
* Compile and present relevant reports to senior managers and hospice sub-committees and commissioning bodies as required.
* To maintain collaborative working relationships and effective communications between all members of the multidisciplinary team, when working towards implementing quality improvement and safety measures, resolving conflict, and working within the team to ensure a high standard of patient care.

**PERSONAL / PROFESSIONAL DEVELOPMENT**

* To engage in regular managerial supervision with Chief Operating Officer
* To engage in clinical supervision and reflective practice opportunities and actively support this across the clinical workforce.
* To maintain professional registration with regulatory body.
* To ensure that revalidation requirements are met.
* To abide by the Code of Conduct / Practice for registered regulatory body.
* Participate in training as identified in annual appraisal process.
* Engage in seeking formal and informal learning opportunities throughout the year.
* Attend locality / network meetings in agreement with senior clinical leadership team
* Maintain awareness of regional and national policy relevant to area of work and underpinning approaches.
* Keep up to date with evidence- based practice through literature reviews, study days and courses as relevant to identified CPD.
* Take part in reflective practice and in-house training opportunities

**INFORMATION SYSTEMS**

* To provide accurate statistical information in line with local standards and the professional body.
* Safe and secure management of information within the department on electronic and paper records

**POLICIES AND SAFEGUARDING**

It is an expectation of all roles at St Rocco’s that staff will adhere to policies and procedures as published on the company drive, requirements detailed in the Staff Handbook and other reasonable management requests.

It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Adults and Children as stated in the Hospice Safeguarding Policy. The post holder is responsible for ensuring they complete the appropriate level of safeguarding training according to their role.

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| **ASSURANCE STATEMENT** |
| The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.  It is the responsibility of all employees to adhere to general policies and procedures as detailed in the Staff Handbook and other individual policies. |

The above Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

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**CHANGES TO THIS JOB DESCRIPTION**

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

**GENERAL DATA PROTECTION REGULATIONS, DATA PROTECTION ACT 2018: and any relevant data protection legislation in force at any given time.**

* At all times maintain high levels of confidentiality and information security, complying with the relevant legislation such as the Data Protection Act and the Computer Misuse Act.
* Where any processing of information takes place (paper records or electronically) ensure that the data is of good quality, accurate and relevant for purpose.

All employees must adhere to the Policy on Information Governance which provides guidance on the use and disclosure of information. The Hospice also has a range of policies for the use of computer equipment and computer-generated information, which detail the employee’s legalobligations and include references to current legislation.

**Person Specification**

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| **TITLE: IMPROVEMENT, INNOVATION AND TRANSFORMATION LEAD** |  |
| **DEPARTMENT: CLINICAL** |  |
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| Criteria for selection | **Essential** | **Desirable** |
| **Education/Qualifications**   * RGN or Allied Health Care Professional qualification and registration * Masters Level Qualification or working towards * Evidence of continued professional development and revalidation * Communication skills training * Knowledge or experience of Governance processes * Possession of post registration qualification in palliative care * Advanced Communication Skills * Leadership development programme / qualification * Relevant Governance training including risk management & incident investigation * PSIRF training * Project management qualification or relevant experience | Y  Y  Y  Y  Y | Y  Y  Y  Y  Y  Y Y |
| **Clinical/Managerial skills**   * Competent in prioritising and managing workload. * Good time management and ability to work to tight and often changing timescales * Exceptional leadership skills and ability to think creatively. * Motivated to develop professionally and managerially. * Experience of using windows based software, with advanced skills in MS Microsoft, Excel, Word and PowerPoint. | Y  Y  Y  Y | Y |
| **Interpersonal Skills**   * Excellent communication and negotiation skills * Skilled to work across professional and multi-agency boundaries. * Ability to communicate at all levels within the organisation. * Enthusiasm for development and innovative practice and resilience, ability to implement change. * Ability to deal effectively with all types of conflicts * Experience of working closely with staff including clinical of varying seniority | Y  Y  Y  Y | Y  Y |
| **Experience**  Essential   * Consolidated experience of working at Band 6 * Post registration experience in safety/ quality improvement / service development. * Experience of incident management and action planning * Experience of completing audits and action plans and implementing change processes * Understanding of the needs of patients and families support in a palliative care setting. * Multi professional team working * Demonstrable understanding of assessment tools and outcome measures relevant to palliative care   Desirable   * Experience of working in a leadership role / staff management * Experience in report writing and presentations to senior level committees / external panels * Post registration experience working in palliative care   OR   * Evidence of using assessment tools and outcome measures relevant to palliative and rehabilitative care. * Experience of designing and delivering groups and education sessions. * Evidence of involvement in service development, audit and clinical governance. * Experience of stakeholder engagement in project development * Supervision and mentoring of unqualified and junior staff * Experience of incident investigation / risk management | Y  Y  Y  Y  Y  Y  Y | Y  Y  Y  Y  Y  Y  Y  Y  Y |
| **Additional Requirements**   * Ability to work in confined spaces and sustain postures for periods of time. * Full driving licence. | Y  Y |  |