

JOB DESCRIPTION

All staff uphold and promote our Trust values

<i>Innovative</i>	<i>We seek new ideas and adopt best practice to improve our services.</i>
<i>Caring</i>	<i>We show kindness and consideration for others.</i>
<i>Agile</i>	<i>We deal with new situations quickly and successfully.</i>

Job title: Clinical Quality Lead - Public Health Nursing

Band: 8a

Location/Base: Various HCT sites

Business Unit / Department: Children's Universal Services, HCT

Reporting to: Assistant Director Quality and Improvement Adults & CYP

JOB PURPOSE/ SUMMARY:

The Clinical Quality Lead will provide clinical and professional leadership, advice and support to the Public Health Nursing Service (PHN). Working in collaboration with the PHN Operational Manager, the post holder will ensure that care delivered by the PHN service is safe and effective.

The post holder will be required to ensure all aspects of the quality assurance pathway, namely quality self-assessments (Quality Wheels), Dip Testing and peer assessments are co-ordinated and embedded across named services with clear themes for improvement identified.

The post holder will be responsible for the oversight for Quality Improvement (QI) projects across PHN, taking a lead for business-critical QI improvements.

Following training in Quality Improvement methodology, the post holder will be responsible for supporting colleagues across named services in QI methodology and motivating staff to identify areas for QI projects.

To ensure all named services are sharing lessons learnt from quality assurance checks with responsibility for ensuring improvements are progressed in a timely manner.

To co-lead the Children's Universal Services (CUS) QI faculty, centralising quality improvement across the business unit with a comprehensive understanding of the progress of all quality assurance improvements and QI projects across named services.

To lead quality improvement priorities across named services deriving from the quality action plans. This includes clinical competencies, relevant policy reviews, End of Life work streams, medicines management adherences and compliance with medical device requirements.

In conjunction with the Assistant Director and Pathway/Service Leads for Named Services ensure that services align with the Trust's strategic and quality direction, ensuring the delivery of high value, patient centred, responsive and efficient patient care.

MAIN DUTIES and RESPONSIBILITIES:

- To provide clinical and professional leadership, advice and support, maintaining own clinical competence and professional registration.
- To provide Professional Leadership to the PHN services across Hertfordshire underpinned by the Institute of Health Visiting (iHV), School & Public Health Nurses Association (SAPHNA), and other relevant professional bodies/national networks; working through the School Nursing Clinical Leads when required.
- To contribute to the strategic goals of the Public Health Nursing (PHN) and Family Centre Services (FCS), to achieve successful delivery of the service model and contract 2018-2024 (plus 2 years) through the delivery of a comprehensive education programme for the PHN service.
- To contribute to the achievement of the strategic aims and objectives of Hertfordshire Community NHS Trust.
- To work effectively with commissioning groups and other stakeholders, ensuring effective communication and partnership working in relation to Quality and Quality Improvement work streams.
- To support the Assistant Directors and Pathway/Service Leads (Named Services and QI) in the delivery of high-quality services, ensuring an integrated approach, focused on meeting the needs of adults/children and their family/carers.
- To ensure services are delivered in a highly professional and clinically safe manner, in conjunction with the business support team and in accordance with local and national policies and procedures.
- To take responsibility for supporting improvement projects across named services, ensuring teams are engaged in change with QI process adhered to.
- To be responsible for ensuring Quality outcome measures are developed and implemented within areas of service responsibility.
- To work collaboratively with the Assistant Directors and Pathway/Service Leads in the preparation of the Business Unit's Delivery Plan, CQUINs and Quality Priorities.
- Prepare and deliver named service peer reviews as agreed, reporting on the performance of services within area of responsibility.

Operational Delivery

- The post holder will ensure a high standard of child centred/adult service delivery is achieved with continuous improvement evident in all Named Services through supporting the local implementation of HCT's Quality Assurance Framework.
- Investigate and respond to complaints and incidents/serious incidents within a specified timeframe, ensuring that action is taken to learn lessons and prevent recurrence.
- Take responsibility for effective clinical governance across named services, including management of and enhancing patient safety.

- To participate in Business Unit meetings, as requested by the Assistant Directors ensuring that the key quality priorities are championed.
- Produce papers and reports relating to the Quality status in Named Services as required or as directed by the Assistant Directors, including the monitoring of quality performance.
- Work collaboratively with named services and other partners to prepare and deliver service reviews as agreed, reporting on the performance of services and areas of improvement.
- To lead on delivery of appropriate CQUINS and Quality Priorities.
- To lead on the review of NICE guidance for areas of practices and ensure robust process for embedding guidance into named services.
- To work autonomously using expert knowledge, experience and discretion in delivering quality-related services which meet the national guidance and legislation, commissioning and HCT's requirements and the health needs of the population of the county.

Patient / Customer Care

- Pre-empt complaints across named services through the presence of systems and staff that can resolve issues promptly and locally before they become formal.
- Respond to complaints and feedback from patients and public on service delivery, involving liaison with patients and relatives as necessary, dealing with difficult issues in a sensitive way.
- Ensure patient and public involvement is integral to the planning and delivery of clinical services. Work closely with representative groups to gain feedback on service delivery issues that can be used to inform changes and developments.
- Be responsible for the delivery of effective clinical and corporate governance within named services, ensuring systems are compliant with policy.
- Ensure that risk assessments are undertaken on an on-going basis and resulting action plans are implemented and foster a culture of open reporting and analysis.

Strategic Management

- Contribute to the work of the Business Unit Management Team, which will support the strategic direction of the Trust and wider local Health, Education and Social Care economy.
- To contribute to and actively promote the strategic aims and objectives of Hertfordshire Community NHS Trust.
- Assess the impact of any new national initiatives and legislation within the locality, ensuring successful action planning, implementation and compliance.
- Develop written policies, procedures and protocols in line with the agreed quality objectives across named services.
- To take the lead in named services on delivering a high level of clinical effectiveness by the use of evidence-based practice, audit and effective outcome measures.
- Develop innovative programmes to promote good clinical outcomes across named services.
- In conjunction with the Assistant Directors and Pathway/Service Leads ensure all aspects of named services adhere to agreed clinical processes.

- To support the development of a research culture within HCT and to lead on clinical audit as required

Service Development and Improvement

- To support the development, implementation and review of clinical policies for HCT which are specific to areas of responsibility.
- Undertake regular audit of adherence to associated local and national policies, guidance (e.g., NICE) and standards of care.
- To plan, coordinate and manage a variety of clinical meetings and training events involving a wide range of attendees.
- Develop own expertise and expertise in others in Quality Improvement methodology.
- To facilitate Quality Improvement (QI), taking a lead for specific QI projects and quality initiatives where required.
- Uses highly specialist knowledge to assess, analyse, interpret and compare highly complex information.
- To identify lessons learned from complaints, incidents and other forms of patient and service feedback and work with colleagues to facilitate change to improve the quality of services.
- To ensure there is a robust framework within the services for quality assurance, in line with organisational expectations e.g. Care Quality Commission (CQC).
- Take responsibility for the identification and delivery of service improvement and transformation opportunities across named services engaging with service users, clinicians and other internal and external stakeholders as required.
- Evaluate the outcomes from specialist clinical interventions and identify the impact on service delivery.
- To actively disseminate and communicate with clinical teams about advancements and standards of care.
- Ensure that the voice of child/customer is integral to the planning and delivery of clinical services and service changes.
- Be able to risk assess planned changes to service delivery, ensure risks are mitigated, monitored and escalated where required to ensure a safe and effective service.

Management and Leadership

- To act as a resource for staff across named services in the identification, introduction and use of clinical tools to support clinically effective practice. To be responsible for ensuring their consistent and appropriate use and their link to clinical outcomes.
- Provide clinical leadership to staff across named services, ensuring implementation of and compliance with policies and procedures.
- Lead the oversight of Practice Development Group achieving an active decision making group with terms of reference, clear outcomes and links to local and national policy
- As requested, to clinically manage specific staff within the named services.
- To ensure that frameworks and systems are in place across named services for clinical supervision of all staff groups in line with professional and HCT requirements.

- Ensure own clinical supervision and provide supervision to others.

Communication and Relationship Building

- To communicate effectively with a wide range of clinicians, managers and support staff within HCT, CCGs, Health Trusts and other external organisations, and with patients and carers.
- To communicate effectively highly complex, sensitive and contentious information, using negotiation skills, persuasion and diplomacy.
- To anticipate barriers to communications and resistance to change and to be able to manage these effectively, liaising and seeking appropriate support as required.
- To deliver effective and targeted training to staff across the named services in a variety of styles including presentation, discussion and facilitation, working with the Learning & Development team to coordinate its delivery.
- To develop informal and formal networks both internal and external to HCT to assist in the delivery of and sharing of best practice in relation to area of responsibility.
- To manage complex relationships with Trust colleagues and external stakeholders to achieve the organisational and directorate objectives.
- To contribute to the development of a culture where staff engagement in the quality improvement agenda is the accepted norm.
- To present and promote a positive image of HCT with patients, the public, other health and social care providers, commissioners and relevant external agencies.
- Establish effective means of communication, so that all staff are informed and engaged with the Trust's priorities and are able to influence these at the appropriate key stages.
- To act as an ambassador for the Trust at all times when engaging with patients, commissioners, stakeholders, other external organisations and members of the public
- Work closely with local authority and other colleagues in order to reduce the number of Tribunals.
- To work collaboratively with colleagues in other health, social care, education and national organisations and patients to support effective service delivery and service developments.

Finance and Resource Management

- To be responsible for equipment used in carrying out duties and to adhere to the departmental equipment policy, including competence to use equipment and to ensure the safe use of equipment by others through teaching, training and supervision of practice
- In collaboration with the Operational Manager, plan training and funded resources/activities across the financial year to ensure the service budget is within planned limits.
- Act as an authorised signatory.

Information Management

- To be responsible for ensuring the accurate collection and storage of quality related performance data and statistical information, using local and national databases (e.g. Datix) within own area of responsibility

General

- To participate in annual appraisal, six-month review and be committed to developing a personal development plan including participation in regular supervision or action learning.
- To further develop own continuing professional development by keeping abreast of any new trends and developments and incorporate them as necessary into work; to maintain a portfolio which demonstrates personal development and shows evidence of reflective practice.
- To act as an external assessor for recruitment of staff in other services/organisations as appropriate.
- To facilitate and participate in audit and research as appropriate.
- To ensure that all duties are carried out to the highest possible standard.

EFFORT, PHYSICAL SKILLS and WORKING CONDITIONS:

Physical skills	<ul style="list-style-type: none">• Advanced keyboard use
Physical effort	<ul style="list-style-type: none">• Sitting to undertake data input and extraction at a computer, maintain written documentation, and compiling reports at desk on a daily basis.• To carry clinical and other equipment such as laptops short distances using light to moderate effort when necessary.• To spend frequent, long periods sitting at a computer and in meetings.
Mental effort	<ul style="list-style-type: none">• Frequent concentration required for checking documents and when analysing information. Work pattern is unpredictable with frequent interruptions.
Emotional effort	<ul style="list-style-type: none">• To listen to, and manage, staff/ patient concerns and issues, including highly sensitive information.• Direct exposure to service users and families in the management of complaints about services and staff performance.• Indirect exposure to highly distressing or emotional information and circumstances (e.g. complaints and serious incidents).• Required to discuss issues of safeguarding with staff and ensure appropriate advice is sought and received when required.
Working conditions	<ul style="list-style-type: none">• Occasional exposure to unpleasant working conditions, such as verbal aggression.• The post holder may have exposure to verbal aggression from the public when dealing with complaints management.

Supplementary Information:

Equality and Diversity

The Trust is committed to eliminate racism, sexism and forms of discrimination. The Trust will not discriminate on grounds of age, colour, disability, ethnic origin, gender, gender reassignment, culture, health status, marital status, social or economic status, nationality or

national origins, race, religious beliefs, or non beliefs, responsibility for dependants, sexuality, trade union membership or hours of work.

It is required of all employees to uphold this policy in the course of their employment with the Trust and whilst undertaking their duties.

Mobility / Flexibility

The normal place of work for the post is as stated above, but as a term of employment post holders may be required to work from any of the Trust's establishments.

Health and Safety at Work

In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and others by their work activities and to co-operate in meeting statutory requirements.

Infection Control

Employees must be aware that preventing healthcare acquired infections and infection control is the responsibility of all staff. Clinical procedures should be carried out in a safe manner by following best practice and infection control policies.

Data Protection and Confidentiality

Employees must maintain confidentiality when dealing with sensitive material and information and be aware of the Caldicott principles, the Data Protection Act 1998 and the Human Rights Act 1998. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and individual may be prosecuted. Disciplinary action will be taken for any breach.

No Smoking Policy

The Trust operates a smoke free policy which means that smoking is not allowed anywhere on Trust sites including buildings, car parks and entrances.

Safeguarding

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines, all of which can be found on the Trust's intranet.

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other duties and responsibilities commensurate with the grade. Any changes to this job description to take account of changing service needs will be made in discussion with the post holder.