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| **Job title**: **Director of Wellbeing** |
| **Band: DOW** |
| **Group: CEO** |
| **Work location: Longfield Hospice** |
| **Responsible to: CEO** |
| **Responsible for: Therapy Team, Counselling Service, Wellbeing Administrators and the Family and Carer Coordinator** |
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# Job purpose

* Responsible for the provision of strong, strategic, professional leadership across the wellbeing service, demonstrating compassion and respect for patients, carers, staff, volunteers and stakeholders.
* Responsible for leading and developing all our patient and family support services which include our, Day Therapies, Counselling and our Carer and Family Support Service.
* To provide strong, visible leadership to the wellbeing team to ensure effective management, organisation and delivery of integrated patient care.
* Working closely with the Director of Hospice at Home, develop and implement strategies for the hospice’s palliative care services and, as a member of the Senior Leadership Team (SLT), contribute to the overall direction and sustainability of the organisation
* Responsibility for ensuring that all services comply with regulatory and legislative standards as the Joint Registered Manager and as the Joint safeguarding Lead.

## Main duties and responsibilities

Leadership and Management

* To manage the day to day operational work of the Wellbeing Centre ensuring wellbeing services complements and supports existing specialist palliative care services, extends reach, and creates capacity.
* To provide direct line management to the Counselling Manager, Lead Wellbeing Co-ordinator, Occupational Therapist Lead, Physiotherapist Lead, Nurse Lead and the Family and Carer Support Coordinator.
* To provide mentorship, supervision and support to newly appointed staff and ensure completion of relevant training and competency frameworks.
* To plan the recruitment, induction and performance monitoring of staff. To ensure regular review of staff performance including annual appraisals.
* Lead and manage a multi-disciplinary department of clinical professionals and other staff, driving forward continuous improvement and ensuring services delivered are personalised to meet people's needs
* Ensure staff are recruited, developed and trained to maintain high performance and changing statutory standards.
* To promote a culture of personal development and continuous reflection as a framework for improvement.
* Support the delivery of education and training and learning opportunities for Student Nurse and student counsellors and other learners.
* Develop annual plans and budgets in line with the organisational strategy and aims
* Provide long term strategic advice and recommendations to the SLT and trustees in relation to wellbeing and contribute to strategic planning.
* To take an active role to ensure that Wellbeing Services are delivered and developed in line with Hospice strategy.
* Monitor performance of the Wellbeing Services in relation to income targets, expenditure, activity and risk management.
* Develop and maintain high-quality programmes with clear and measurable outcomes which continues to meet needs and ensure patients, carers and their families receive high quality, responsive and personalised care within a safe environment. Monitor and report on the department's progress against objectives and the organisation's KPI dashboard.
* Attend meetings of the Board of Trustees, jointly manage the agenda and papers for and attend the Care Services Committee and support effective clinical governance of the hospice.
* To attend internal and external meetings and to keep abreast of external developments, changes and indicate the implications of these to the SLT.
* Build strong and effective working relationships with key stakeholders (including statutory and voluntary agencies and other specialist and supporting palliative care professionals).
* To ensure that systems and structures are in place to support good communication between Hospice staff and volunteers, patients and families, care providers, GPs, generalist and specialist health and social care staff.
* Take and implement best practice from research and care externally as well as initiating our own new services to meet the changing needs and wants of patients, carers and their families.
* Reach more patients, carers and their families, including targeting new and diverse audiences and increasing numbers among existing groups, in line with strategy.
* Ensure the hospice’s wellbeing services are integrated with those provided by the NHS Specialist Palliative Care Team, Primary Care Networks, GPs, District Nurses, Social Care agencies and other relevant voluntary organisations across Gloucestershire to develop effective referral pathways and achieve optimal participation.
* Create systems for sharing wellbeing successes, case studies, user feedback and key data across the organisation.
* Represent and advocate on behalf of the hospice externally.
* To promote a positive, supportive working environment/culture with emphasis on teamwork, partnership and cooperation that embodies the organisation’s values: compassionate, holistic, responsive, collaborative and transformative

Governance and Quality

* To ensure the Hospice Wellbeing Services are run according to the CQC hospice specific standards.
* To demonstrate a proactive, creative problem-solving approach to the planning and organisation of the Wellbeing Services.
* To monitor and ensure staff compliance with core skills (mandatory) training role requirements, ensuring that staff have relevant skills and competencies to undertake their roles
* To monitor activity and prepare relevant reports, including statistical monitoring, monthly, quarterly and yearly.
* To ensure practice of wellbeing services is evidenced based and reflective of leading-edge research, policy and standards.
* To monitor the quality of the wellbeing service, by using audit, observational visits and oversight.
* To contribute to the governance and safety agenda, by monitoring and evidencing compliance with the national minimum standards, monitoring risks and promoting a safety culture in line with best practice.
* To ensure the service is provided in accordance with hospice policies and procedures.
* Develop, maintain and monitor systems, policies and procedures to ensure compliance with the hospice’s statutory responsibilities and standard operating procedures.
* To ensure that the duties and responsibilities of the post are at all times carried out with due regard to the organisation’s Equal Opportunities statement.
* To ensure systems and processes are in place to monitor standards and provide appropriate assurances and to undertake the information governance role of Information Asset Owner (IAO).
* To ensure that the collection of clinical data and recording of patient information (using SystmOne) is maintained in a safe, secure, accurate, complete and detailed record in respect of each person using the service.
* Act as the joint CQC registered manager, taking day-to-day responsibility of carrying on the regulated activities of the hospice and ensuring these meet the relevant requirements.
* Jointly ensure the hospice’s care services achieve at least a ‘Good’ rating according to the CQC Key Lines of Enquiry; Safe, Effective, Caring, Responsive & Well-led.

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The job description sets out the main duties of the post at the date when it was drawn up. The duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence.

# Person Specification

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| **Attributes** | **Criteria** | **\* How measured** |
| **Experience** | * Extensive Leadership experience. * Experience of service improvement and service transformation * Experience of working collaboratively with professionals in other services * Experience of planning to balance conflicting priorities * Experience of budget management   Desirable   * Extensive Leadership experience within a clinical setting * Working in a palliative care setting | A/I  A/I  A/I  A/I  A/I  A/I  A  A |
| **Qualifications and training** | * Educated to degree or equivalent * Evidence of continued professional development   Desirable   * Teaching qualification * Management qualification * Qualification or experience in palliative care * Educated to Msc/MA or equivalent * AHP or Registered Nurse | A  A  A  A  A  A |
| **Knowledge, skills and abilities** | * Excellent communication and interpersonal skills * Exceptional Line management and coaching skills * Exceptional team working skills * Organisational skills and able to work to agreed priorities, targets and deadlines, using a structured and systematic approach * Proactive, supportive and collaborative management style * Computer literate, able to use Microsoft office, Outlook etc * Ability to work in a complex, changing and challenging environment and demonstrate appropriate coping mechanisms * Ability to work independently and autonomously * Ability to analyse Data * Good understanding of clinical governance, setting and monitoring of clinical standards * Excellent understanding and knowledge of palliative care principles * An understanding of the relevant legislation including the *Health and Social care Act 2008 (Regulated Activities) Regulations 2014 and the Care Quality Commission (Registration requirements) Regulations 2009 and The Care Act 2014* * Understanding of the work of the Care Quality Commission * Knowledge of the charitable sector * Knowledge of Health and Safety management * Knowledge of personnel management | I/E  I  A/I  E  I  I  A/I  A/I  A  E/I  I  I  I  I  I  I  I |
| **Job circumstances** | The role is based at Longfield Hopsice, Michinhampton. | |

**\* A: application March 2024**

**I: interview**

**E: exercise**