

JOB DESCRIPTION

Job Title:	Care Group Director of Nursing
Base:	Trust sites
Agenda for Change banding:	8D
Hours of Work:	37.5 hours per week
Details of Special Conditions:	Oncall manager rota and cross site wokring
Managerial Accountability & Professional Accountability	Director of Operations Chief Nurse

MAIN PURPOSE OF THE POST

Role summary

The purpose of this role is to provide senior strategic nursing leadership in order to ensure and consistently develop a high-quality, cost-effective nursing service for patients. The post holder will support the Chief Nurse in leading the development of the nursing agenda within the Trust.

- Together with the Care Group Director, the Care Group Director of Operations and the Care Group Finance Business partner, the post holder will be responsible for the delivery of operational, financial, and quality performance of the services and the strategic objectives of the Care Group.
- The Care Group Director of Nursing (CG DoN) will work collaboratively with the Care Group Chair and Director of Operations to provide assurance to the Executive Team and the Trust Board that robust processes and systems of governance and risk management are in place and that safe and high-quality patient-focused services are delivered.
- The CG DoN will support the Chief Nurse in the implementation of the Nursing, Midwifery & AHP strategy and corporate nursing agenda, taking a specific strategic and operational lead for the allocated corporate component of the role (Complaints, Patient Experience and Safeguarding). They will participate in the on-call silver rota.
- Working closely with other professional leaders, the post holder will be required to ensure professional leadership is in place. They will provide expertise and advice on professional, operational, and strategic issues within the Trust and across the health economy.
- The CG DoN will ensure that the fundamentals of care are delivered effectively within the Care Group its services and departments and that competence in clinical practice is both developed and maintained to maximise the patient experience, safety, and quality of service. The CG DoN will work to ensure a culture exists where patient safety and safeguarding is every body's business, poor practice is identified, challenged and lessons learnt.
- The CG DoN will ensure the Care Group has an appropriately skilled and qualified nursing and allied health professional workforce, deployed in the most efficient and cost-effective way to deliver high quality care to our patients and clients.

- The CG DoN will be accountable for developing the Care Group nursing workforce, including innovation and developments in practice, creating the right environment to retain and develop talent.
- As a member of the Trust Senior Management Team the post holder will contribute to the overall operational delivery and strategic development of the Trust, ensuring that both their own Care Group and overall, Trust objectives are met.

Care Group DON JD February 2024

RESPONSIBILITIES

Patient Care, Quality and Professional Leadership

- Provide highly visible and accessible senior leadership advice and support to all staff on issues relating to safe and compassionate care, acting as the Trust lead in this area.
- Provide leadership on quality and patient safety improvement activities to improve person-centred outcomes, reduce unwarranted variation, and eliminate avoidable harm.
- Responsible for the professional leadership and development of nursing within the allocated Care Group and other allocated areas to facilitate the delivery of excellent clinical practice.
- To inspire an effective empowering and developing style of leadership for all nursing staff across allocated areas. This will enable each member of staff to perform at their best and provide quality patient care within available resources.
- Responsible for ensuring the delivery of safe standards of nursing and AHP care, and that the workforce is suitably qualified and maintain professional registration, and the Care Group's clinical governance objectives are fully met.
- Lead the development of strong and effective teams, clearly defining individual and corporate responsibilities and accountabilities.
- Responsible for ensuring that the service patients receive is appropriate, accessible and is delivered in a manner that respects their privacy, dignity, and individuality.
- Create an environment where staff feel valued and able to practice with confidence.
- Initiate and lead regular audit of safety and quality standards, including reporting trends, acting where necessary to change practice within service areas and to ensure any issues are highlighted to clinical governance and quality groups.
- Initiate and evaluate patient and staff satisfaction surveys as required.
- Evaluate and disseminate good practice across Care Groups.
- Work with the Chief Nurse in the implementation of the corporate nursing agenda; taking a specific lead as allocated.
- Work alongside the Care Group Director of Operations, attend meetings, internally and externally, as required.
- Act as a role model for effective leadership within the organisation and ensure that poor clinical practice is identified, improved and learning is shared.
- Responsible for ensuring that there are monitoring and reporting systems in place to deliver Care Group and individual compliance with Infection Control performance measures.
- Operationally manage the flow of patients through the hospital, including discharge considering infection control measures, to ensure patient safety.
- Ensure that professional and practice developments are implemented which promote efficiency and effectiveness.
- To be responsible for the provision of professional leadership to Matrons, Nurse Consultants.

- Role model Trust leadership behaviours. Challenge inappropriate behaviour and recognise and value appropriate behaviour, consistent with trust values.

Performance Management

- Responsible for the performance management of nursing and AHP services within the Care Group working with key staff to ensure that changes in clinical practice and performance is achieved.
- Benchmark best practice within the Care Group and adopt practice to suit patients' needs.
- Establish objectives against which nursing care can be monitored and measured.
- Responsible for ensuring that clinical standards/indicators are set and monitored in conjunction with the Clinical accreditation programme.
- Responsible for leading the Care Group's Patient and Public Involvement (PPI) agenda as an integral part of the corporate agenda.
- Responsible for leading the Care Group's Patient and Public Involvement (PPI) agenda as an integral part of the corporate agenda.
- Lead the care group response to managing complaints and concerns.
- Responsible for ensuring that effective systems are in place to monitor the timeliness and appropriateness of the response and resolution of complaints, and issues raised by patients or staff with measured outcomes.
- Ensure delivery of appropriate actions demonstrating the learning and improvement arising from patient feedback.
- With the Care Group Director, act as a lead on learning and changing from untoward incidents and clinical reviews through root cause analysis:
 - Ensure that preventative action is planned and implemented to prevent recurrence.
 - Ensure that lessons learned are shared locally and strategically.
- Responsible for ensuring the development and review of all Care Group policies and NICE guidance to promote efficient and effective practice and to create a culture where research and best practice is supported.
- To act as lead within the Care Group Senior Management team in implementing and maintaining the clinical governance and risk management work plan, in accordance with Trust Policy.
- To identify clinical and health and safety risks and take action to ensure that risks are mitigated and minimised.

Patient Safety

- Oversee the development and monitoring of the Care Group risk register and ensure risks are placed onto the trust risk register as appropriate.
- Feed outcomes and learning from incidents & Serious Incident's into corporate processes.
- Prepare reports for the Group quality Board, and other committees on Group patient safety performance as required.

Strategic Planning

- Work with the Care Group Chair, Care Group Director of Operations and the Clinical Directors in preparation of business plans, considering service needs, workforce planning, estate issues, financial constraints, commissioners' priorities and quality targets.
- To work with the Chief Nurse in the implementation of the corporate nursing and AHP agenda to support the achievements of strategic objectives.

- To participate and work with Trust and Care Group workforce groups to design and deliver the most effective and efficient structures, roles, and processes to meet the needs of the organisation.
- Represent the needs of staff in the business and service planning cycle and reconcile these with the needs of the service.
- To support and contribute to an effective quality improvement work programme as part of the care group nursing agenda.

Operational Planning, Service Delivery, Governance, and Compliance

- Meet corporate targets for budget management, patient activity and quality standards required to deliver corporate and Care Group objectives.
- Accountable for setting, monitoring, and evaluating safe staffing levels within wards and departments both trust wide and in the Care Groups.
- Provide daily operational support to the site management team and senior staff within clinical areas, ensuring clinical teams can access resources efficiently and effectively.
- Responsible for compliance with all statutory requirements e.g., vulnerable adults and children, CQC, NHSI and NMC standards; monitoring performance and taking action to ensure compliance as appropriate.
- Responsible for the financial control of nursing expenditure within agreed targets.
- Working with the Associate Chief Nurse /Head of Clinical Education and Practice to ensure the appropriate commissioning of education on an annual basis through the care group/ corporate training needs analysis.

People Management and Development

- Alongside the Care Group Director, develop a Care Group clinical workforce plan.
- Work with the Care Group Director of Operations and senior staff to develop a workforce, capable of adapting to peaks and troughs of activity.
- Improve and maintain staff morale through effective communication, leadership, and consultation.
- Ensure that clinical managers and matrons and through the sisters/charge nurses and other team leaders within the Care Group have effective people management skills and use these to manage and empower their staff in line with all Trust HR policies and procedures.
- Effectively deal with matters of professional clinical competence.
- Instigate, lead and hear disciplinary, sickness, performance and grievance procedures, as appropriate. Ensure clinical managers and matrons, and through these, sisters/charge nurses are developed within this area of responsibility and hearing cases where appropriate. Ensure that all issues relating to NMC and professional registration/ capability/ fitness to practice are considered and dealt with.
- Responsible for ensuring appropriate line management of the allocated corporate staffing group, practice educators, matrons, consultant nurses and Associate Director of Nursing.
- Assure patient safety by ensuring all staff are compliant with good practice and are up to date in respect of the relevant statutory and mandatory training.
- Cultivate an open and honesty culture, where people feel able to report concerns and share good practice – through role modelling and positive reinforcement.
- Ensure the Trust CARE values are fully embedded within the staff groups and “culture” in our staff teams reflects and lives out these values.

Finance and Information Management

- Ensure optimum use of staff within agreed expenditure targets and promote effective use of bank and agency staff, providing safe staffing standards within agreed financial parameters.

- Manage a delegated budget/s (nursing), part of the Care Group budget, and reporting back to the Director of Operations and Chief Nurse for the effective use of people resources.
- Ensure data quality standards and care records are maintained and used within all clinical environments.
- Ensure self and team undertake training for electronic information systems in place or under development, and that Trust and local policies governing the use of the systems and the information held are adhered to.
- Work alongside the Care Group Director, Care Group Director of Operations and Care Group Director of Finance in the delivery of cost improvement plans (CIP) and quality, innovation, productivity, and prevention initiatives (QIPP), commissioning for quality and innovation (CQUIN) and Quality Schedule contract requirements and financial balance within the Care Group.

Cross Care Group and Corporate Working

- The post-holder is part of a core group of senior leaders supporting the organisation and as such is expected to work collaboratively with other Care Group and corporate colleagues in the delivery of all Trust and Care Groups' objectives.
- Develop a culture in partnership with the Quality Governance Team which promotes the active participation of staff in a multi professional approach to clinical improvements.
- Work with commissioners on the quality agenda for our clinical services. Participate actively in Care Group wide decision making as a member of the Group Board, including the formulation, development, and delivery of the Group's Annual Plan.
- Support the Care Group Director in developing a culture in which staff act in the interests of the trust, and positively promote harmonious relationships with staff in other clinical specialties and with the corporate directorates.
- To participate in committees and working groups and act on behalf of the Care Group Directors.
- Participate in the Trust management on-call rota.
- Participate in the whole hospital daily operational flow arrangements including attending daily Ops Meetings and other actions as required.
- The post-holder is part of a core group of senior leaders supporting the organisation and as such is expected to work collaboratively with other Care Group and corporate colleagues in the delivery of all corporate and Care Groups' objectives.
- Develop a culture in partnership with the Quality Governance Team which promotes the active participation of staff in a multi professional approach to clinical improvements.
- Support the Care Group Director in developing a culture in which staff act corporately in the interests of the trust, and positively promote harmonious relationships with colleagues in other clinical specialties and with the Care Groups.
- To participate in committees and working groups and act on behalf of the Care Group Directors/ Chair.

General

- To lead specific corporate projects on behalf of the Chief Nurse and Chief Operating Officer.
- To represent the Trust at regional and national conferences and on working groups as appropriate.
- To always act as an ambassador for the Trust.
- Frequently work in an environment which requires intense concentration for prolonged periods and respond to unpredictable work patterns with frequent interruptions and the need to meet deadlines at short notice.

Key working relationships

In addition to the reporting lines to the Care Group Director and Chief Nurse, key contacts will be:

- Internal and External contacts
- Care Group Director of Operations and Chair
- Chief Operating Officer
- Chief Medical Director
- Chief Nurse & their Directorate
- Trust Board members Patients, Young People, families, and carers
- Other Care Group Directors of Nursing
- Consultant and Medical staff
- All Care Group staff
- Other Senior Managers within the Trust
- People and Finance Business Partners
- Estates and Facilities

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties may change to meet the needs of the service or because of the introduction of new practices or technology. This job description may be reviewed from time to time and changed, after consultation with the post holder.

ORGANISATION CHART



ADDITIONAL INFORMATION

Trust Values



Collaborate



Aspire



Respect



Enable

Health and Safety at Work Act

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Buckinghamshire Healthcare NHS Trust to ensure that statutory and departmental safety regulations are adhered to.

Confidentiality

The post holder has a responsibility to maintain confidentiality and ensure the principles of the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner are applied to patient, staff and Trust business/information.

Equal Opportunities

The Trust welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

Managing Risk: Maintaining skills and learning from problems

Reducing risk is everyone's responsibility. All staff in the Trust must attend training identified by their manager or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them. The Trust has designated the prevention and control of infection as a core issue in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

COVID-19 Vaccinations

The [Health and Social Care Act 2008 \(Regulated Activities\) \(Amendment\) \(Coronavirus\) Regulations 2021](#) that require all persons working or deployed in any CQC registered activity to be fully vaccinated against COVID-19, were rescinded from 15 March 2022. If you are successful at interview, you will still be asked your vaccination or medical exemption status, as part of the pre-employment screening process undertaken by Occupational Health, but this will not impact your offer of employment.

Safeguarding of children and vulnerable adults

During your employment with the Trust, you have a responsibility to safeguard children and vulnerable adults. You are required to complete statutory and mandatory training and take appropriate action as set out in the Trust's policies and procedures.

Governance

Post holders will aim to ensure that areas of the trust under their responsibility comply with “Standards for Better Health” Core and Developmental Standards and bring deficiencies to the attention of their Director”

Information Management/ Data Quality

The post holder must ensure that Trust records are documented, secured, stored and disposed of appropriately and in accordance with the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner. In addition, information recorded must be fit for purpose - accurate, relevant, up to date and complete.

Freedom of Information

The post holder must be aware that any information held by the Trust in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Trust's policies.

Travel to other sites

You may be required to travel to other Trust locations. Please complete travel expenses using the online system. Details of allowances can be obtained from the Human Resources Department.

Smoking statement

Smoking is not permitted in any premises or grounds managed, leased or owned by the Trust. Smoking is not permitted in Trust vehicles or in any vehicle parked on Trust premises.

General

The duties outlined above are not intended as a restrictive list and may be extended or altered to include other tasks that are commensurate with the grade. Should you have any queries or concerns relating to the contents of this letter, please contact the Recruitment team, Amersham Hospital, Whielden Street, Amersham, Bucks, HP7 0JD.