



Children's Hospices Across Scotland

JOB DESCRIPTION – Safe and Person Centred Care Lead

Job Description

Job Title

Safe and Person Centred Care Lead

Location

Rachel House, Kinross or Robin House, Balloch. Expected to work across both services with opportunity for hybrid working

Responsible to – **Head of Quality & Care Assurance**

Job Family – **Care**

Salary – **Clinical Band 7 (points 17-19)**

Job Purpose

Children's Hospices Across Scotland (CHAS) delivers high quality, palliative care to babies, children and young people with life-shortening conditions and their families.

The primary purpose of this role is to support the Head of Quality and Care Assurance to develop and embed a strong quality and clinical governance culture in CHAS Care Services.

You will have a particular focus on safe and person-centred care and will support teams to use quality management and improvement methodology to support continuous improvements in care.

Main Tasks

- Safe and Effective Care
- Person Centred Care
- Leadership and Improvement

Job Activities

Safe and Effective Care (40%)

1. Working with the Head of Quality and Care Assurance and Medical Director to develop and implement a quality management framework which ensures that CHAS has robust governance processes which provide assurance of the quality and impact of services for service users, their families and staff
2. Responsible for ensuring systems, processes and policies are in place to support learning from adverse events through reporting and review

3. Responsible for delivering a programme of training to ensure all clinical and care team staff are equipped to recognise, report, review and develop action plans relating to adverse events
4. Responsible for chairing the Adverse Events Review meeting and acting as the Sentinel Development Manager
5. Responsible for preparing quarterly reports to ensure the learning from adverse events is reported to appropriate governance groups
6. Responsible for championing Learning from Excellence and ensuring a robust process is in place
7. Responsible for the development and coordination of a clinical audit programme based on themes emerging from adverse event, complaints, feedback on experience and review of care records; which meets the needs of internal quality control and external quality assurance processes
8. Delegates activity to two Quality and Education Nurses to support clinical and care teams in undertaking audit and person-centred care activity
9. Works with the Lead Nurse for Children's Palliative Care Education and senior clinical colleagues to ensure learning from adverse events, audit, Learning from Excellence, feedback and complaints informs training programme development in a timely manner
10. Works closely with the data analysts and others with expertise in data management systems across CHAS to visualise and interpret data for quality planning, assurance, control and improvement
11. Contributes to the care services operational risk register and ensures risks are escalated in a timely manner
12. Responsible for recognising when risks are emerging and escalated through the operational risk management process and operational governance group
13. Responsible for ensuring there is a robust process in place to address and respond to Safety Notices received from NHS National Services Scotland i.e., IRIC and MHRA
14. Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operates with CHAS in complying with its legal duties

Person Centred Care (40%)

15. Responsible for the development and delivery of a programme of listening and responding to children's and families' experiences of their care incorporating 'What Matters to Us', 'You said we did' and 'Care Opinion'
16. Coaches and mentors Quality and Education nurses to deliver the Person-centred care programme
17. Responsible for development and delivery of mechanisms to incorporate children and families' experiences of care into service development, working with national organisations as appropriate
18. Ensures there is regular data and thematic analysis of the person-centred care programme which is reported to the appropriate governance groups

Leadership and Improvement (20%)

19. Directly line manages a Quality and Education Nurse through regular 1:1 meetings, the staff review and development process and any support requirements with promoting attendance at work
20. Provides professional leadership and instruction for two Quality and Education Nurses, delegating activities for their quality workplan
21. Deputises for the Head of Quality and Care Assurance e.g. in relevant meetings which are internal and external to the organisation
22. Supports CHAS' strategic ambition to deliver more high-quality care to children
23. through adoption of quality management approaches
Ensure clinical staff in CHAS are widely engaged in the work of the Quality and Care Assurance Team
24. Ensures that all quality and improvement activity is aligned with the CHAS plan with sound project and programme management approaches, in line with CHAS policy
25. Is responsible for developing the clinical and care teams to enable them to bring about change and improve care by using quality improvement methodology
26. Delivers improvement methodology training and coaching to other teams across CHAS to build capacity and capability in improvement
27. Acts as a change agent to enable the successful development of quality programmes to services across CHAS
28. Regularly prepares quality reports for a range of internal stakeholders including the Clinical and Care Governance Committee
29. Is responsible for adhering to and influencing others in compliance with CHAS Health and Safety policies and procedures and co-operating with CHAS in complying with its legal duties
30. Is responsible for adhering to and influencing others in compliance with CHAS Information Governance Framework, associated policies and co-operating with CHAS in complying with its legal duties
31. Works to ensure volunteers are actively supported and appropriately supervised by providing training, advice and day-to-day support to enable them to deliver a quality service and feel valued

Dimensions

- The post holder is accountable to the Head of Quality & Care Assurance and is a member of the Quality and Care Assurance Team's management team
- Line manages one person within a team of five

- Provides professional leadership, on safe and person-centred care, to a clinical and care team comprising of approximately 130 nurses and support workers; and 50 multi-professional colleagues from family support, medical, advanced nurse practitioners and allied health professional teams
- CHAS delivers care in two children's hospices and an outreach service operating across Scotland
- This role will have the key responsibility to develop and maintain improvement activity across CHAS
- Improvement projects which will range from simple testing and implementation of care bundles through to complex change and improvement activity requiring engagement of the CHAS Board and external stakeholders
- Where appropriate is authorised signatory for expenditure on purchases up to £1000
- Has occasional responsibility for handling petty cash and receiving donations
- Works within professional code of conduct as appropriate

Decisions and Communications

Decisions

- Regularly uses own expert professional competence and safe interpretation of safe care to provide advice to clinical colleagues and families
- Frequently assesses and provides feedback on adverse event reviews
- Frequently supports staff to handle concerns and complaints
- Regularly makes decisions about the outcome and recommendations of adverse event reviews
- Frequently provides highly specialised advice to staff, carers, and other professionals on best practice in safe and person-centred care in palliative care
- Regularly analyses and synthesises information from a variety of sources and makes recommendations relating to improving safety and person-centred care
- The post holder will work autonomously with minimal direction from Head of Quality & Care Assurance, working closely with Quality and Education Nurse to design and deliver quality improvement capacity across CHAS
- The post holder will be required to handle and interpret data from multiple sources, drawing conclusions to support development of the auditing programme, policy and standard operating procedure development the learning and development programme
- The post holder will work with the Head of Quality & Care Assurance to develop standardised approaches to present data for governance reports and external regulatory bodies

Communications

- Daily communications with the clinical and care teams
- Daily communication and works closely with Head of Quality and Care Assurance Team, Quality and Care Assurance Team, Medical Director, Director for Children and Families, Associate Nurse Director for Children's Hospices, Associate Director for Outreach, Senior Charge Nurses, Service Managers, Senior Staff Nurses
- Daily maintenance of confidentiality as required by CHAS and professional codes of conduct
- Frequently supports colleagues to recognise and report adverse events, near misses and examples of excellent practice
- Frequently teaches colleagues about safe and person-centred care
- Frequently negotiates to prioritise safety and improvement needs for individuals, whilst balancing service delivery needs
- Regularly gives constructive feedback around complex safe and person-centred care situations to staff in a supportive way

- Regularly required to present to internal and external audiences
- Occasionally contact with the child/young person with a life limiting condition and their family
- Positively promotes the organisation by being an ambassador, through internal and external contacts, speaking at events and conferences
- Has regular contact with other staff across the organisation, including fundraising and communications, organisational development and finance

PERSON SPECIFICATION – Safe and Person Centred Care Lead

Attributes	Essential	Desirable	Method of Assessment
Education, Qualifications and Training	Educated to degree level or equivalent experience and willingness to study at Masters level	Qualification or equivalent experience in improvement methodology	Application form
Skills, Abilities and Knowledge	<ul style="list-style-type: none"> • Extensive knowledge of patient safety and the management of adverse events • Demonstrable understanding of quality management systems • Sound understanding and experience of clinical and care governance • Evidence of data analysis, handling and presentation including written and oral communication • Excellent organisational skills • Excellent interpersonal skills and problem-solving skills to promote, develop and facilitate motivational ways of working to promote a learning culture • Ability to work with minimal supervision, prioritising workload as required • Fully conversant with and experienced in using Microsoft Office suite 	<ul style="list-style-type: none"> • Advanced skills with Excel 	Application form, assessment centre and interview
Experience	<ul style="list-style-type: none"> • Extensive experience in a clinical setting, working in clinical and care governance • Or extensive practical experience of supporting implementation and improvement programmes at service level 	<ul style="list-style-type: none"> • Experience in a children's care setting • Evidence of delivering co-designed service improvement 	Application form, assessment centre and interview

Attributes	Essential	Desirable	Method of Assessment
	<ul style="list-style-type: none"> • Evidence of delivering service change / quality improvement • Evidence of working with multi-disciplinary teams • Administrative experience in a busy office environment • Evidence of working in person-centred way • Experience of dealing with members of the public and clinical staff • Evidence of delivering service change / quality improvement • Evidence of working across organisation including working with executive level 		
Values/Personal Qualities	<ul style="list-style-type: none"> • Friendly, outgoing manner • Accountable for self, actions and decisions • Child & family focused • A positive “can do” attitude • A commitment to working with service users and families / carers • A commitment to CHAS • A commitment to working with and supporting volunteers 		Interview
Other Requirements	<ul style="list-style-type: none"> • Willingness to travel between CHAS sites 		Application form and interview

