

## **JOB DESCRIPTION**

**Post Title:** Lead Nurse Quality and Clinical Assurance

**Band:** 8B

**Department:** Shrewsbury and Telford NHS Trust (cross site)

**Reporting to:** Deputy Chief Nurse

**Professionally Accountable to:** Director of Nursing

### **Key Relationships:**

- Corporate Nursing Team
- Patient Experience Lead
- Head of Clinical Governance
- Care Group Directors, Associate Directors of Operations and Heads of Nursing/Director of Midwifery
- Matrons
- Ward managers
- Clinical Audit manager
- Care Quality Commission/NHS/E
- Clinical Commissioning Groups

### **Post Purpose and Role Summary:**

The post holder will support the Deputy Chief Nurse with the quality improvement and clinical assurance work across the Trust working collaboratively with both internal and external stakeholders. Working alongside nursing and midwifery leaders within the Trust the post holder will take day to day responsibility for key work streams and support the delivery of key domains of the NHS Outcomes Framework. The post holder will foster and develop strong collaborative working relations internally and externally with commissioned provider organisations, stakeholder groups, and deputise and attend internal and external meetings as requested. He / she will provide operational line management to the Clinical Information Officers and provide credible, effective and visible professional nursing and clinical leadership across the Trust.

Leading on a number of Trust priorities, key objectives, strategic goals and programmes of work he /she will both lead on and support Nursing, AHP and Midwifery leaders in discharging their responsibility for ensuring safe, high quality patient care. The post holder will promote excellence in professional practice, contributing to and leading on quality improvement, patient safety and clinical assurance by leading, engaging and facilitating teams of staff to deliver high standards of evidence based care. This will include balancing the challenges of providing high quality, safe services, with excellent outcomes in a way that delivers efficiencies and meets the needs and expectations of patients and the public. The

role will provide clinical assurance working closely with the nursing staff across the Trust and local health economy as well as supporting the Clinical Information Officers in relation to the collation of quality data for the CQC and co-ordinating information requests.

### **Main Duties and Responsibilities:**

The post holder will be accountable for updating the Deputy Chief Nurse on the following objectives:

- The post forms a key part of the Corporate Nursing Team. The post-holder will provide credible, effective and visible professional nursing and clinical leadership and contribute to the implementation of the Nursing and Midwifery Priorities.
- Delivering corporate responsibilities of their portfolio, working collaboratively, as part of Care Groups and Corporate Services within the Trust supporting the delivery of key objectives and strategic goals.
- Under the direction of the Deputy Chief Nurse working with Care Group Heads of Nursing/Director of Midwifery and Lead for Therapies, their Deputies and Lead Nurses the post holder will, take day to day responsibility for key work-streams that support the delivery of domains 4 and 5 of the NHS Outcomes Framework and across the wider Health and Social care system, with particular focus on providing nursing and midwifery advice and support for the other 3 domains, ensuring care, compassion and a positive patient experience are at the heart of the delivery system.
- Lead on relevant/ assigned delivery plans, programmes of work and priorities, within the Trust.
- To ensure the delivery of effective quality and safety nursing initiatives and assurance systems within the Trust
- Create and maintain close working arrangements with the key stakeholders, developing cohesive quality assurance governance arrangements within the Care Groups.
- To participate in the Trusts on-call manager rota

### **Improving Quality and Outcomes:**

- Promote quality, innovation, productivity and improve quality of care and patient outcomes, driving transformation through systematic review and change.
- Ensure delivery of key aspects of the NHS Outcomes Framework utilising all available resources efficiently and effectively. Proactively manage key risks and issues associated with ensuring appropriate actions are taken to mitigate or respond to identified risks particularly relating to domains 4 and 5.
- Facilitate and enable a culture of transparency, openness and learning in quality, safety and clinical assurance.
- To undertake clinical site/ department / service visits in support of the clinical assurance process including participating in the Trust Exemplar Programme.
- Support and contribute to nursing research and innovation, attend and participate in Trust wide activities which develop systems to measure patient reported outcome metrics and, support, facilitate and enable others to do so.
- To facilitate and challenge clinical practice and processes and involve relevant staff in improving patient services and quality. Developing approaches for the utilisation of best practice and research evidence which supports nursing and improves patient experience.
- To provide assurance that systems and processes are in place to monitor patient safety clinical and quality performance and to take remedial action when required

### **Operational/Performance Management:**

- Monitor the delivery of key components of CQC KLOEs and report any variance to the Deputy Chief Nurse, Care Group Senior Management Team, Heads of Nursing, Director of Midwifery and Clinical directors and escalate where necessary
- Provide appropriate service data to reflect the activity and performance of nursing quality and provide assurance.
- To monitor and report on the updating of policies and escalate to Care Groups those which require reviewing / updating.
- Contribute to influencing the Trust agenda for safety and quality via the Exemplar Accreditation Programme, ensuring the primary focus is on clinical assurance and effectiveness.
- Promote positive working partnership within the Trust and across the health and social care economy, attending appropriate committees and working groups as and when required.
- Work in partnership with key stakeholder's e.g. patient forums and other agencies, providing evidence of the work and outcomes.
- To attend appropriate meetings to disseminate relevant quality information to other relevant
- Be a proven leader and change agent who acts as a high calibre professional role model with an excellent understanding of the local and national health agenda.
- Facilitate and enable a culture of transparency, openness and learning in quality and safety.
- In collaboration with the Deputy Chief Nurse co-ordinate the CQUIN programme across the Trust.

### **Leadership and Communication:**

- Advise on and implement improvements to the quality and efficiency of care for patients in wards/units/ across the patient pathway.
- Uses professional judgement to support decisions on clinical and professional standards.
- Ensure that staff, within line management responsibility, are managed according to corporate policies and procedures, including performance review, setting objectives and personal development plans, mentoring, providing practical support and advice on day-to-day work, ensuring staff have access to appropriate training opportunities and undertaking disciplinary and grievance procedures as required.
- Ensure that processes for accountability and clinical performance management include up to date clinical practice in areas of responsibility e.g. training and competency assessment.
- Provide mentorship / coaching advice and support to aspiring nurse leaders.
- Look for continuous improvements in people, process and practice, maintain own continuous professional development.
- Utilise well developed facilitation skills to effectively chair multidisciplinary meetings, leading on projects utilising core project management skills, tracking progress and initiating actions required to sustain momentum and reach conclusions and sustainability within change programmes.
- Initiate, plan, lead and facilitate audit and clinical effectiveness projects/ programmes which provide clinical assurance and support the development of services from research and best practice guidance.

- Work with others to assess current practice, Care, Outcomes and embed a quality/service improvement culture within the organisation in order to provide clinical assurance.
- Where appropriate, interpret and present clinical information to clients and their families, demonstrating the highest levels of interpersonal and communication skills. Giving highly complex information to clients and families where there may be barriers to understanding. Provide relevant verbal and written information.
- To maintain collaborative working relationships and effective communications between all members of the multi-disciplinary team, resolving conflict and working within the team to ensure a high standard of co-ordinated client care.

#### **Policy Service Development:**

- Develop policy and procedures within own discipline / field and service.
- Propose changes to own project / service and make recommendations for other people's services / projects.
- Encourage and develop innovation in practice, using improvements methods, spreading of good practice and sustainability.

#### **Information Management:**

- Develop and deliver information and communication sharing systems ensuring information is not duplicated.
- Drafting / developing and writing reports which provide status updates on issues, appraising outcomes and provide progress reports.
- Collate as required, qualitative and quantitative information and lead appropriate analysis, interpreting and presenting data and information at a variety of meetings and forum internally and externally to the Trust.
- Analyse, interpret and present data to highlight issues, risks and support decision making.

#### **Financial Duties:**

- Budget holder for Corporate Nursing Quality Assurance Team ensuring
- Constantly strive for value for money and greater efficiency in the use of budgets, and to ensure that they operate in recurrent financial balance year on year.
- Authorised signatory.

#### **Project Management:**

- Ensure processes are in place to implement and deliver the CQUIN schemes across the Trust
- In conjunction with the Corporate nursing team , the post holder will support Care Groups in the delivery of specific service/performance improvement projects, requiring complex programmes
  - To help coordinate specific large-scale Trust wide projects such as CQC assessment, local and external reviews.

### **Management of Staff:**

- The post holder will be the Line Manager for the Clinical Information Data Officers
- It will be the responsibility of the post holder to appropriately delegate duties to ensure all aspects of their roles are met.
- Ensure that for those staff directly managed, accurate staff records are maintained.
- Participate in effective and robust appraisal system, through the Knowledge and Skills Framework and co-ordinate in a proactive sickness absence management scheme.
- Undertake Team Brief and ensure forums are in place to regularly communicate with staff.

### **Professional Duties:**

- Undertake continuous Nursing, Midwifery or AHP (dependent upon post holder) professional development, seeking opportunities to enhance skills as identified via a personal development plan.
- Keep updated on innovations and developments both within own speciality and other internal influences of the NHS.
- To support the Care Group Management Team in ensuring that effective systems are in place to support the investigation and management of adverse events including overseeing the methodology for developing and implementing action plans and divisional sharing and learning
- To operationally manage the activities of the Clinical Information Data Officers ensuring that the delivery of the Corporate Nursing and Midwifery objectives remain on track
- Interpret the Trust Risk Management Governance Strategy and Policy to ensure delivery of the key risk management objectives within the Care Group
- Share knowledge and specialist theory regarding CQC throughout the Care Group and at Trust meetings

### **Education, Professional Development and Training:**

- Attend all Trust mandatory training (relevant to post holder).
- To take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self-development.
- Participate annually identifying, developing and agreeing your own development plan with your Line Manager using the Trust Appraisal framework.
- Teach, coach and support a range of staff on matters relating to governance, audit, training and quality assurance.
- Comply with all Trust policies, procedures and protocols.
- Carry out duties with due regard to the Trust's Equal Opportunity Policy.
- Seek advice and support from Line Manager whenever necessary.
- Maintain professional conduct including appearance at all times.
- Ensure maintenance of NMC/HCPC registration and revalidation.

**Professional Conduct:**

- Adhere at all times to uniform policy
- Conduct oneself in a manner perceived by others as constructive
- Adhere to all local, national and NMC/HCPC guidelines in relation to professional conduct

**Other****Confidentiality:**

- To ensure that confidentiality is maintained at all times in conjunction with the Trust's Confidentiality Policy

**Systems and Equipment:**

- To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment and Trust PAS system.
- To be fully conversant with corporate communication systems to enable their optimum effectiveness
- To have experience of corporate software and general office equipment
- Responsible for the safe use of equipment and resources used in course of work of the clinical governance and risk team.

**Equality:**

Shrewsbury and Telford Hospital Trust aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We therefore aim to ensure that in both employment and services no individual is discriminated against by reason of their gender, race, disability, age, sexual orientation, religion or religious/philosophical belief or marital status.

**Health and Safety:**

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## **Infection Prevention and Control:**

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## **Information Governance:**

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

### **Professional Standards and Performance Review:**

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

### **Safeguarding Children and Vulnerable Adults:**

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

### **Social Responsibility:**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the



environmental impact of our activities relating to energy and water usage, transport and waste.

**Continuous improvement:**

- Continuous improvement is a key aspect of daily work to be evidenced by personal commitment to contributing to the implementation of the Transforming Care Production System (TPCS) including the development and use of standard work.
- The Trust commitment to one continuous improvement method TPCS should be reflected in individual's continuing professional development plans (CPD) and all SaTH leaders are required to complete the lean for leaders training.
- As an employee you should be able to demonstrate how you continuously use the TCPS to improve patient care and staff experience supporting the Trust to deliver its organisation strategy.