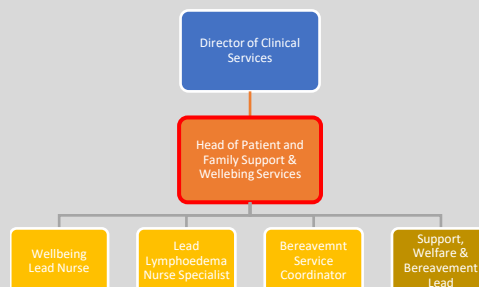


# Role Profile

Job Title	Head of Patient and Family, Support & Wellbeing Services
Department:	Patient and Family, Support & Wellbeing Services
Job Family /Level:	Clinical Level L3
Location:	St Andrew's Hospice

The Hospice values its staff health and wellbeing and has in place a vast support package – full details are on our website under 'join us'. [www.standewshospice.com](http://www.standewshospice.com)



## Supported by:

Registered Nurses  
Advanced Nursing Assistants  
Nursing Assistants  
Therapeutic Activities team  
Complementary Therapists  
Social Workers  
Spiritual Care Lead  
Bereavement Counsellors/Caseworkers

## Purpose of the Role:

To be a key member of the Operational Management Team, contributing and shaping the forward planning, and future growth of our Patient and Family, Support & Wellbeing Services.

	Main Responsibilities (primary accountability and responsibilities expected to fulfil this role)	% time per year
1	<b>Leadership &amp; Management:</b> To support the development of the strategic plans within the Patient and Family, Support & Wellbeing Services. To monitor the effective rostering and deployment of the Patient and Family, Support & Wellbeing Services teams. To manage the Patient and Family, Support & Wellbeing Services budgets effectively. Support the development of our career pathways.	25%
2	<b>Management of Patient and Family, Support &amp; Wellbeing Services Teams:</b> To lead, manage, motivate, and develop staff, and through effective management of staff appraisals. Continued review and development of Patient and Family, Support & Wellbeing Services delivery plans. To lead on hospice user engagement utilising a wide range of methods to obtain feedback and encourage involvement in the development of hospice services.	15%
3	<b>Strategy, Change Management and Service Improvement:</b> Contribute to the development and delivery of the Hospice-wide Clinical Strategy and policies. To identify new opportunities for the individual services within the Patient and Family, Support & Wellbeing Services teams. Produce high level reports and data analysis detailing service delivery and developments. Lead on Patient and Family, Support & Wellbeing Services Clinical Audits.	10%
4	<b>Working in Partnership:</b> To ensure effective communication and involvement arrangements exist across our partner agencies with a particular focus on palliative and end of life care. To represent the organisation at operational management meetings and forums, both internal and external. To communicate effectively with patients, their families, and significant others to assess the quality of care and effectiveness of service provision.	10%
5	<b>Operational Management:</b> To manage a 7 day a week service provision in Patient and Family, Support & Wellbeing Services. To lead and support the Patient and Family, Support & Wellbeing Services teams to work collaboratively with other service areas to ensure patients receive a seamless service. Have an overview of patient care, by regularly attending appropriate patient related meetings, challenging and questioning staff to ensure a high quality of care is maintained.	10%
6	<b>Health &amp; Safety – Infection Control:</b> Ensure that environmental standards are appropriate for safe and clean care delivery in line with Care Quality Commission (CQC) and Infection Control Requirements.	10%
7	<b>Line Management:</b> Wellbeing Service Senior Palliative Care Nurse, Lead Lymphoedema Specialist Nurse, Bereavement Service Manager, Complementary Therapy team, also work with the S, W & B Lead and Physiotherapy lead.	20%

Person Specification:		
	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Accurate report writing.</li> <li>• Ability to promote creative and innovative solutions, including the use of information and communication technology.</li> <li>• Ability to research, forecast trends and developments, organise, and communicate persuasively, both verbally and in writing, with Members, local residents and other organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Extensive skills in Microsoft Office Programmes.</li> </ul>
<b>Knowledge Experience</b>	<ul style="list-style-type: none"> <li>• Post registration experience relevant to role</li> <li>• Understanding of governance and qualities measures.</li> <li>• Fully aware of regulatory safeguarding policies and procedures.</li> <li>• Experience in achieving service outcomes within the context of appropriate financial constraints.</li> <li>• A successful record of leading, motivating and managing a team to achieve continuous improvement.</li> <li>• Demonstrable success in performance management, organisational change, and project management.</li> <li>• Ability to work collaboratively with stakeholders, to secure a shared and strategic approach.</li> <li>• Well-developed leadership skills that command respect, encourage commitment from others and promote a positive culture.</li> <li>• Highly resilient under pressure, enthusiastic, sensitive, with good judgement and high standards of integrity.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience/knowledge in palliative care.</li> <li>• Excellent presentation and communication skills.</li> <li>• Commissioning and tendering large projects and services.</li> <li>• Proven track record of leading change management.</li> </ul>
<b>Qualifications Certification Training (Relevant to role)</b>	<ul style="list-style-type: none"> <li>• Professional qualifications in Health or Social Care e.g. Registered Nurse, Social Worker, Physiotherapist, Occupational Therapist.</li> <li>• Educated to degree level or equivalent.</li> <li>• Evidence of continuous training and development.</li> <li>• Communication skills training</li> </ul>	<ul style="list-style-type: none"> <li>• Recognised teaching and assessing qualification, Educated to Masters level.</li> <li>• Leadership and management qualification</li> <li>• Bereavement training</li> </ul>

## Expectations & Behaviours:

We have a clear set of Behaviours and Expectations of our Workforce, and the following are essential to this role:

<b>Valuing People</b>	You are always equitable and fair and work with integrity. You proactively look for ways to develop the team and are comfortable providing clarity by explaining the rationale behind decisions.
<b>Taking Ownership</b>	You are highly self-aware and look for ways to improve, both taking on board and offering constructive feedback. You inspire others to take accountability for their own areas.
<b>Forward Thinking</b>	You can drive forward development, sharing and implementation of and improvements to support strategic objectives. You engage with others in the improvement process.

## Our Values:

The following values demonstrate the practices St Andrew's Hospice employees should adopt.

