



South East Coast Ambulance Service



NHS Foundation Trust

## JOB DESCRIPTION

### Deputy Director of Nursing for Quality & Safety

<b>Accountable To:</b>	Director of Nursing for Quality & Safety
<b>Responsible To:</b>	
<b>Base:</b>	Banstead (Crawley from 2017)
<b>Pay band</b>	8d
<b>Level of Accountability</b>	Quality & Compliance team, Health and Safety team, Patient Experience team, Safeguarding and Infection Control
<b>Job Purpose</b>	<p>The Deputy has responsibility for the delivery and sustainability of effective systems of clinical governance and good quality patient care. The post holder has devolved responsibility for the delivery and performance of the Trust's patient safety and quality governance arrangements. The Deputy will advise the Executive and the board on issues relating to the design, implementation, and maintenance of Strategies and policies related to infection prevention and control, Safeguarding, Nursing revalidation and nursing professional standards, risk management, health and safety, legal and claims, quality and compliance and patient experience. This is a broad portfolio and therefore the post holder will often be required to work with conflicting agendas, communicating difficult and highly complex messages and taking judgements as to the most appropriate method of resolving issues that may affect the organisation and the wider system.</p> <p>The Deputy has a significant leadership and communication role in relation to raising patient safety and quality governance standards throughout the organisation, ensuring that such standards meet the registration requirements of the Care Quality Commission and other regulators whilst creating an environment which promotes and supports high standards of practice, resulting in high quality patient care. The post holder will lead the development of strategies and delivery plans to enable high quality safe service provision</p>

<b>Key Responsibilities</b>	<p><b>Leadership</b> To provide strategic leadership setting the direction for patient safety and quality governance, ensuring good practice and standards are established and embedded within the organisation, additionally delivering compliance against a range of external standards.</p> <p>To participate in on call services as required.</p> <p>To support the Director of Nursing by leading on the development, maintenance and delivery of a comprehensive strategy for quality improvement embracing the three key dimensions of patient safety, clinical effectiveness and patient experience across the Trust.</p> <p>To provide leadership and specialist advice and guidance on patient safety and quality governance contributing to the Trust's Annual Plan and the achievement of the Trust's strategic objectives, promoting high standards and improving outcomes across the Trust</p> <p>To provide professional and strategic leadership for the patient safety and quality governance team and be responsible for the management and development of the information systems for incident reporting, complaints, PALS, claims, litigation and health and safety.</p> <p>To provide leadership to influence and advice clinicians and practitioners at all levels to ensure consistent improvement in clinical standards.</p> <p>To provide active, strong and visible leadership and guidance on improving the Trust's capacity to be a learning organisation, ensuring learning is gathered from all sources, disseminated and actions are taken to improve the quality and safety of patient care. This includes learning from external stakeholders.</p> <p>To be responsible for the overall management and leadership of relevant patient safety and quality committees.</p> <p>To provide a leadership role in supporting the development of the directorate to improve and enhance communication.</p>

	<p><b>Patient Safety and Quality Improvement</b>  To ensure clinical performance and patient outcomes are monitored and reviewed and remedial actions are implemented to achieve sustained continuous quality improvements for the patient population served</p> <p>To lead and promote a culture in which the reporting of incidents and root cause analysis is seen as routine practice and drives quality improvements.</p> <p>To maintain awareness of national and international trends and evidence linking these to quality and safety development and continuous service improvement.</p> <p>To develop the reporting of patient safety and quality reporting and provide robust planning on actions taken to improve patient and service outcomes.</p> <p>To work with the Executive Directors on the development of action plans following assessments, inspections and reviews. To ensure all recommendations from applicable internal and external audit reports and benchmarking assessments are implemented in a timely manner.</p> <p>To participate in the implementation of the Trust's annual business plan and provide particular advice on the implications of quality governance and compliance in the Plan's execution.</p> <p><b>Assurance and Statutory Processes</b>  To act as the Trust strategic lead for the Care Quality Commission's (CQC's) registration requirements and to lead on CQC responsive reviews, annual reviews and planned reviews (1 yearly) to demonstrate compliance to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009</p> <p>To independently assess and ratify year end performance returns for the Trust to meet the CQC's NHS assessments of national commitments and national priorities as part of the periodic review under Section 46 of the Health and Social Care Act 2008.</p> <p>To utilise the CQC QRP monthly report and undertake comparative analysis and provide relevant reports. Ensuring any areas of concern are escalated and linked to the risk management process.</p> <p>To ensure there is local ownership and that robust</p>
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	<p>evidence is maintained for each of the Essential Standards for Quality and Safety. To complete the Monthly returns on the web in preparation of the Trust Board</p> <p>To design assurance systems and lead their implementation to ensure feedback and learning from patients, and develop the appropriate mechanisms for service changes to improve the quality of services provided to patients.</p> <p>To be responsible for improving out of court small claims and litigation cases and have responsibility for ensuring that all claim and litigation cases have been investigated thoroughly and defended whilst monitoring the financial position prior to signing off any damages and costs apportioned against the Trust.</p> <p>To oversee the accreditation process for all providers commissioned by the Trust to deliver patient care to ensure they are meeting the appropriate standards.</p> <p>Communication To ensure interpretation and communication of patient safety and quality governance local and national guidance.</p> <p>To liaise with external and internal stakeholders, including national programmes to represent the Trust to improve governance, assurance and risk management, involving and developing key relationships with other senior managers both internally and externally as appropriate</p> <p>To interpret and communicate overall health service policy, strategy and legislation and work with the Executive Leadership Team on developing Trust policies and procedures which reflect national and regional governance direction and to ensure that the Trust operates within its Scheme of Delegation and Board Assurance Framework enabling it to sign off its Annual Governance Statement.</p> <p>To provide presentations of a complex and sensitive nature to the Executive Leadership Team, Board level Committees and Trust Board as well as to external third parties including Clinical Commissioning Groups, The Trust Development Authority, Care Quality Commission etc.</p>
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	<p>To ensure the communication and management of a responsive and effective complaints process across the Trust and provide an effective and confidential service for all patients, carers/relatives, members of the public and healthcare professionals, making enquiries and informal/formal complaints.</p> <p>To be fair and non-judgemental when dealing with situations of a highly sensitive nature and respect confidentiality, patient consent and data protection in line with the Trust policies.</p> <p>Research and Education To promote the use of evidence based practice and effective guidelines procedures and protocols to drive continuous improvements in quality and patient experience.</p> <p>To drive the implementation of audit systems to inform the monitoring of progress against local and national standards.</p> <p>To be responsible for keeping knowledge and skills up to date by undertaking appropriate CPD as agreed with Director of Patient Safety and Clinical Standards.</p> <p>Maintain knowledge of current issues in relation to patient safety and quality governance adhering to relevant legislation and DH guidance.</p> <p>Participate in core induction programme in relation to the contractual performance targets required to be achieved by the Trust through its staff.</p> <p><b>CORPORATE RESPONSIBILITIES:</b> Trust Strategy and Performance: Work as senior manager of the Trust to ensure that the organisation delivers corporate performance, the Trust's strategic objectives and all of its key targets, which includes financial balance and cost improvement targets, in preparation to be a Foundation Trust.</p> <p>Contribute fully to the development and implementation of the Trust's overall strategy and business plans within area of responsibility, and beyond, where applicable.</p> <p>Contribute to the Trust's Integrated Business Plan and Foundation Trust Application and subsequent assessment processes.</p>
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	<p>Corporate Accountability: All NHS Trust's have a range of corporate accountabilities which will need to be followed as detailed in the code of conduct for NHS Managers, contract of employment and Trust policies and procedures. These responsibilities include, for example, adherence to NHS standards and values, compliance with standing orders and standing financial instructions, health and safety, standards for better health, Nolan principles on governance, data protection and Freedom of Information.</p> <p>Major Incident: In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic), Senior Managers will be expected to operate across the boundaries within level of knowledge and experience of other Directorates to ensure business continuity is maintained.</p> <p>Leadership and Management: Lead and line manage (several) department(s) within the scope of responsibility by recruiting, supervising, appraising and developing staff in line with the Knowledge and Skills Framework (KSF) so that they achieve optimum performance in order to meet the requirements of the Trust's annual plan.</p> <p>Trust Strategy and decision making: It is expected that the post holder will participate in strategic decision making in the context of performance and future development of the organisation.</p> <p>Budgetary Responsibility: To be responsible for setting, managing and monitoring the department's budget within the scope of responsibility, to ensure the effective and efficient use of resources and identifying cost efficiencies to meet financial targets within the context of positive change and development.</p> <p>Risk: Senior Managers are responsible for implementing and monitoring any identified and appropriate risk management control measures within their designated area(s) and scope of responsibility. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives in accordance with the Trust's risk management strategy and policies.</p> <p>General Responsibilities:</p> <p>Flexibility: The post holder may be required to work at</p>
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	<p>any of the Trust's sites in line with service needs.</p> <p>Infection Control: All staff and managers, both clinical and non-clinical, have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with the Trust's Infection Control Policy.</p> <p>Confidentiality, Data Protection, Freedom of Information and Computer Misuse: All staff must ensure confidentiality and security of information that is dealt within the course of performing their duties. They must comply with and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.</p> <p>Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy etc.</p> <p>Mandatory, job related training and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in KSF and appraisal.</p> <p>Safeguarding children and vulnerable adults: All employees have a responsibility for safeguarding and promoting the welfare of children. Further guidance can be sought from the Trust's Child Protection Lead.</p>
<b>Communication and Working Relationships</b>	<p>The post holder will develop effective working relationships with Local and National Senior Clinicians, General Practitioners, Academic Institutions, Patients and Public Involvement Groups, Caldicott Guardian, Health and Care Professions Council (HCPC) and other NHS organisations and external organisations and agencies as required.</p> <p>The post holder will work across the Trust with executive team, senior clinicians, consultant paramedics/practitioners, senior managers and all staff.</p>

	<p>Communication: All staff should be able to communicate effectively with people who use services, colleagues and stakeholders, to ensure that the care, treatment and support of people who use services is not compromised.</p>
Corporate Governance	<p>The postholder is required to keep up to date with the requirements of information governance. They must follow Trust policies and procedures to ensure that Trust information is dealt with legally, securely, efficiently and effectively. The postholder must appropriately manage the records they create or hold during the course of their employment with the Trust, making records available for sharing in a controlled manner, subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines (e.g. Freedom of Information Act 2009 and Caldicott guidelines).</p>
Health, Safety and Security	<p>All staff are required to adhere to and act consistently with all relevant health and safety legislation and Trust policies and procedures in order to ensure that their own and others health, safety and security is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives in accordance with the Trust's risk management strategy and policies.</p> <p>Major Incident: In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest or other potential large scale service disruptions (e.g. Pandemic) and to undertake training as necessary.</p>
Policies	<p>No Smoking Policy: South East Coast Ambulance Service is a no smoking Trust and all staff must comply with the Trust's no smoking policy.</p>

**This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the postholder in line with service needs and priorities.**



## PERSON SPECIFICATION

	Essential	Desirable
Knowledge and skills	<p>Has specific in-depth knowledge of the challenges facing health and social care.</p> <p>Expert knowledge of service delivery issues in the pre and post hospital environment.</p> <p>Can demonstrate a working knowledge of governance legislation and NHS standards.</p> <p>Evidence of innovative and strategic thinking ability.</p> <p>Evidence of leading, motivating and inspiring others.</p> <p>Evidence of strong analytical, numerical and critical reasoning skills and proven capability of effective problem solving.</p> <p>Ability to develop strategies and translate strategic goals into effective and achievable operational plans including the monitoring of progress and outcomes.</p> <p>Ability to make sense of conflicting priorities and reach effective and speedy solutions.</p>	

	<p>Highly developed negotiating and influencing skills.</p> <p>Outstanding communication skills, both verbal and written.</p> <p>Ability to handle detail within strategic plans and make informed decisions and judgements.</p> <p>Politically astute with knowledge of national and regional decision making and influencing bodies.</p> <p>Ability to build an effective team</p>	
Experience	<p>Has significant senior management experience in a senior operational role.</p> <p>Thorough understanding of NHS strategy based on knowledge and experience.</p> <p>Can demonstrate experience and successful track record of leading, introducing and managing major change programmes.</p> <p>Outstanding leadership and management skills derived from significant previous experience at senior management level.</p> <p>Experience of working within a complex environment with political dimensions and demonstrable skills in managing this interface.</p> <p>Experience of successful quality governance, monitoring and improvement.</p>	

Professional Qualifications	<p>Current NMC registration</p> <p>Educated to masters level or equivalent</p> <p>Evidence of recent on-going personal development action and achievement</p>	
Personal:	<p>Is a role model for openness and inclusion</p> <p>Demonstrates resilience, confidence and self belief when under pressure.</p> <p>Can demonstrate self-awareness which includes awareness of impact on others.</p> <p>Ability to work under pressure and meet deadlines.</p> <p>High personal integrity.</p> <p>Demonstrates a leadership style which is visible and democratic.</p> <p>Committed to promoting diversity and awareness of equal opportunities.</p> <p>Demonstrates commitment to the values, principles of public service and health and social care in particular.</p> <p>Focuses on a drive for improvement.</p> <p>Full UK Driving licence</p>	