

PILGRIMS HOSPICES – JOB DESCRIPTION

Clinical Quality and Education Lead

MAIN PURPOSE AND SCOPE OF THE JOB:

To lead the Clinical Education and Development team across Pilgrims Hospice with Nursing and Care leads, review, plan and implement clinical education for the clinical staff in the organisation. Design and deliver education and training sessions according to the organisations needs as a whole and towards individual clinical areas where appropriate. To promote the most up to date evidence based practice sessions for teams to utilise towards their roles to improve standards of patient care. To build networks, links and liaise with NHSE, commissioners and all relevant external health and social care organisations in order to design, promote and deliver high quality palliative and end-of-life care education externally. Aid the overall aim to improve standards of palliative and end of life care for the people of East Kent and as part of collaborations with other hospices.

This role is a development opportunity designed to support the Quality and Education Service in ensuring adherence to Care Quality Commission outcomes across all Hospice Services as well as being an active member of the Clinical Assurance Committee.

POSITION IN ORGANISATION

Reports to: Director of Nursing and Care

Line Manager for: Infection and Prevention Control Lead Nurse
Tissue Viability Lead Nurse
Clinical Lecturers (Flexi Bank)

DUTIES AND KEY RESPONSIBILITIES

A Clinical Education and Training

- To lead and manage all the elements required for clinical education and training activity across the organisation and aid in taking the service forward at Pilgrims Hospices in accordance to the overall operational plan. By promoting high quality education/training and standards in the implementation of palliative care and end of life care.
- To design/deliver evidence-based clinical training programmes, building on Pilgrims established programme and updating/innovating whenever necessary to meet the training needs of local health and social care professionals and Hospice staff.
- To liaise with Commissioners/Hospice UK/Local hospice education collaborative and any other relevant bodies to ensure Pilgrims is aware of and responding to all local training needs and funding opportunities and working collaboratively wherever this is beneficial.
- Engage with key external stakeholders to understand how Pilgrims Hospices external training offering can be adapted and developed to maximise our value proposition as we compete for external contracting and commissioning opportunities.
- Support the Education and Training Group to develop and deliver Pilgrims Hospices' clinical strategy.

- Work closely with the Education and Training team to ensure the smooth delivery, evaluation and invoicing of programmes planned.
- To work with the Education and Training Manager to ensure that budgets are not overspent and income meets the annual targets
- Provide evidence of income and expenditure. Through networking and collaborations aim to generate additional income from training delivered to external delegates where needed.
- To ensure high quality training for Pilgrims clinical staff to maintain all standards required in their competency frameworks.
- Provide training and mentoring for Pilgrims Hospices employees who deliver training as part of their roles or as part of the new Clinical practise development team. This ad hoc team aid in the delivery of education training across the service.
- As part of the Clinical staff on going development, devise with collaborative working, an annual clinical practice development programme that will act as a refresher and check towards required competencies for certain clinical roles, to promote consistency, quality and equity of care to the patient.
- To maintain knowledge of national reports, guidance and initiatives relevant to palliative and end-of-life care, education and learning.

B Quality and Governance Auditing and CQC Compliance

- To support audit and research across the charity including undertaking relevant clinical audits and supporting improved audit cycle.
- Review clinical audits and undertake GAP analysis to identify and manage any development areas identified.
- To support the work of the Quality and Governance Group to identify and support best practice ensuring compliance with the Care Quality Commissions requirements.
- To manage CQC Evidence Frameworks and ensure this is evidenced appropriately against the required outcomes.
- To participate in the Governance reporting programme/system.
- To be involved in monitoring the Hospice Quality Monitoring and Annual Audit Plan.
- Undertake specific project work – participating in, leading and managing various projects as directed, particularly relating to clinical audit, but could also include updates in practice and clinical skills development.
- To support external accreditation processes that may be undertaken by the charity.
- Management of Peer Review Process.

- To undertake GAP analysis of OACC outcomes and identify and implement improvement plans.

C Line Management

- To provide line management, including professional supervision, to Pilgrims Hospices flexi-bank clinical lecturers, infection and prevention control and tissue viability lead nurses.
- Oversee the recruitment of team members as required, working with the Volunteer Expert Lead to recruit expert volunteers to deliver appropriate training.

GENERAL RESPONSIBILITIES

Corporate Governance –

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct. Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

Health and Safety –

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

Data Protection –

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

Code of Conduct –

The post holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages
- Show commitment to working as a team by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospices reputation

Flexibility –

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be

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PILGRIMS HOSPICES – PERSON SPECIFICATION

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This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
		Application	Interview	Essential?
EXPERIENCE	<ul style="list-style-type: none"> At least 4 years experience of developing or delivering teaching/training in a clinical setting 	X	X	
	<ul style="list-style-type: none"> Experience of working in an End of Life care environment. 	X	X	
	<ul style="list-style-type: none"> Experience of working in care home sector 	X	X	
	<ul style="list-style-type: none"> Management experience and skills. 	X	X	X
	<ul style="list-style-type: none"> Experience in NHS commissioning. 	X	X	X
	<ul style="list-style-type: none"> Experience of undertaking and analysing clinical audits 	X	X	X
SKILLS/ ABILITIES	<ul style="list-style-type: none"> Excellent communication and presentation skills 	X	X	X
	<ul style="list-style-type: none"> Able to utilise Microsoft office package 	x	x	X
KNOWLEDGE	<ul style="list-style-type: none"> Understanding of palliative and end of life care practice 	X	X	
	<ul style="list-style-type: none"> A full understanding of CQC requirements. 	x	x	X
QUALIFICATION/ TRAINING	<ul style="list-style-type: none"> Formal qualification in teaching and/or training. 	X	X	X
	<ul style="list-style-type: none"> Qualified to degree level as a minimum 	X	X	X
	<ul style="list-style-type: none"> Registered health care professional 	x	x	X
OTHER REQUIRE-MENTS	<ul style="list-style-type: none"> Willingness to work across Pilgrims Hospices Sites 	X	X	X
	<ul style="list-style-type: none"> Access to own transport 	x	x	X

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