

DEMELZA HOSPICE CARE FOR CHILDREN

JOB DESCRIPTION

JOB TITLE - Clinical Governance and Quality Lead Nurse

REPORTS TO – Lead Nurse, Deputy Director of Care

RESPONSIBLE FOR - Practice Development Nurses, Moving and Handling Coordinator and Clinical Governance Coordinator

PURPOSE OF ROLE

The principal aim of the Clinical Governance and Quality Lead Nurse is to facilitate robust clinical governance systems to ensure safe nursing care is delivered to children, young people and their families who require palliative and end of life care. This will be achieved through:

- Leading on and assuring an effective integrated incident reporting and learning system across the organisation, identifying trends, ensuring that comprehensive Serious Incident investigations are carried out and result in sustained learning and improvement to care delivery.
- Promoting safety and contributing to the development of organisational capability and competency across both Care and Family Support Services.
- Assisting the Lead Nurse and Director of Care in advising the organisation in its overall strategic direction to accommodate all relevant paediatric palliative care initiatives and national health care agendas.
- Safeguarding all children and young people accessing services; by responding to concerns raised in a timely and appropriate manner and effectively escalating these in accordance with policies and procedures.

This post involves representation across the organisation.

KEY RESPONSIBILITIES

Clinical Practice

- To continue to embed a robust system for the reporting of care-related complaints, 'near miss' and clinical incidents, through policy development and training opportunities.
- To lead in the provision of expert advice, support, and guidance, to the relevant Care Services Leads and Family Support Services, when serious clinical or staff-related incidents occur.
- To peer-review investigation findings into such incidents, identifying root causes and the safety actions required.
- To review the relevant Lessons Learned Plans with the lead investigator and ensure that learning is embedded within clinical practice across the organisation in a timely manner.
- To analyse trends of clinical incident reporting across Demelza Hospice Care for Children and undertake a systematic review of patient safety issues, under the direction of the Lead Nurse and Director of Care.

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- In conjunction with the Practice Development Nurses, to be a resource and advisor on clinical practice and quality issues to all Demelza staff, including benchmarking, evaluations, user involvement, supervision, incident reporting, and root cause analysis.
- To have overall accountability for the development of clinical documentation, policies and procedures; ensuring that there is appropriate assessment of risk.
- To promote positive working relationships and transparent lines of communication (duty of candour) with service users and families and respective Care and Family Support teams across Demelza sites.

Leadership

- To undertake line management responsibilities for the Clinical Governance and Quality Team.
- To work collaboratively with all Demelza sites, leading in the systematic review of all complaints, near miss, clinical incidents and serious incidents (SIs); producing a quarterly written report to the Senior Leadership Team and Clinical Governance Committee.
- To lead on the external reporting of significant events in collaboration with the Lead Nurse (i.e. to Local Authority Designated Officer/Local Authority Safeguarding Children Board and the Care Quality Commission).
- To oversee and lead on the management of the training and education budget.
- To lead on the implementation of the Demelza Strategy, in collaboration with the Care Leadership Team.
- To actively work with regional and national stakeholders to identify, share and promote best practice within children's palliative care.
- To deputise for the Lead Nurse at Clinical Governance meetings as required.
- To practice within the scope of the NMC's Code of Professional Conduct.

Governance

- To oversee and be accountable for the development, review and implementation of relevant policies and procedures. Ensuring timely review and updates as per policy review schedule.
- To actively promote and participate in the delivery of clinical supervision across care delivery, keeping contemporaneous documentation.
- To enable a consistent, organisational approach to all aspects of governance, by attending and presenting to the Clinical Governance and Quality meetings and the Clinical Governance Committee.
- Supported by the Lead Nurse and Practice Development Nurses, lead the review on all clinical audits, identifying scope of audit and areas of non-conformance, annually reviewing and evaluating actions taken.
- In collaboration with the Practice Development Nurses, oversee the implementation of Standard Operating Procedures (SOPs) and safe medicines management.
- Produce written reports and other material for dissemination within Demelza and the wider palliative care network.
- To support the Care Leadership Team in steering the strategic direction services via the delivery of Demelza's Strategy.

Education

- To take responsibility for own continuing professional development and keep up to date with developments in patient safety.
- In conjunction with the Lead Nurse and Practice Development Nurses, participate in the development and implementation of Demelza's Education Strategy.

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- To network with regional and national children's hospice services with a view to sharing best practice and collaborating through educational, learning and development opportunities.

Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

PERSON SPECIFICATION

Essential

Education/Qualifications/Training

- RN: Child, Learning Disability and/or Adult
- Mentorship/teaching qualification
- BSc/BA Degree (or working towards)
- Commitment to commence MSc/MA

Skills/Abilities

- Quality improvement/practice development skills
- Good written and verbal presentation skills
- Excellent report writing skills
- Ability to critically appraise research literature and apply research findings to practice as appropriate
- Good IT skills
- Good networking skills

Experience

- Previous experience of risk management, clinical governance, policy and audit within a clinical setting
- Recent clinical practice
- Leadership at Band 7 or 8a equivalent role
- Working as part of a multidisciplinary team
- Networking locally and regionally

Knowledge

- Clinical knowledge, relevant to the clinical practice area
- Quality and audit initiatives
- Understanding of multi-disciplinary working and holistic care for the child with complex health and palliative care needs and their family

Other requirements

- Able to work autonomously and as part of a multi-professional team
- Motivated and enthusiastic
- Commitment to the development of paediatric palliative care
- Accountability, takes responsibility for own actions and promotes good team working
- Full driving licence with ability and willingness to travel within the Demelza organisation and nationally, as required

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Desirable:

- MA/MSc (or working towards)

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on site and off site methods.

All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

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