JOB POSTING

CHIEF NURSE / DIRECTOR OF CLINICAL GOVERNANCE

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JOB TITLE
Chief Nurse / Director of Clinical Governance

SALARY
Attractive Remuneration Package available with post

TYPE
Full Time (37.5 hrs pw)

LOCATION
Health and Social Services Department (HSSD) States of Guernsey

SPECIALTY/DEPARTMENT
Nursing and Governance

REPORTS TO
Chief Officer HSSD

ACCOUNTABLE TO
Chief Officer and Board, HSSD

MAIN PURPOSE
1. The Chief Nurse / Director of Clinical Governance is a senior member of the Corporate Management Team, Health and Social Services Department (HSSD), sharing corporate responsibility for strategic planning, corporate policy making, regulation, commissioning and the delivery of corporate objectives and operational performance of the organisation across the Bailiwick.

2. The Chief Nurse will provide professional and clinical leadership to all nursing, midwifery, health visiting, allied health professionals and healthcare scientific staff within HSSD, fostering a culture which values continuing professional development and strives for excellence in all aspects of patient care delivery.

3. The post holder will lead all clinical governance responsibilities in the Department, ensuring that patient safety, clinical effectiveness and the ‘voice of the patient’ systems inform the HSSD Board and operational departmental working.

4. The post holder will be expected to fulfil statutory responsibilities as a senior member of the Department and ensure that there is adherence to appropriate policy and practice where required in the management of nursing, midwifery, allied healthcare professionals and clinical scientists.

5. The post holder will be required to provide clear leadership to improve the patient experience, clinical outcomes and safety for service users. This will include developing a culture of high quality customer care, based on best practice in the health and commercial sectors.

6. The Chief Nurse will, with the Medical Director, be jointly accountable for patient and service user quality and safety and will be the lead executive responsible for quality and clinical governance and assurance activities within the Department.

KEY TASKS AND RESPONSIBILITIES

1. To advise the HSSD on national developments relating to nursing and midwifery and how they might impact on the development of the professions locally and ensure Guernsey has a modern fit for purpose nursing, midwifery and health visiting workforce.

2. To advise the Chief Officer and HSSD Board on the development and delivery of agile and accurate clinical governance systems and processes, and related reporting mechanisms.

3. Translate national and international strategy and guidance into Department wide plans, including, but not limited to the NHS England National Nursing, Midwifery and Care Givers Strategy “Compassion in Practice”.

4. Contribute to the business planning process of the Department by being aware of, and advising on, the professional implications of:
   - The requirement for and development and utilisation of nursing and midwifery resources to
ensure the provision of high quality, cost effective care within the Department;

• The legislative requirements of the statutory authorities in relation to the provision of nursing and midwifery care.

5. Represent the Department at local and international levels on professional nursing, midwifery and corporate issues, developing partnerships, sharing best practice and integrating this knowledge within the Department.

6. Network internationally with Directors of Nursing, including benchmarking and collaborative projects that enhance the quality of nursing and midwifery care within the organisation.

7. Ensure the shared Departmental vision and strategic aims, values and culture of the Department are actively promoted and that the post holder provides clear and visible leadership and is a role model for high performance.

8. Take an active role as a member of the Executive Team, in developing performance improvement and service modernisation initiatives that respond to both patient, and service user needs, monitoring the quality improvements these initiatives deliver on implementation.

9. Continually seek to improve the safety, quality and efficiency of services to support the provision of excellent patient care and service user contact

10. Work with key staff and The Health and Social Care Institute to help promote a culture of nursing, midwifery, health visiting and care research and development, implementation and monitoring of a research based nursing and midwifery strategy, responsive to the outcome of the Department’s strategic review and current States of Guernsey strategy.

11. To work with the operational and clinical managers to ensure that effective performance and assurance reporting is in place.

12. To advise on local legal policy to regulate the nursing and midwifery profession.

PROFESSIONAL AND CLINICAL LEADERSHIP

1. Engage with senior nursing, midwifery and allied healthcare professional staff in the delivery of the Nursing, Midwifery and AHP Strategy that encompasses a visionary approach in alignment with the Department’s objectives and values.

2. Provide the Chief Officer and HSSD Board with professional and practical advice and information on clinical issues and risks in the context of the Department’s strategic aims and objectives, including the changing opportunities for nursing and midwifery roles and responsibilities.

3. Provide the Chief Officer and the HSSD Board with routine high quality governance reports focussing on: patient safety; clinical effectiveness and the experience of patients.

4. Provide professional advice on the highest standards of care and play an integral role in the development of clinical and academic skills, including nursing and non-medical research.

5. To develop and co-ordinate nursing and midwifery representation on a number of organisational and government wide committees and forums, to ensure that the views and perspectives of nurses and midwives are accurately and expertly represented.

6. To identify nursing and midwifery contributions to States of Guernsey health improvement and prevention strategies and ensure these opportunities are developed.

7. Consistently lead by example and demonstrate the behaviours that support the ‘Care is our business’ Framework.
8. Raise the profile of nursing, midwifery and care within the Department, nationally and internationally, in relation to all aspects of nursing, midwifery and care.

9. Lead and develop the modernising nursing career agenda for non-medical consultant staff; nurses; midwives and allied health professions.

10. Act as a key link contact for the Island and the Nursing and Midwifery Council and lead on the Memorandum of Understanding between the islands and the regulatory body.

11. Provide the ultimate professional judgement in all matters relating to nursing, midwifery and allied health professions associated with the Department. Collaborate with fitness to practice referrals to the Nursing and Midwifery Council and the Health Professions Council.

12. Encourage, facilitate and develop collaborative practice across the professions.

13. Ensure the maintenance of professional standards of care within the Nursing and Midwifery Council Code of Professional Practice.

14. Ensure that the Department meets its responsibilities to the supervisory authority, through the nominated supervisor of midwives.

15. Ensure the Department has an appropriately skilled and qualified nursing, midwifery and therapy workforce, deployed in the most efficient and cost effective way to deliver high quality care to our service users and users.

16. Provide professional advice in relation to recruitment, retention and continuing professional development and disciplinary matters concerning nurses, midwives and health visitors.

17. Be accountable for developing the Department’s nursing and midwifery workforce, including innovation and developments in practice, creating the right environment to retain and develop nursing, midwifery, health visiting and care talent.

18. To act as the professional spokesperson for the profession on professional matters, and be a visible and credible leader.

QUALITY, GOVERNANCE AND ASSURANCE

1. Work with the Medical Director, Director of Children’s Social Services and Director of Adult Social Services to improve the quality of patient care and service user contact against local and international indicators.

2. Work jointly with the Medical Director to set professional standards of patient care and monitor adherence to clinical policies and procedures at all levels of the Department.

3. Provide assurance to the Chief Officer, the Corporate Management Team and the HSSD Board that robust systems of governance are in place and that high quality patient/user-led services are delivered.

4. Work collaboratively with the Corporate Management Team and the HSSD Board to effect robust governance arrangements cross the Department.

5. Develop a strategy for engaging with key individuals and team across the Department and commissioned healthcare providers in the States of Guernsey to ensure regulatory requirements and compliance is monitored and adhered too.

6. Ensure that complex data from internal and external intelligence systems is analysed and presented in a timely manner to support key decisions related to quality governance.

7. Ensure the HSSD Board has accessible information related to quality governance across the breadth of health and social care services, ensuring information is accurate, reliable, relevant and timely to support the effective assessment of performance and
inform key decisions by the Board.

8. To provide the HSSD Board and sub committees with both scheduled and ad hoc reports including supporting evidence, where required, in the agreed format and within agreed timescales.

9. Ensure that the Department has processes in place to support clinical and non-clinical governance which allows rapid identification and escalation of adverse events or deterioration in compliance and performance.

10. Ensure that clinical governance is complemented by equally effective performance reporting across children and adult social care services.

11. Ensure robust systems relating to Clinical/Educational Governance are in place.

12. Provide Executive leadership of the Governance Team.

PATIENT AND SERVICE USER EXPERIENCE

1. The post-holder will ensure that performance standards are in place to measure both patient/user safety and experience.

2. Lead the development, implementation and monitoring of a strategy for patient experience, ensuring a cohesive, proactive Department-wide approach and improvement.

3. Ensure that the Department responds to this feedback in a structured way with evidence of learning from experiences on a wider scale and service improvement.

4. Support service areas in setting and achieving patient experience action plans, targets and goals.

5. Maintain contact with service users and patient and public involvement groups, and develop their capacity and capability to contribute to Department planning arrangements to allow them to act as the service users’ advocate when required.

6. Ensure close links between the wider aspects of patient/carer/advocate participation and the complaints management processes within the Department.

7. Provide executive leadership of the Patient Complaint Teams to ensure a patient centred service and achieve stretch targets, responsiveness and develop the wider learning in alignment with the overall patient experience.

DIRECTOR RESPONSIBILITIES

1. Working closely with the Chief Officer and Medical Director, the post holder may be required to deputise across the full range of duties and responsibilities providing professional leadership, expertise and advice on operational and strategic issues within the Department and across the health and social care economy.

2. The post-holder will be a member of the Corporate Management Team and will attend HSSD Board.

3. Contribute fully to the Department’s overall strategy and direction, the effective functioning of the Board and Corporate Management Team, and the promotion of strong partnerships within and outside the local community.

4. Assume joint responsibility, with other Directors, for corporate performance and risk management and the achievement of the Department’s strategic objectives.

5. Support senior managers within HSSD during periods of escalation, ensuring service users are safe.

6. Participate in the Executive Director on call rota, including leading/supporting Major Incidents.
PERSON SPECIFICATION

**Essential Criteria**

**Education/Qualifications**
- Registered Nurse with contemporary registration with the UK Nursing and Midwifery Council
- Relevant first degree
- Educated to Masters or above
- Evidence of ongoing continuous professional development
- Leadership qualification or recognised programme

**Experience**
- Demonstrable experience of operating at Board level within at least one healthcare setting i.e. acute, community or mental health
- Experience in and expertise in managing complex change processes while maintain sustained improvement on performance
- Expert level knowledge of the critical factors in delivering improvements in clinical performance or standards of care
- Ability to interpret national policy guidance into meaningful action
- Experience and demonstrable background in improving patient and service user experience
- Outstanding reputation as a leader, with a proven track record of producing high quality results in the management and leadership of nursing, midwifery or health visiting and clinical services
- Experience in building organisational capabilities, including establishing a clear vision and direction and translation into successful outcomes
- Understanding of continuing professional and managerial development
- Working knowledge and experience of the healthcare regulatory environment

**Desirable Criteria**

**Education/Qualifications**
- Registered Midwife
- Registered Health Visitor

**Experience**
- Senior management experience in more than one organisation i.e. acute, community or mental health

**Skills, Knowledge and Abilities**
- Successful team leadership and motivation of others
- Success as a team player and the ability to work with staff at all levels
- A proven ability to plan strategically
- Financial awareness and business acumen
- Excellent interpersonal skills
- Highly effective negotiating and influencing skills
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<th>Essential Criteria</th>
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<td><strong>Skills, Knowledge and Abilities</strong></td>
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<td>• Intellectual flexibility, including the ability to understand both operational</td>
<td>• Political awareness, with the ability to understand the wider interest groups and</td>
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<td>detail and wider, longer strategic visions, and to articulate these to others;</td>
<td>stakeholders within and outside of the Department, and to work sensitively to</td>
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<td>and the ability to cope with ambiguity and perform through uncertainty as</td>
<td>overcome their differing positions</td>
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<td>necessary</td>
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<td>• Drive for improvement with the proven ability to set and meet ambitious targets</td>
<td>• Able to present relevant information in a concise format</td>
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<td>and monitor against targets</td>
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<td>• Able to present relevant information in a concise format</td>
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<td>• Computer literate</td>
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<td><strong>Disposition, attitude and motivation</strong></td>
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<td>• Personal and professional credibility, with the ability to quickly gain the</td>
<td>• Team player</td>
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<td>confidence of others, including politicians, clinicians, managers, staff,</td>
<td>• Ability to work flexibly</td>
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<td>service users, services users and relatives</td>
<td>• Willingness to undertake training required for the job</td>
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<td>• Team player</td>
<td>• Highly motivated and enthusiastic to learn and develop further</td>
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<td>• Encompass an attitude and positive approach to visible and credible leadership</td>
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<td>with staff and patient</td>
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<td>• Ability to communicate a vision and inspire.</td>
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<td>• Ability to cope with rapid and sustained change.</td>
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<td>• An approachable and congenial manner.</td>
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