

**APPENDIX G**

**Job Description**

**Job Title:** Director of Nursing & Quality and Improvement

**Department:** Executive Management Team

**Base:** Silver Street Bury

**Band:** VSM

**Organisational Relationships**

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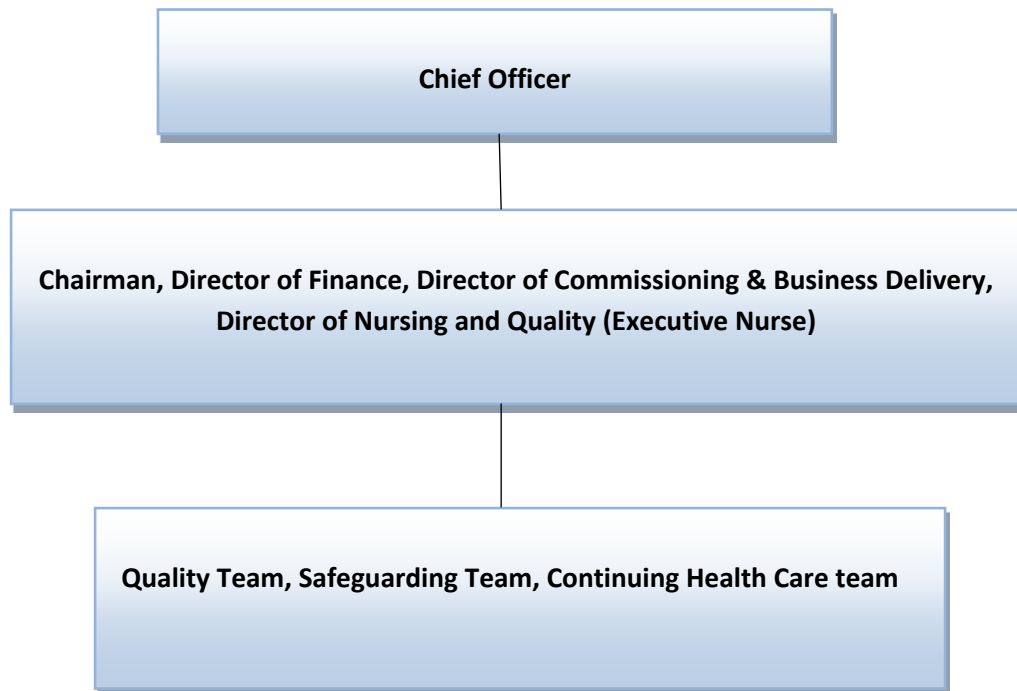
**Accountable to:** Chief Officer

**Responsible for:** The post holder will be accountable for and provide specific executive leadership in the areas of:

- Strategic Quality Assurance and Quality Improvement
- Safeguarding processes and Assurance
- Research and Innovation
- Continuing Health Care delivery
- Health Care Associated Infections targets & system level improvement
- Professional Nurse Leadership
- Learning Disability deaths
- Personalized care, choice and Personal Health Budgets

## Organisational Chart

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## Job Role Purpose

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As a member of the CCG's Governing Body each individual will share responsibility as part of the team to ensure that the CCG exercises its functions effectively, efficiently, economically, with good governance and in accordance with the terms of the CCG constitution as agreed by its members. Each individual is there to bring their unique perspective, informed by their expertise and experience to support decisions made by the governing body as a whole.

As a member of the Executive Management team the post holder will ensure the CCG exercises its functions effectively, efficiently, economically, with good governance and in accordance with the terms of the CCG constitution. The post holder will demonstrate leadership in driving the strategic direction of the organisation, will ensure financial balance, will have vision and commitment to make necessary change by working collaboratively with all stakeholders through professional working relationships.

Key functions of the role include:

- Jointly accountable for all functions that ensure the effective delivery of the business of the CCG
- Be a key member of the organisation with regard to the integration of Health and Social Care agenda for the local population working with all stakeholders.
- Accountable for ensuring the delivery of the quality and safeguarding strategies for all services commissioned by the CCG
- Accountable for the delivery of the quality agenda and that patient safety is embedded, promoted and maintained
- Accountable for ensuring that the CCG fulfils its statutory requirements for quality and patient safety
- Drive improvements and ensure quality is delivered across all Provider contracts
- Providing expert nurse leadership at CCG Board level and developing a clear and accountable framework for nurse leadership throughout the CCG
- Responsible for all aspects of managing the teams of Quality, Safeguarding and Continuing Health Care for the CCG
- Accountable for the CCG health care associated infection Public Health England targets
- Provide leadership for health care associated infection reduction for the North East Sector CCGs
- Provide leadership across Greater Manchester for aspects of quality, safety & safeguarding as required working in a diverse and changing landscape
- Be an advocate for residents of Bury with regard to their health care
- Provide quality scrutiny for North West Ambulance services on behalf of Greater Manchester and report to NHSE on behalf of Greater Manchester
- Responsible and accountable for ensuring the CCG is responsive to the views of local people and promotes self-care and shared decision-making in all aspects of its business
- To contribute towards and participate in the Council's emergency planning on call Rota.

The post holder will work in a multidisciplinary/multiagency manner, establishing systems and processes and is accountable for the ongoing development, implementation and monitoring of plans and policies in relation to the quality, governance and patient experience agenda.

## **Duties & Responsibilities**

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### **QUALITY**

- Accountable for ensuring there are robust systems for clinical and professional input and involvement into service management, delivery and design.
- Lead on the development, agreement and provider delivery of Quality Improvement schemes including CQUIN schemes and Quality Premium.
- Work with NHSE colleagues to identify poor performance at provider, practice and/or practitioner level. Work with the appropriate regulator (CQC, NMC and/or GMC) and

practices and LMCs to understand the causes of poor performance and support remedial action.

- Accountable for the CCG at the Quality Board and provide the relevant reports to NHS England as required.
- Responsible for liaison with CQC with regards to the supply of information and monitoring of providers where concerns about regulated activity are identified.
- Work with NHE Improvement and other bodies to ensure continuous quality improvement.
- Jointly accountable as an Executive Management team member for the delivery of the CCG QIPP plans to ensure financial stability.
- Accountable for the budget for the Quality team.
- Provide executive level support to specific programmes as required including Learning Disabilities, Mental Health (all ages), physical health, including maternity.
- Accountable to Greater Manchester for scrutiny of quality and safety of North West Ambulance Services.
- Accountable for Learning Disability review of deaths programme with the regional and national team for the CCG.
- Responsible for the NES for Health Care Acquired Infection reduction in line with Public Health England expectations.
- Responsible for local expert clinical decision making in the case of outbreaks of infection creating a risk to population health to support the Director of Public Health
- Work with the CCG Clinical Chair to ensure the implementation of the CCG IFR policy with regard to complex commissioning cases; particularly CHC cases providing expert clinical opinion.
- Provide and receive highly complex, sensitive and contentious information, including presenting information about projects and dependencies to a wide range of internal and external stakeholders in formal settings.
- Provide and receive highly complex clinical information of a distressing nature, providing high level briefings internally and NHSE as required.
- Manage potentially aggressive and/or antagonistic situations with staff and stakeholders within change programmes for successful outcomes.
- Deal with complex and conflicting subject matter problems or in day-to-day work load in workshops, meetings, one-to-one communications and other events, comprising various parts of the business.

## **SAFEGUARDING**

- Accountable for, working in a multiagency/multi-professional manner to ensure all CCG statutory duties are met in relation to this role.
- Responsible for the management of the Children and Adult safeguarding team.
- Work with Executive Lead for safeguarding and designated officers to ensure appropriate strategic direction.
- Ensure the CCG effectively discharges its duties in terms of the management of incidents involving safeguarding adults and children working with lead and designated professionals and NHSE Directors as required.
- Ensure that the CCG has appropriate level representation at the local safeguarding boards (children and adult).
- Accountable for the budget for the Children and Adult safeguarding team.

#### **CONTINUING HEALTH CARE**

- Executive and managerial lead for Continuing Health Care for Bury CCG and accountable for the budget and clinical decision making for the team.
- Clinically and managerially support the Continuing Health Care team in complex cases and resolution of local issues providing expert clinical nursing opinion.
- Work with HMR CCG with regard to the development of an effective Continuing Health Care service.
- Drive improvements in the delivery of Continuing Health Care for the Bury population, including delivery of Personal Health Budgets.

#### **CLINICAL GOVERNANCE**

- Accountable lead for ensuring the CCG operates an effective quality risk management system that promotes organisational learning and quality improvement.
- Lead and provide expert complex clinical opinion on behalf of the North East Sector ensuring that systems are in place to investigate clinical incidents and patient complaints ensuring lessons are learnt and practice changed as appropriate.
- Provide expert clinical opinion to Provider organisations with regard to incidents and complaints.

- Ensure appropriate systems and processes are in place for the management, investigation and the learning from Serious Incidents.
- Be accountable to Greater Manchester Partnership for serious incident investigation and learning lessons; driving improvements to support safer services for people.
- Be responsible for ensuring systems and processes are established and maintained for the identification of clinical risks.
- Participate in the CCG on call rota as Director on call.

## **PROFESSIONAL RESPONSIBILITY**

- Provide executive professional nurse leadership and support to the nursing staff within the CCG to ensure that the Registered Nurses working within the CCG are appropriately supported in order that they can discharge both their professional duties and the requirements of their role and are able to revalidate as required by the NMC.
- Demonstrate a commitment to upholding The Nolan Principles of Public Life along with an ability to reflect them in his/her leadership role and the culture of the CCG
- Working autonomously, fulfilling the role in line with national and local guidance, policy and legislation, and interpreting how these should be applied within the organisation.
- Accountable for and is the named CCG Officer for Infection Control to ensure the CCG effectively discharges its statutory duties in relation to the Infection Prevention and Control agenda.
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- To be responsible for ensuring the CCG is compliant with the NHS Constitutional indicators, national quality frameworks for monitoring and improving standards of care e.g. NICE Quality Standards and the NHS Outcomes Framework. Develop and implement quality improvement activities and programmes to demonstrate a culture of continuous quality improvement in line with the commissioning outcomes framework.
- Responsible for leading the CCG to meet the statutory obligations for Research and Innovation and ensuring national returns are completed and submitted.
- Accountable for the budgets associated with the post; Quality, Safeguarding and Continuing Health Care.
- Jointly responsible as a member of the Executive Management team and Governing Body member for ensure the CCG manages its budget allocation in line with constitutional standards.

- Act as a role model within the organisation and uphold the organisations values and behaviours.
- Be committed to ensuring that the organisation values diversity and promotes equality and inclusivity in all aspects of its business
- Provide support to the Chief Officer as required in carrying out the business of the CCG.

## **PARTNERSHIPS**

Key working relationships include:

Bury's CCG constituent practices; GPs & Practice Staff; Primary Care Providers; Local Authority Representatives (including Health & Well Being Board Members); Bury Locality PCT & NHS Greater Manchester; PCT Locality Board & Sub-Committees; Secondary Care, Mental Health and Community Service Providers; NHS Commissioning Board; other CCGs; Bury Local Involvement Networks; Service Users & Carer Groups; Third Sector Organisations; MPs; Local & National Media.

The post holder will:

- Work in a multidisciplinary/multi agency manner, establish systems and processes to ensure the ongoing development, implementation and monitoring of plans in relation to CCG plans and objectives.
- Nurture key relationships with senior and high profile individuals and responsible for the maintenance of networks.
- Employ effective communication, negotiation and influencing skills to enable stakeholder relationships to deliver the CCG objectives
- Work with Bury Local Authority and Public Health on the health and social care integration agenda.
- Work with Local Authority partners of quality assurance and quality improvement across providers of health and social care
- Lead on liaison with NHSE Nurse Director and assist as necessary in discharging their functions effectively.
- To liaise effectively with the Shared Services provider as required.
- Contribute to other related clinical strategies and professional networks both locally and nationally.
- Represent the CCG at the Public Health England programme meetings.
- To work with other stakeholders, including third sector groups, community organisations and statutory partners, to develop their involvement and contribution to the full remit of NHS business including priority setting and service development.

## RESEARCH AND DEVELOPMENT

- Develops a strategy including research and development to identify, develop and promote best practice.
- Drawing from experience and expertise in other academic fields and industries, ensures that the population from relevant initiatives.
- Highlight, promote and report innovative approaches to education and training, particularly their impact on quality and service delivery.

### Standard Paragraphs

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It is the responsibility of each member of staff to maintain confidentiality at all times. As a CCG employee you are required to uphold the confidentiality of all records held by the CCG, whether patient records or CCG information. This duty lasts indefinitely and will continue after you leave the CCG employment. All information which identifies individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation.

Staff must be aware of and adhere to the provisions of the Health and Safety at Work Act and to ensure their own safety and the safety of colleagues and patients.

Mandatory training requirements that are relevant to the post must be decided during Personal Development Review and a training plan developed.

Staff should be aware of their individual responsibilities under the Equal Opportunities Policy and ensure that they adhere to the provisions of the policy.

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change in the light of developing organisational and service needs and wherever possible change will follow consultation with the post holder.

### Safeguarding Children

Under section 11 of the Children Act 2004 all NHS staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children (Working Together to Safeguard Children, DCSF 2013).

All staff need to ensure, as part of their work with children and families and with adults who are parents or carers who are experiencing personal problems, that the needs of the children are considered and that where necessary they are assessed and appropriate referrals are made. Staff need to be aware of the relevant parts of *What To Do If You're Worried A Child Is Being Abused* (DfES 2006).

<https://www.education.gov.uk/publications/standard/publicationdetail/page1/dfes-04320-2006>.



It is incumbent on all staff to ensure that they undertake child protection / safeguarding children training as per *Safeguarding Children and Young people: roles and competences for health care staff Intercollegiate document September 2014* and their own organisation's Safeguarding Children Learning & Development Framework.

[http://www.rcpch.ac.uk/sites/default/files/page/Safeguarding%20Children%20-%20Roles%20and%20Competences%20for%20Healthcare%20Staff%20%2002%20%20%20%20\(3\).pdf](http://www.rcpch.ac.uk/sites/default/files/page/Safeguarding%20Children%20-%20Roles%20and%20Competences%20for%20Healthcare%20Staff%20%2002%20%20%20%20(3).pdf)

### **Safeguarding Adults**

Under sections 42 to 47 of the Care Act (2014) chapter 14 of the statutory guidance states:

*Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.*

*Professionals should work with the adult to establish what being safe means to them and how that can be best achieved.*

All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily practice. Safeguarding is everyone's business and staff within the organisation have a particular responsibility to ensure all safeguarding concerns are responded to effectively and efficiently in accordance with the local Safeguarding Adults Board Policy and Procedure.

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/366104/43380\\_23902777\\_Care\\_Act\\_Book.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/366104/43380_23902777_Care_Act_Book.pdf)

### **Person Specification**

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	<b>Essential</b>	<b>Desirable</b>
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<p><b>Qualifications / Knowledge</b></p>	<p>Registered Nurse</p> <ul style="list-style-type: none"> <li>- Relevant post-graduate qualification at masters level or equivalent level of experience</li> <li>- plus further qualifications or experience to doctorate level relevant to clinical areas such as safeguarding, infection control or other nursing expertise and</li> <li>- significant leadership experience in healthcare organisation/s</li> </ul> <p>Working knowledge of clinical and corporate governance and information governance.</p> <p>Understanding of Patient Experience methodologies and experience of using these.</p> <p>Clinically qualified with current NMC registration</p> <p>Evidence of highly developed knowledge of clinical risk management</p> <p>Experience of adult and children's safeguarding agenda</p> <p>Extensive knowledge of specialist areas, acquired through post graduate diploma or equivalent experience or training plus further specialist knowledge or experience to master's level equivalent.</p> <p>Evidence of leading and developing organizational teams.</p> <p>Evidence of post qualifying and continuing professional</p>	<p>Knowledge of change management methodology</p> <p>Teaching/Training qualification</p> <p>Root Cause Analysis training and investigation skills</p> <p>Experience of working in a CCG</p>
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	<p>development</p> <p>Must have an understanding of the background to and aims of current healthcare policy in Harrogate and across West Yorkshire and appreciate the implications of this on engagement</p> <p>Should have an understanding of the relationship between NHS England and individual provider and commissioning organisations</p> <p>Evidence of continuing professional development</p> <p>Knowledge of the current NHS Quality agenda</p> <p>ECDL or proof of ability in Word/Microsoft office</p>	
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<p><b>Experience</b></p>	<p>Significant post qualification with experience of working in a variety of settings across the health economy with recent experience of working at a senior level within a healthcare environment</p> <p>A track record of leading change or taking a key role in service improvements within a clinical setting leading to demonstrable improvements in experience for patients</p> <p>Recent experience of setting and monitoring quality standards and outcome measures</p> <p>Teaching and presentation skills</p> <p>Experience of managing staff Professional credibility in field of previous practice</p> <p>Caldicott Guardian experience and hold a recent training qualification</p>	
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<p><b>Skills / Competencies</b></p>	<p>Excellent written and verbal communication skills- ability to communicate highly complex and/or sensitive issues or information to senior managers, external agencies for example communicate the findings from complex multi-agency investigations following a serious incident</p> <p>Experience of multi-professional working and proactively working across professional boundaries</p> <p>Experience of holding a budget and budget setting also the managing of budgets for a range of services including CQUINS</p> <p>Quality Patient and excellence focused</p> <p>Facilitation, motivational and negotiation skills</p> <p>Ability to prioritise and work to tight deadlines – work pattern is both predictable and unpredictable with a frequent requirement for concentration</p> <p>Advanced problem solving and decision making skills with the use of analysis and interpretation of highly complex information to decide on the best way forward for the CCG</p> <p>Self-motivated, assertive, proactive and innovative</p> <p>Self-starter, completer-finisher</p> <p>Confident, resilient team player</p> <p>Ability to travel effectively</p>	
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	across the area of the CCG	
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