

# Assistant Chief Nurse – Corporate Quality and Assurance

## Job Description & Person Specification

A summary of the role responsibilities and person specification

### Why Our Trust?

#### Terms and conditions

**Post – Assistant Chief Nurse- Corporate Quality and Assurance**

**Division – Trust Services**

**Department – Chief Nurse Team**

**Band – 8d**

**Salary - £75,914 - £87,754**

**Location – Trust wide**

**Hours of work – 37.5 per week**

**Contract length - Permanent**

**Annual leave – Up to 33 days dependant on NHS Service**

**Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: [www.nhsbsa.nhs.uk/pensions](http://www.nhsbsa.nhs.uk/pensions)**

#### Job Purpose

The Assistant Chief Nurse will lead on key aspects of the implementation and delivery of the Trust strategy, nursing, midwifery and allied health professional (AHP) objectives and the Chief Nurse and Midwife's Team's annual operating plan objectives. They will provide senior professional nursing leadership and direction to nursing and midwifery staff, providing senior, expert advice on matters relating to nursing, midwifery and AHP to all leaders within the Trust at all levels. They will act to ensure safe, high quality and efficient patient care is delivered, supporting the Directors of Nursing and Midwifery, as well as AHPs in the Divisions, through leadership of the Trust Clinical Accreditation programme, ensuring a robust strategic direction for the future of the programme.

#### About us

**Our mission** is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

#### What you'll love about working here

**UHBW has been rated by the CQC as 'Good'** - our staff are proud to deliver excellent care. As a forward-thinking multi-award-winning Trust, our world-leading research and innovations are having a positive local and global impact. Our hospitals are spread across Bristol and Weston-Super-Mare, join us and you can enjoy the very best of both worlds; city living within a stone's throw of the countryside or beside the seaside, both with easy access to all that the Southwest has to offer.

**A digital exemplar** - Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

**Sustainable healthcare** - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

**Access to further opportunities with the Trust - Apprenticeships** are a great way to learn and earn on the job. UH Bristol and Weston provide a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7. As an organisation we encourage further development of all employees to progress upward within their chosen field.

#### Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values. 'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

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### Main Duties and Responsibilities

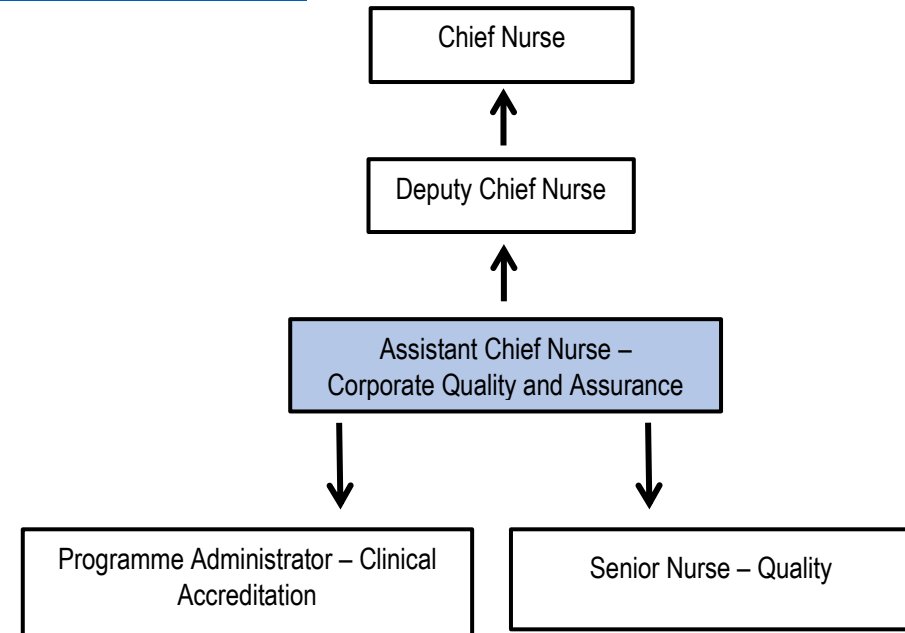
#### Corporate:

- Play an active role as a member of the Trust's senior nursing team, contributing to the development and implementation of the nursing, midwifery and AHP strategy and objectives, both within the Divisions and Trust wide.
- Initiate and provide a key contribution to the development of strategic plans, policies and procedures, ensuring implementation within the Divisions in collaboration with the Directors of Nursing and Midwifery and with the Director of AHPs
- To be accountable for and take the lead on identified quality and professional corporate projects and programmes of work focused on the delivery of high quality, safe patient care.
- Collaborate with healthcare and other partners in the BNSSG system developing nursing and healthcare strategy, policy and leading/contributing to specific project work.
- Work with Directors of Nursing and Midwifery, as well as with Director of AHPs across divisional boundaries, in order to facilitate effective working between services and patient pathways.
- To support the Chief Nurse and Midwife's team by deputising for senior roles in their absence and representing them externally as required.
- To develop collaborative professional and operational relationships with other NHS / non NHS organisations.
- To support the development and implementation of the Trust Patient First methodology in new project development.
- To produce and present relevant corporate Quality and Assurance oversight to Trust Board and subcommittees.

#### Professional Leadership

- To lead and motivate nurses in the Trust, ensuring that there are appropriate structures, policies and practices in place to achieve high levels of professional performance, practice and quality standards.
- To collaborate with members of the Divisional Boards in leading the planning, establishment, and development of effective clinical practices.

### Organisational Structure



### Key Relationships

- |  |              |
|--|--------------|
| • Chief Nurse and Midwife /Deputy Chief Nurses | Matrons      |
| • Directors of Nursing                         |              |
| • Director of AHP's                            | Ward Sisters |
| • Divisional Clinical Chairs                   | AHP Leads    |
| • Divisional Directors                         |              |
| • Organisational Development                   |              |
| • Associate Head of Education                  |              |
| • Deputy Chief Operating Officer               |              |
| • Associate Director of Quality & Compliance   |              |
| • Associate Director of Quality & Safety       |              |
| • Senior Nurse Quality                         |              |

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- Ensure that professional standards are maintained, and continuous service improvement is delivered through leadership, effective succession planning, effective teamwork and empowerment of clinicians.
- Engage in often complex and sensitive discussions and negotiations with a range of stakeholders. (both regionally and nationally)
- Provide mentorship or coaching for healthcare staff as appropriate.
- Support and enable Directors of Nursing, Midwifery and AHPs to:
  - a) Deliver on all annual operating plan objectives (Local and corporate).
  - b) Be a learning organisation.
- Ensure the shared organisational vision, strategic aims, values, and culture of the Trust are actively promoted, provide clear leadership and demonstrate this through being a role-model.

### Financial and Operational Management

- Support the Deputy Chief Nurse in budget management of the Chief Nurse budgets.
- Provide support to Directors of Nursing, Midwives and AHPs and their teams to manage workforce resources, quality improvement and productivity, working with other divisions and external agencies to achieve this, as appropriate.
- Undertake expert analysis of highly complex and contentious problems and develop practical workable solutions to address these, planning strategically, ensuring tact and creativity in prioritising work programmes in the face of competing demands.
- Play an effective part in the delivery of standards and targets for operational performance on activity, productivity, quality and risk management.
- Actively taking responsibility for managing strategic and divisional risks in the Chief Nurse portfolio, seeking to mitigate and manage such risks as necessary.

### Service Development and Improvement

- To support the development of nursing and midwifery and allied health professionals practice at UHBW, ensuring the divisional annual business plans and corporate strategy are also supported to deliver.

- To encourage and support nurses and midwives in benchmarking against similar centres, seeking opportunities for service redesign and embedding new ways of working.
- To support the Chief Nurse and Deputy Chief Nurse as required in the marketing, planning and commissioning of services.
- Establish the appropriate external links, professionally and generally, to support delivery of service improvement in the wider health economy and nationally.
- Participate in the planning and management of capital projects, service transfers and developments as required.
- Lead the delivery and further multiprofessional development of the Trust Clinical Accreditation programme, identifying actions to ensure sustainability of programme and measures of success.
- Identify and plan the strategic direction of the Trust Clinical Accreditation programme to include a robust approach to evaluation and further development.
- Through the Clinical Accreditation Programme identify opportunities for shared learning, promote best practice and initiatives across the Trust.
- Deliver a suite of workshops across the Trust that facilitate standards of professional practice and promote expected standards of clinical practice.
- To plan, implement and deliver ward to board assurances and empowerment of clinical staff at the point of care.

### Quality of Care and Treatment

- To contribute to the leadership and delivery of the clinical governance agenda, as required by the Chief Nurse, including ensuring that the Care Quality Commission Regulatory Outcomes are met as a minimum standard.
- Provide professional advice and input to complex and professional clinical incidents, complaints, and Rapid Incident Review Meetings (RIRM) of the Patient Safety Incident Investigation (PSII) process.
- Ensure that Quality of Care is monitored and improved through the delivery of a high level "ward to board" audit and assurance plan in relation to the nursing quality agenda, ensuring that adult services meet all legislative, national and commissioner requirements.

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- Support the Associate Director of Quality and Compliance to ensure that all services are adequately prepared for external inspection e.g. CQC planned and unplanned visits
- To work collaboratively with key stakeholders to ensure good governance and reporting into relevant divisional and Trust groups.
- To lead on the implementation of the Trust wide Clinical Accreditation Model working with the Directors of Nursing and Chief Nurse Team.

### Human Resources

- To actively influence the employee relations agenda for the nursing workforce, taking part where necessary in procedures that address conduct, performance, grievance and attendance issues, in line with Trust policies, working closely with the HR function.
- Frequently use highly developed communication skills to resolve highly complex, high-impact situations in highly complex environments. This may be where communication is necessary to large groups of staff, commissioners, partner providers (locally and nationally), patients/families/carers, Trust board, where there may be significant barriers to acceptance or the necessity to influence.
- Actively participate in the annual appraisal process
- Take responsibility for personal development and education and the development of a Personal Development Plan.
- Maintain own mandatory training requirements.
- Manage and prioritise own workload.
- Provide senior professional input to disciplinary panels up to and including appeals against dismissal.

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Personal Profile - (E) = Essential (D) = Desirable

### Knowledge and Experience

- Significant experience at a senior level in a relevant acute adult or children's environment with broad experience of working across other NHS organisations (or beyond) for benchmarking purposes or to identify best practice /areas for improvement (E)
- Experience of deputising for very senior management (e.g. Divisional Director/Chief Nurse), representing them externally on behalf of the organisation. (E)
- Demonstrable experience of overseeing Trust-wide initiatives; leading successful change management; service redesign processes; leading cost improvement programmes (E)
- A clear understanding of the modernisation agenda, the opportunities for redesigning services and the tools and techniques for achieving service change. (E)
- A comprehensive understanding of the issues currently facing primary, secondary and tertiary care. (E)
- Awareness of national NHS policy, local health community issues (E)
- Experience of managing teams, including professional development and conduct issues (E)
- Experience of leading a range of nursing staff (E)
- Experience of effective financial management (E)
- Experience of managing robust governance and performance management systems (E)
- Experience in working with children and families to improve patient experience (E)
- Experience of managing service changes, including role redesign and workforce planning (E)

### Qualifications and Training

- Demonstrable clinical, operational and strategic leadership skills (E)
- Ability to build and develop teams and maintain constructive working relationships across multiple disciplines (E)
- Knowledge of current NHS issues, including specific nursing, quality & performance issues (E)
- Ability to analyse and resolve complex issues, capable of interpreting and evaluating complex, multi-faceted information; ability to summarise complex information; ability to make judgements and advise on the best course of action (E)
- Excellent interpersonal, managerial, organisational, and influencing skills (E)
- Excellent communication skills, including verbal, written and presentation skills (E)
- Ability to translate operational challenges into the wider strategic context for the benefit of staff – (E)
- Demonstrable experience of working successfully across functional boundaries at a Strategic level (E)
- Highly skilled in identifying opportunities for partnership working, managing ongoing stakeholder relationships and providing support to others in this area (E)
- Be able to articulate the evolving strategy and vision for the future of nursing and be able to demonstrate the opportunities this will provide (E)
- An in-depth understanding of Workforce, Education, Standards, and research issues within the NHS (E)
- Able to set and lead the Nursing agenda within the division (E)
- Sound working knowledge of computerised systems and office software packages (E)



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### Aptitudes

- Flexible and adaptable in a high-pressure environment (E)
- Focuses on achieving results of high quality in a timely and cost-effective way (E)
- Ability to develop staff through mentoring / clinical supervision (E)
- Evidence of personal insight and sound judgement (E)
- Professional credibility (E)
- Committed to continuous service development and quality improvement (E)

### Qualifications and Training

- Registered Nurse with current registration with NMC (E)
- Evidence of professional and managerial development, which meets NMC requirements (E)
- Masters Level Degree or equivalent (E)
- Management or leadership qualification (E)
- Evidence of strong and recent commitment to continued personal development (E)
- This role requires extensive and highly specialist knowledge across a range of disciplines (strategic planning, service redesign, financial management and workforce redesign) underpinned by advanced theoretical knowledge and relevant practical significant experience at a divisional and corporate level. (E)

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### Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

### Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

### Workplace health and wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

### Safeguarding Children and Vulnerable Adults

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

### Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

### Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.