

Senior Nurse for Quality and Professional Standards

Job Description & Person Specification

A summary of the role responsibilities and person specification



University Hospitals
Bristol and Weston
NHS Foundation Trust

Why Our Trust?

Terms and conditions

Post – Senior Nurse for Quality and Professional Standards

Division – Trust Services

Department – Chief Nurse Office

Band – 8b

Salary - £58,972 - £68,525

Location – Bristol – Trust wide role

Annual leave – Up to 33 days dependent 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

Job Purpose

The senior nurse for quality and professional standards will provide clinical and professional leadership to allocated quality work streams across the Trust. As a member of the Chief Nurse team the postholder will monitor, recommend, and lead on actions to improve and sustain professional quality standards. They will implement actions to audit standards, gain assurance and promote quality improvement and innovation.

The post holder will provide senior professional leadership to support the development and implementation of education and development activities / programmes for nurses and midwives in line with the Trust's education strategy.

The Postholder will be the Trust lead for Patient Group Directives (PGD) approval.

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.

We are
supportive
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Main Duties and Responsibilities

Corporate

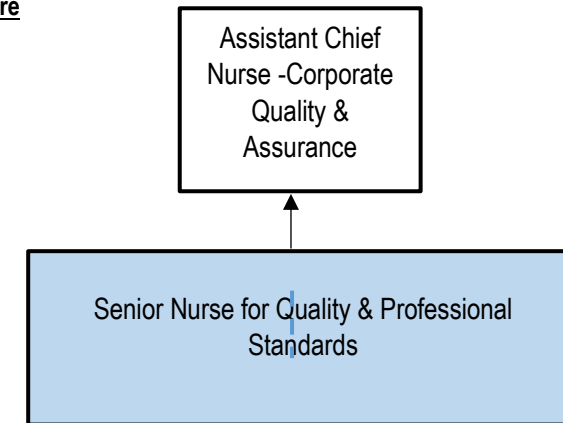
- Support the Chief Nurse Team to take forward and implement the Trust Nursing, Midwifery and Allied Health Professions strategy across the Trust, in order to deliver clinically and financially viable services, maintaining a focus on the delivery of high-quality patient care standards.
- Take the lead on identified quality and professional corporate projects and programmes of work focused on the delivery of high quality, safe patient care.
- Provide leadership, support, and advice to ensure the highest standards of nursing and midwifery care are adhered to and maintained.
- Be responsible for the oversight and implementation of Professional Nurse Advocates (PNAs). The role will oversee recruitment, continuing practice, evaluation of the impact of the role and ensure that there is relevant reporting through Trust Committees and achieve National requirements for PNA reporting.
- To support the Chief Nurse and Midwife's team by deputising for senior roles in their absence and representing them externally as required.
- In collaboration with Clinical Divisions lead the preparation and delivery of Celebrations for International Day of the Nurse and International Day of the Midwife. Collate and coordinate submissions for relevant local and National awards as required.

Clinical – Patient Experience of Care

- Trust operational lead for Adults and Young Carers, providing professional oversight. Working closely with the experience of care team, to ensure progress is made on objectives and actions to raise awareness for carers, escalating any risks to achievement. Ensure collaboration with community partners and stakeholders.
- Ensure that there are systems and processes in place to deliver and monitor safe, effective compassionate and dignified care across the Trust's services.
- Maintain insight into the patient's and family's journey by utilising clinical experience data and identify and implement any interventions to promote and improve standards of care.

Professional leadership.

Organisational Structure



Key Relationships

Chief Nurse, Deputy Chief Nurse, Directors of Heads of Nursing and Midwifery, Deputy Directors of Nursing, Matrons/ Sisters, Medical Director and Associate medical director team, Associate Director- Patient Safety, Associate Director Quality & Compliance–Divisional Triumvirate, Chief Informatics Officer, Associate director of education, Pharmacy Director, Workforce, Human Resources and organisational development Teams, Non-medical consultants, Consultants, Communications team

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- Provide effective clinical and professional leadership which promotes and demonstrates the values and behaviours identified within the Trust.
- Demonstrate effective leadership through clinical credibility and role model expected leadership behaviours.
- Provide advanced professional nursing knowledge and expertise to support improvement in quality and professional standards across the Trust.
- Provide highly visible clinical presence, ensuring that professional standards are maintained, and continuous improvement is delivered being responsive to new initiatives in nursing care to ensure the needs of patients is at the centre of care delivery.
- As required develop and implement innovative strategies to guide and coach teams in developing and strengthening leadership skills to meet the responsibilities of their role and provide succession planning.
- Promote an environment which is conducive to learning, education, training, research, and development, fostering innovative practice and proactively implementing changes to address knowledge and skills gaps through implementation of the professional nurse advocate programme.
- In collaboration with the Trust Education Team provide professional leadership and advice for post registration development programmes.
- Lead and implement specific areas of professional standards, clinical practice/policy development on behalf of the corporate Chief nurse team. Act as the clinical expert, providing advice and guidance.
- Work with Divisions to develop a culture of continuous service improvement, utilising the Patient First Methodology in new project development.
- Develop and contribute to business cases where appropriate to support any changes in service provision.
- Chair meetings and forums as required in line with agreed terms of reference.
- Enable a culture where all individuals are able to contribute equally by ensuring effective communication systems, written, verbal and the use of information technology is embedded across the organisation.

Quality of Care and Treatment

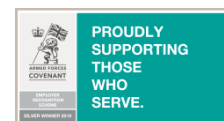
- Be an active participant within the Trust Clinical Accreditation Programme, acting as the overall lead for a team of assessors, monitor standards of practice, identifying opportunities for sharing best practice, leadership development and education.

- Be an advocate for patient experience, play a central role in the delivery of initiatives and programmes of work to improve patient, family, and carer experience across the Trust.
- Be the Chief nurse team representative within the medicine's governance group. Provide leadership in collaboration with pharmacy leads to promote medication safety across the trust.
- Be the Chief nurse team representative within the Trust Clinical Effectiveness Group and Patient Safety Group. Providing expert advice and guidance.
- Be the chief nurse representative within the nutrition and hydration steering group achieving outcomes and fulfilling the duties required of the steering Group.
- In collaboration with the Chief Nursing Information Officer promote standards of documentation and explore new digital ways of documenting quality of care. Responsible for reporting on exceptions in performance for care quality indicators – nutritional care, and documentation.
- Approve Patient Group Directives on behalf of the Chief Nurse
- Use data available from Quality Audit tools to identify areas for Quality improvement and monitor progress and sustainability.
- Benchmark and network locally and nationally with external organisations.

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Service and Staff Development, Education, and Improvement.

- Provide professional support and advice for the development of career progression frameworks for nursing, AHP and Midwifery Registered and Unregistered staff.
- Participate in the implementation of legacy mentoring across the Trust.
- Lead the implementation of the Professional Nurse Advocates role, monitoring implementation and impact, reporting outcomes through the appropriate reporting structure.
- Encourage a philosophy of continuous professional development amongst staff and colleagues and lead by example through visible leadership and sharing of good practice and learning through patient feedback, complaints and through Patient Safety Incident Investigations (PSII).
- Provide mentoring and coaching for healthcare staff as appropriate.

Human Resources

- Maintain personal, professional competency and appropriate development.
- Actively participate in the annual development plan
Take responsibility for own personal development and education and the development of a personal development plan.
- As a Registered Nurse or Midwife achieve continuous professional development as outlined by the Nursing and Midwifery Council.
- Work within the Trust Policy Framework at all times. Maintain competency in practice and ensure compliance with statutory and mandatory training requirements.

- Manage and prioritise own workload.
- Maintain own mandatory training requirements.
- Communicate effectively and calmly in difficult and complex situations, particularly in relation to poor practice and challenging behaviour.
- Communicates sensitive/highly sensitive complex or contentious information to a range of other health care professionals including nurses, consultants, and allied health professionals, explaining complex problems and possible solutions. Be able to clarify key points from complex data and information.

Audit / Research

- Lead on the development and ongoing implementation of the Trust-wide Quality audit programme ensuring a robust process for auditing and outcomes are monitored through Divisional Governance, provide written and verbal reports and presentations to the relevant Trust Governance structure.
- Identify processes that facilitate the outcome from the Quality Audit programme to be shared and displayed in clinical areas for staff, patients, and family members to provide assurance and demonstrate continuous improvement and development.
- Lead on agreed Trust wide audits, ensuring when required improvement plans are developed and monitored.
- Identify gaps in knowledge or deficits in clinical practice and discuss these with relevant teams as possible areas for research or clinical audit.
- Promote nursing research to develop evidence-based practice at Trust and National level.
- Promote an ethos of striving for excellence through promotion of an enquiry-based culture where staff are encouraged to propose new areas for audit and research studies.
- Identify opportunities for staff to develop their own research studies, ensure they are supported in this through contacts with the appropriate departments and groups.

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

Qualifications and Training

- NMC Registration or equivalent professional qualification (E)
- Evidence to support ongoing professional and managerial development (E)
- Master's Level Degree in a related subject (e.g. clinical or management) or hold an equivalent level professional qualification or be working towards. (E)

Knowledge and Experience

- Extensive leadership and clinical operational experience at a senior level (E)
- Experience of managing projects at service or organisational level with demonstrable service improvements (E)
- Experience of policy development through its full cycle to operational implementation (E)
- Evidence of effective change management resulting in an improved outcome (E)
- Evidence of completion of systematic audit of projects undertaken (E)
- Ability to use Microsoft computer programmes e.g. word or outlook (E)
- Experience of managing a range of clinical staff (D)
- Experience of budgetary management (D)
- Evidence of using research methodologies to implement practice developments and validate quality improvements (D)

Skills and Abilities

- Acting as a role model have the ability to communicate, influence and negotiate, building rapport and clinical credibility with staff from all disciplines (E)
- Highly developed leadership and influencing skills with the ability to enthuse, motivate and involve individual and teams in Trust wide projects (E)
- Excellent working knowledge of current NHS issues (E)
- Able to collaborate effectively with internal and external partners such as universities and deaneries to ensure successful partnership working (E)
- Excellent presentation skills – verbal and written (E)
- Demonstrate evidence of problem solving, strategic leadership and decision-making skills (E)
- Demonstrate a strong sense of personal and team accountability coupled with a clear understanding of the boundaries of delegated authority. Professional, inclusive, and credible leadership style (E)
- Demonstrate a highly developed understanding of the changing NHS environment and its impact on service provision and staff (E)
- Self-motivated – possesses high internal work standards, sets stretching yet attainable goals strives for improvement and measures progress against targets (E)
- Self-confidence – states own position on issues, makes decisions when required within area of authority and commits self and other accordingly. (E)
- Flexible – adapts to a changing work environment to ensure achievement of objectives (E)
- Strong sense of commitment to openness, honesty, and integrity (E)
- Commitment to lifelong learning and personal development (E)
- Motivation – driven by a genuine interest and concern for the quality of patient services (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

Staff responsible for patient information as specified in his/her individual job description have the responsibility to ensure records are promptly and accurately made within agreed timescales. This includes the recording of information on relevant IT systems as required and within patient notes, making certain all notes can be traced back to the Patient Administration System (PAS).

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.

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Child Protection

University Hospitals Bristol 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.

Clinical Governance

Clinical Governance is the framework through which this Trust is accountable for continuously improving the quality of its services and safeguarding the high standards of care. It does so by creating and maintaining an environment in which excellence in clinical care will flourish.

Every member of staff must work within this framework as specified in his/her individual job description. If you have concerns on any clinical governance matters these should be raised with your line manager, professional adviser, or a more senior member of management. Your attention is also drawn to the Trust guidance on Raising Concerns about Provision of Patient Care.

You have a responsibility for contributing to the reduction of infections.

Information Governance

Staff responsible for patient information as specified in his/her individual job description have the responsibility to ensure records are promptly and accurately made within agreed timescales. This includes the recording of information on relevant IT systems as required and within patient notes, making certain all notes can be traced back to the Patient Administration System (PAS).

Job Description completed/reviewed by:

Managers name: Juliet Neilson

Date: 28/07/23

Staff Local Induction:

Job description discussed by nursing manager:

Date:

All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review.

The NHS Knowledge and Skills Framework (the NHS KSF) defines and describes the knowledge and skills which NHS staff need to apply in their work in order to deliver quality services. It provides a consistent, comprehensive, and explicit framework on which to base review and development for all staff. Closely aligned with this job description is a KSF profile supporting the effective learning and development of the post holder in a variety of ways.