Director of Nursing & Patient Experience

Job Description & Person Specification
COUNTY DURHAM AND DARLINGTON NHS FOUNDATION TRUST

JOB DESCRIPTION

1. JOB TITLE: DIRECTOR OF NURSING & PATIENT EXPERIENCE

2. LOCATION: Trust wide

3. NOMINAL BASE: To be determined

4. SALARY: To be determined

5. RESPONSIBLE TO: CHIEF EXECUTIVE

6. JOB SUMMARY

The Director of Nursing is an Executive Director and will play a lead role in achieving the Trust’s vision of becoming a leading integrated care provider.

All Directors are expected to work as part of an integrated team and take lead responsibility for strategic and corporate issues outside their immediate sphere of responsibility.

SECURING OUR FUTURE

In particular there is a requirement to radically alter the current hospital dominated delivery model to one based on diversified services delivered at the most appropriate point for patients. County Durham and Darlington NHS Foundation Trust (CDDFT) will be a hub for this tailored approach which builds on links with our community, primary and tertiary care, local authority and voluntary sectors to deliver an end to end, tailored service with excellent experiences for every patient. This will include capitalising on flexibilities offered by telemedicine and other technologies.

This strategy requires Directors to be influential system leaders in the local health economy helping shape the New NHS for the benefit of local service users and expanding the cover of the CDD FT service brand nationally.

7. MAIN DUTIES AND RESPONSIBILITIES

- To revolutionise the relationship with patients so that ‘Nothing about me without me’ is a reality for CDD FT and its community. This requires inspirational leadership of clinical and professional practice development in conjunction with the Medical Director, such that patients are to the fore in every decision made within CDDFT. It will also demand development of a partnership with the public which facilitates new relationships and

www.cddft.nhs.uk
shifts their expectations of how services will be delivered and developed with them in future.

- To deliver service redesign on a system-wide scale, capitalising on the transfer of community services, existing quality services within our hospitals, links with primary and tertiary care, local authorities and voluntary sector, to ensure the best possible future service to our patients.

- To ensure effective governance of all aspects of patient activity in collaboration with the Medical Director.

**NOTHING ABOUT ME WITHOUT ME AS A HALLMARK OF THE CARE WE OFFER**

- Within the local health and care system, the postholder will lead thinking and formulate strategy to shift ethos, clinical practice, professional behaviours and ultimately the nature of every patient experience such that over the life of the current annual plan, ‘Nothing about me without me’ becomes an integral part of the CDDFT offer to patients. At the heart of this transformation will be enabling patients and the public to participate in very different ways in all aspects of service delivery and decision making affecting their care and lives, and thereby ensuring better outcomes than are currently achieved.

- As an enabling measure for this revolutionary shift in ethos, to immediately seek to create an integrated approach to customer involvement across the local health and care economy. This will be integral to the future business. Collaboration, mutual support and intelligence sharing between patients and their families / carers, is now a feature of contemporary life. The Director of Nursing must ensure that CDDFT capitalises on social media and emergent service user networks to facilitate the best possible outcomes for patients. Similarly, the role of Foundation Trust Governors and Members needs development in bringing insights and contributions from the wider community.

**CONTINUING ASSURANCE OF EXCELLENT PATIENT EXPERIENCES**

Whilst leading the strategic changes set out above, the Director of Nursing carries responsibility for the following in relation to operational service delivery:

- Development of the Trust’s Patients and Public Involvement Strategy, towards ‘Nothing about me without me’ standards. A shift from paternalistic attitudes and practice to a full spectrum of involvement including enabling self-managed care and input from patients in decision making, in relation to both individual care design and management as well as service changes, is the scale of change sought.

- Utilising feedback from patients and the wider public, to directly improve practice and therefore future patient experiences and ensuring that individual patients, family and carer concerns are handled sensitively and effectively.

- Professional advice to the Board on statutory and regulatory nursing and midwifery requirements and assuring the Board of their delivery.
Leadership of Nurses, Midwives and Allied Health Professionals (AHPs) such that the best professional standards which underpin excellent outcomes for patients are deployed in all services.

Ensure the CPD of all Nursing, Midwifery and AHP staff and foster a culture which encourages nurses and midwives to be innovative and challenging in the interests of patient care and to take on professional leadership for the delivery of high standards of care.

Promote the Trust as an ‘Employer of Choice’ for the nursing, midwifery and AHP professions.

Ensuring the engagement of nurses, midwives and AHPs in developing Trusts plans, and in leading improvement, including guaranteeing privacy and dignity for all patients.

Ensure a comprehensive policy and practice framework is in place to support delivery of care to the highest standards.

Embed a continuous learning ethos whereby both errors / near misses and successes inform improvements. Ensure appropriate reporting, monitoring and escalation systems are in place.

Develop team and service level ownership of quality, safety and risk management to enable on-going achievement of best possible outcomes and experiences for patients. In conjunction with the Medical Director, ensure effective assurance systems are in place to govern clinical practice and patient care.

Lead on Safeguarding, assuring the Board in relation to delivery of statutory requirements and best practice standards in caring for all vulnerable patients.

Joint lead with Medical Director on issues relating to deaths in hospital.

**INFECTION PREVENTION AND CONTROL**

- Ensuring continuous improvement of the existing high standards in this area is key to future patient choice and quality of outcomes.

- Assure excellent infection prevention and control within the Trust and the local health economy and achievement of year on year improvements in performance.

- Develop links throughout the Trust to ensure that control of infection requirements are embedded into estates, facilities management and other support departments and contracted services.

- Ensure the Trust meets standards required by external regulation and that the Trust is ready to address new legislative and advisory requirements as they emerge.

**SERVICE REDESIGN ON A SYSTEM-WIDE SCALE**

- Ensure optimal workforce design and collaboration across professional boundaries to achieve highest standards of care. In particular, work in partnership with the Medical
Director to reshape the medical, nursing and other clinical professions to better address patient needs, and therefore utilise resources more effectively.

- In the context of the Annual Plan, lead the redesign of services across the local health and care system via partnerships and co-operation with other agencies and patients, using technology and human resources flexibly to tailor care packages for complex needs and to ensure specialist opinion and core hospital services are readily accessible to patients who need them.
- Collaboration with Care Group Directors to ensure all patient facing staff are engaged in local service improvements and in developing joined up working beyond service and Trust boundaries.
- Credible personal leadership in changing how the local system works will be a key requirement. Influencing leaders and practitioners from other agencies will be essential as will internal participation at all levels. The breaking down of barriers between service providers is a critical challenge for future viability of many services in all sectors.

EDUCATION AND RESEARCH
- Develop and maintain relationships with higher education, other relevant educational institutions to ensure the commissioning of appropriate training and development for nursing and midwifery staff. Influence thinking about the future of professional education and training in the new NHS.
- Facilitate multi-disciplinary education and learning wherever possible as an enabler of the remodelling of CDDFT services.
- Encourage research and development in nursing and midwifery and the application of evidence based clinical practice. Promote application of evidence and action research particularly in areas of new service design.

PORTFOLIO MANAGEMENT
The following services are managed in this portfolio:
- Clinical Service improvement and standards including Clinical Pathway development
- Nursing Strategy and Professional Nursing Leadership & AHPs
- Volunteers and Chaplaincy Service
- Emergency Planning Policies
- Quality Account
- CQUIN
- Patient Safety
- Patient Experience
- HCAI
- Safeguarding
- Tissue viability
- Complaints management

LEADERSHIP
To enable all staff managed within the scope of this role are well informed of the strategic priorities of the Trust and ensure that their contributions are channelled in that direction via regular performance review and personal development planning.

To actively support the Trust's drive to focus every contribution on improving the patient experience as reflected in the NHS Constitution and contracts with commissioners.

To demonstrate exemplary leadership qualities which are consistent with the Trust’s vision, values and behavioural expectations.

MOST CHALLENGING ASPECT OF THE ROLE
Ensuring the Trust continues to deliver excellent patient experiences and outcomes whilst having regard to resource constraints and statutory regulatory requirements.

8. COMMUNICATIONS AND WORKING RELATIONSHIPS

- Foundation Trust Board Members
- Governors
- GPs
- Senior Clinicians
- Clinical Service Managers
- Patient Access and Human Resources Senior Managers.
- External organisations including Monitor, Strategic Health Authority, Primary Care Trusts and other Foundation Trusts
- Commissioners
- General Practitioners, Optometrists, Pharmacists and General Dental Practitioners
- NHS Trust Executives, managers and clinical staff
- Local Authorities
- Third Sector organisations
- Independent Sector organisations
- Institute of Innovation and Improvement
- Patient/Public representative bodies
- MPs and other political leaders
- Local Involvement Networks

9. IMPROVING WORKING LIVES

All managerial and supervisory posts are expected to follow the principles of Improving Working Lives and specifically be aware of, understand, and apply fair employment policies/practices, and equality of opportunity.

10. PERSONAL AND PEOPLE DEVELOPMENT

Commit to developing self and others. All managerial and supervisory posts must ensure staff have equal access to career progression and are appraised annually and have a PDP.
11. HEALTH AND SAFETY RESPONSIBILITY

It is the responsibility of the individual to work in compliance with all current health and safety legislation and the Trust's Health and Safety Policy and to attend any training requirements both statutory and mandatory in line with the Trust's legal responsibility to comply with the Health and Safety and Welfare at Work Act 1974.

12. PREVENTION AND CONTROL OF HEALTHCARE ASSOCIATED INFECTIONS

The postholder is responsible for Infection, Prevention and Control role.

It is the responsibility of the individual to work in compliance with all relevant Trust policies relating to infection control and to attend all appropriate training in compliance with the Health and Social Care Act 2008 and other relevant legislation.

13. CLINICAL & CORPORATE GOVERNANCE

All managerial and supervisory posts will ensure compliance with Trust policies and procedures and clinical guidelines.

14. GENERAL

This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service.

15. ANNUAL REVIEW RECORD

Date of Issue: .................................

Date of Review: Employees Signature: Signature of Line Manager:

................................................................. .............................................................

................................................................. .............................................................

................................................................. .............................................................

www.cddft.nhs.uk
COUNTY DURHAM AND DARLINGTON NHS FOUNDATION TRUST

PERSON SPECIFICATION

DIRECTOR OF NURSING AND PATIENT EXPERIENCE

<table>
<thead>
<tr>
<th>HORTLIST CRITERIA</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualifications &amp; Training</td>
<td>First level registered practitioner</td>
<td>Masters level management/clinical qualification</td>
</tr>
<tr>
<td></td>
<td>First level degree with evidence of working at masters level</td>
<td></td>
</tr>
<tr>
<td>Statutory Registration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special Skills &amp; Knowledge</td>
<td>• Initiator of change processes</td>
<td>• Ability to inspire others.</td>
</tr>
<tr>
<td></td>
<td>• Excellent interpersonal, communication, and leadership skills.</td>
<td>• Service improvement and re-design techniques.</td>
</tr>
<tr>
<td></td>
<td>• Able to lead and motivate others, strong influencing and negotiation</td>
<td>• Relates immediate situations to trends and pressures</td>
</tr>
<tr>
<td></td>
<td>skills.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Ability to cope with complex organisational issues and able to relate</td>
<td></td>
</tr>
<tr>
<td></td>
<td>to a wide spectrum of NHS professionals</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Able to assess priorities and make decisions, quick to grasp a point,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>able to “think on feet”, influence, persuade, give leadership and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>direction</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Knowledge and understanding of key NHS issues, including national and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>local policy drivers.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Knowledge and understanding clinical performance systems and the</td>
<td></td>
</tr>
<tr>
<td></td>
<td>national regulatory framework</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Knowledge and understanding of key organisational systems and NHS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>modernisation agenda</td>
<td></td>
</tr>
<tr>
<td>Experience</td>
<td>• Experience of senior board level roles</td>
<td>• Director level experience</td>
</tr>
<tr>
<td></td>
<td>• Evidence of strong clinical leadership resulting in high clinical</td>
<td>• Knowledge and experience of LEAN and/or Total Quality Management</td>
</tr>
<tr>
<td></td>
<td>standards</td>
<td>systems implementation</td>
</tr>
<tr>
<td></td>
<td>• Evidence of leading the reform</td>
<td></td>
</tr>
</tbody>
</table>
of whole-systems care pathways and service models
- Experience of managing a large, multi-disciplinary workforce
- Experience of working across organisational boundaries and developing productive partnership arrangements
- Track record of personal achievement transforming healthcare services
- Evidence of ensuring the provision of clinically safe services
- Budgetary management responsibility
- Able to engage clinicians
- Experience of conflict management

**Personal Attributes**
- Confident
- Professional approach
- Ability to cope under pressure and work to ambitious deadlines
- Self-motivated, energetic and flexible, with well developed interpersonal skills
- Champion of innovation and ‘best practice’ in healthcare services
- Personal resilience, self awareness, determination to succeed

**Special Requirements**
Car driver or ability to travel independently across the Trust