

## Job Description

<b>Role:</b>	Head of Clinical Services
<b>Accountable to:</b>	Service Director
<b>Location:</b>	The Dean Neurological Centre
<b>Date reviewed:</b>	September 2024

### Job Purpose

To be professionally accountable for the provision of strong clinical leadership to The Dean Neurological Centre whilst driving best practice and ensuring there is a robust clinical governance framework in place, in accordance with company documented policy and employment legislation at The Dean.

To strive for efficiency, whilst continuously improving the delivery of clinical quality monitoring outcomes, improving clinical systems and creating a learning culture to improve clinical practice, in collaboration and teamwork with colleagues, qualified staff and managers.

The HoCS will provide clinical direction and provide strong operational management to support and meet the business and workforce objectives of The Dean and Elysium Healthcare; they are a member of The Dean's Senior Leadership Team and will deputise for the Service Director in their absence.

### Responsibilities

1. Responsible for providing clinical direction and strong, professional leadership to all clinical staff including nursing, allied health professionals and medical staff either directly employed or working under service level agreements and in line with Elysium policy and national clinical guidance.
2. Lead the clinical services to deliver a high level of clinical governance, safe and effective resident care and identify and reduce clinical risk. Using resident outcomes and utilising the audit of resident feedback, continually examine opportunities for clinical performance improvement, risk management and champion a culture of continuous quality improvement related to clinical activity.
3. Support the Service Director with Business Development/annual contracting, with a focus on safe delivery of care.
4. Assist with the strategic direction of the facility and form strong internal and external stakeholder links to successfully deliver the strategic aims.
5. Fulfil the role of being the Infection Control ensuring compliance with Infection Control Policies and Procedures throughout the site. Ensure that IPC governance processes are followed through local Infection Prevention and Control Committee and representation at other appropriate meetings.
6. Effectively review and manage clinical incidents and investigation (including PSIRF) in line with Elysium policy and delivery of a clinical service which meets the
7. The regular and timely delivery of reports such as, and not limited to, the monthly governance report and any company wide reporting requirements.

8. Responsible for the chairing of key meetings groups/committees and deputising as chair in the Directors absence e.g. Clinical Governance, Heads of Department etc.
9. Act as the Safeguarding Lead (see attached description), Complaints Officer, and the Controlled Drugs Accountable Officer for the facility.

### Communication

To be responsive to requests from residents, visitors, family members and external professionals as appropriate, liaising with senior team members where necessary. Expectations of family and friends can contribute to challenging situations. Communication at all times must be respectful and confidentiality maintained as appropriate.

### Key Stakeholders / Relationships

Senior Leadership Team, Clinical managers and staff, Local Senior External Stakeholders including but not limited to the NHS, ICB, CQC, local Trusts, Company Directors (including Director of Nursing) Clinical support functions, Consultants and other Elysium locations.

### Management and Leadership

1. Accountable for input into company strategy
2. Contribute towards successful risk mitigation/monitoring and maintaining a 'Good' CQC rating.
3. Successful delivery of the facility clinical strategy and related annual plan
4. Monitor key clinical performance indicators and action any outlier status.
5. Jointly responsible for analysing Quality Improvement data and influencing improved outcomes through action planning.
6. Ensure clinical audit programme and evidence of action planning related to shortfalls are undertaken.
7. Support with the overall Facility Budget and Business Case delivery (as applicable)

### Working Environment

The neurological care needs of the residents at The Dean may present with challenging situations, which may heighten the physical, sensory and emotional demands of the role.

### Demonstration of Elysium Values (KITE)

The employee will undertake their role in a manner that demonstrates commitment to Elysium Healthcare and its values.

K- Kindness	To champion kindness, compassion and dignity within the workplace. Establishing and maintaining good working relationships with all staff, visitors, and service users.
I- Integrity	To demonstrate integrity by being honest and doing the right thing to improve the experience of care for our residents and care for those they work alongside.
T- Teamwork	To work with colleagues as a team to deliver great care and outcomes. Helping to create a positive culture within The Dean Neurological Centre.
E- Excellence	To demonstrate excellence, best practice and continued commitment to learning.

*The above job description is a summary of the main responsibilities of the postholder, and not an exhaustive list of duties to be undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to discussion between yourself and your manager and be within your level of competence.*

**Declaration: I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the functions as outlined.**

<b>Employee Name:</b>	<b>Signature:</b>	<b>Date:</b>

### Person Specification

<b>Qualifications</b>	
Essential Experience	<ul style="list-style-type: none"> <li>• Knowledge of NMC/HCPC codes and guidelines and their implications for practice</li> <li>• Knowledge of the legislation and standards of the CQC</li> <li>• Proven ability to successfully lead and motivate a clinical services team providing strong strategic direction and positive leadership.</li> <li>• Proven experience of working within a strong clinical governance environment.</li> <li>• Proven experience working at a management level within the health care industry.</li> <li>• Proven strategic planning, workforce analysis and policy development skills.</li> <li>• Demonstrated ability to lead Continuous Improvement processes in a Health Care facility and achieve sound outcomes.</li> <li>• Knowledge and understanding of contemporary clinical risk management strategies that are effective in promoting and ensuring high quality resident care.</li> <li>• Sound computer skills using the MS Office Suite and Web based reporting systems.</li> <li>• Aware of the relevant legislative requirements and governing body reporting responsibilities of hospital/ clinical service departments</li> <li>• Experienced in clinical services and delivery of care.</li> <li>• Previous experience within a managerial role responsible for multiple departments</li> </ul>
Preferred Experience	<ul style="list-style-type: none"> <li>• Demonstrated sound financial management and administrative skills in a Health Care facility.</li> <li>• Demonstrated understanding of private and public health sector funding models</li> </ul>
Essential Education	<ul style="list-style-type: none"> <li>• Current registration with the relevant clinical body (NMC/HCPC)</li> <li>• Evidence of study/ qualification at Degree Level or above</li> </ul>
Preferred Education	<ul style="list-style-type: none"> <li>• Evidence of recent studies/qualification/development in Clinical Management and Leadership (or working towards)</li> </ul>