

**JOB DESCRIPTION**  
**Director of Care - Jessie May Trust**

---

<b>Post:</b>	<b>Director of Care</b>
<b>Band:</b>	<b>8a</b>
<b>Division:</b>	<b>Women &amp; Children's Division</b>
<b>Department:</b>	<b>Jessie May</b>
<b>Responsible to:</b>	<b>Jessie May CEO and Head of Nursing BRHC</b>
<b>Responsible for:</b>	<b>All Children's Community Palliative Care Services, provided by Jessie May across Bristol, North Somerset and South Gloucestershire (BNSSG), Bath &amp; North East Somerset (B&amp;NES, Swindon &amp; North Wiltshire.</b>

---

**Job purpose**

Jessie May provides a hospice at home service for children and young people with life limiting conditions up to the age of 19 years. The service includes the provision of nursing care in the child's home, respite care for parents and carers, emotional support, end of life care and bereavement support. The service is provided by registered children's nurses and nursery nurses. The service currently provides care and support to 140 children and 50 bereaved families across the areas of Bath & North East Somerset, Bristol, North Somerset, South Gloucestershire, Swindon and Wiltshire. Jessie May is regulated and inspected by the CQC. The post holder will be required to act as the registered manager and responsible person, building positive relationships with CQC inspectors and ensuring the service maintains the highest standards of care which are safe, effective, caring, responsive and well led.

The postholder will provide leadership for the entire range of services to families, and actively support the Care Team in the delivery of palliative and end of life care. She/he will oversee the professional practice of all the Charity's nursing and care staff and ensure it is maintained to the highest standards.

The postholder will lead on the planning and development of the care services within the overall organisational strategy, forging and fostering partnerships with key stakeholders whilst managing change within the existing service. She/he will be a member of the Senior Executive Team at Jessie May with the Chief Executive, the Director of Corporate Service & Finance and the Director of Funding Development and contribute to the overall strategy and management of the organisation.

The Director of Care post holder (along with all the nursing and care staff) is employed by the NHS through the University Hospitals Bristol (UH Bristol), and seconded to the Jessie May Trust under a Service Level Agreement. Operational management of the nursing staff and service are managed by Jessie May Trust's Director of Care and Chief Executive Officer. Professional leadership and responsibility for maintaining the NMC code of conduct resides with the Head of Nursing, Bristol Royal Hospital for Children. Staff conduct and performance are managed jointly between the Jessie May Trust and UH Bristol, according to UH Bristol policies and procedures.

## **Main duties and responsibilities**

### **Communication:**

The post holder will:

- Ensure that there are robust systems in place to get feedback from families and that any complaints are properly investigated according to the Jessie May and/or UH Bristol's Complaints Policy and Procedures and families kept informed about the process and conclusions of any such investigation.
- Ensure that children and young people are consulted about their care and have opportunities to feedback in order that we continue to see innovative ways of establishing this communication.
- Be responsible for ensuring families are consulted over changes and developments to the service and, where appropriate, be involved in co-designing such developments.
- Demonstrate politeness, courtesy and sensitivity in providing compassionate care for patients, visitors/relatives and colleagues. As a service which is 'family led' the post holder will act as an expert communicator, inspiring and acting to disseminate relevant information as well as receiving feedback from staff and patients.
- Contribute towards sharing good practice between the Jessie May and UH Bristol teams and services where appropriate.
- Promote a positive image of UH Bristol at all times.
- Work cohesively with all members of the team and promote effective liaison with all members of the multi-disciplinary team in ensuring that the very best services to patients and families are provided at all times.
- Communicate effectively within the team, participate in motivating and supporting team members and maintain confidentiality with patients and carers. Give written and verbal advice/teaching to patients and carers.
- To ensure dissemination of national and local policy and strategy within the specialist areas.
- Frequently be handling sensitive confidential information both at a patient level and at an organisational level and thus will require to adhere to the highest standards of confidentiality and integrity.

### **Patient Care:**

Care is provided by registered children's nurses, nursery nurses and carers to children with life limiting conditions and complex health needs in their own homes. The post holder will ensure that all clinical care is provided to the highest standard and in line with the agreed policies and procedures as established by Jessie May and UH Bristol.

The post holder will:

- Ensure that all staff understand their roles and responsibilities in relation to infection control and hygiene that UH Bristol policies and procedures in relation to infection control and hygiene are maintained and followed in line with current relevant national guidance.
- Monitor and ensure standards of nursing care and clinical practice are maintained in accordance with UH Bristol and Jessie May policies and procedures, and through the essence of care benchmarking.
- Act as a role model and professional support to nurses and care staff at all levels within the teams, demonstrating autonomy and expertise in the delivery of patient care.
- Take the lead and co-ordinate actions on standards of cleanliness across the areas of responsibility, ensuring the environment is fit for purpose.
- Participate, where appropriate, in Trust-wide nursing projects and activities, communicating Division and department-specific issues to the wider Trust agenda.
- Contribute to clinical governance within Jessie May, investigating clinical incidents as requested and identifying audit topics for nursing issues. To promote research skills and practice within the area of responsibility.
- Act as co-ordinator for patient information and involvement within Jessie May, ensuring patient literature meets Jessie May standards and that patient feedback is included in service planning and review.
- Maintain own professional competence in clinical practice within NMC guidance.
- Provide specialist clinical advice to staff as required.
- Promote and lead change in nursing and clinical practice in order to improve the patient and family experience.
- Ensure the area/s for which they are accountable have adequate controls in place and to take appropriate action to ensure delivery of an effective safe nursing service within Jessie May. The spans of control include budgetary control and control of duty rotas.
- Lead and hold to account nursing staff, to provide a positive role model and ensure the involvement and active participation of staff groups.
- Take responsibility for creating a culture of nursing leadership that delivers tangible outcomes within defined timescales.
- Actively seek to identify opportunities for new ways of working that improves efficiency and patient/family experience.
- Aim to ensure that nursing services and clinical outcomes are benchmarked against high performing organisations nationally and internationally
- To ensure clinical practice follows a sound evidence base and is in the best interests of patient care.

### **Leadership:**

The postholder will provide positive confident, leadership to the care staff, creating and communicating a vision for the future, motivating staff to embrace change through demonstrating the highest levels of integrity, honesty and transparency whilst showing both empathy and humility with staff and families.

The post holder will:

- Will lead by example demonstrating the values and behaviours of Jessie May and UH Bristol.
- Efficiently and effectively manage the financial resources of designated areas to achieve budgetary control, cost improvements and efficiency savings to provide a cost-effective service. Support Band 6 nurses in the efficient management of their resources.
- Create cohesive and flexible nursing teams who identify strongly with other nursing and teams within the Division and Trust.
- Efficiently and effectively manage resources so as to maximise service efficiency, ensuring the designated areas are staffed appropriately by the regular review of skill mix and benchmarking against other similar units.
- Ensure a high level of awareness of clinical and non-clinical targets, work with stakeholders to achieve targets using a rigorous but supportive culture of performance management.
- Investigate and draft responses to complaints received, ensuring that national response times are adhered to. Meet with complainants as requested. Formulate action plans for issues raised through the complaints process and ensure these are completed.
- Develop collaborative and co-operative relationships with other healthcare professionals, and participate in professional and managerial meetings, liaising as appropriate.
- Develop collaborative and co-operative relationships with a multi-disciplinary team.
- Ensure the Head of Nursing is kept informed on all aspects of clinical practice within the designated service.
- Other issues and project work as delegated by the Head of Nursing and Chief Executive.

### **Clinical Governance:**

The post holder will:

- Manage the clinical governance process and report to the Jessie May Quality Assurance Committee and Board of Trustees through the Chief Executive.
- They will also fulfil the duties of the Caldicott Guardian in safeguarding and controlling the flow of patient identifiable information for Jessie May.
- Be the named nurse for safeguarding ensuring that UH Bristol policies and procedures are in place to safeguard children and young people including for the training and professional support of nursing staff.
- Be responsible for developing the risk management strategy and maintaining the risk register.
- Ensure a calendar of clinical audits is carried out and the learning from these adopted into policy and practice as necessary, ensuring any clinical incidents are investigated thoroughly according to UH Bristol and Jessie May policies and

procedures and that any learning is taken forward and embedded across the Jessie May.

### **Organisation and Planning:**

The post holder will:

- Will represent the organisation externally and be able to negotiate with senior staff in local and national government departments, other provider and commissioning organisations and donors.
- Network throughout the South West region and with other Directors of Care within children's palliative care services in the UK to positively promote the services provided by Jessie May, identifying key stakeholders and establishing on-going communication with these agencies/individuals.
- Together with the Care Team Leaders, play an active role within practitioner forums for children's palliative care throughout the South West.
- Contribute with the Executive Team to the development and monitoring of the overall strategic plans of Jessie May.
- Leading the Care Team in the development of annual work plans for the care service, including identifying the resources required. She/he will present to the executive team and the Board of Trustees for approval and report regularly on progress in achieving these plans.
- Be responsible for reporting to the Department of Health & Social Care and Clinical Commissioning Groups on any grant or contract funding received as well as assisting on reporting to other grant makers.

### **Service Development:**

Jessie May strives to be an organisation that constantly develops and improves its service, especially in response to families involvement and feedback.

The post holder will take responsibility for leading the design and planning of new service innovations, ensuring these are developed in response to evidenced need and the involvement of children and families. This could be at the level of whole service development in for example a new area or piloting a new service element for a small group of families.

### **Leadership and Management:**

The post holder will:

- Provide direct line management to Care Team Leaders, as well as supporting the wider care team as necessary and in line with UH Bristol policies and processes.
- Participate in recruitment and selection of staff as appropriate.
- Monitor sickness/absence levels and take appropriate action to reduce. Support the Care Team Leaders in managing absence.
- Promote staff development through regular performance reviews and personal development plans.
- Maintain own professional and leadership development, keeping up to date with nursing practice.
- Ensure that the education, training and professional development needs of nursing and care staff are identified, putting in place appropriate plans to meet these needs and participating in the training of staff as appropriate.
- Ensure that staff are compliant with their statutory and mandatory training
- Proactively work to identify and promote sustainable workforce strategies, ensuring that retention levels are good and that nursing morale remains high.

### **Finance and Resources:**

The post holder will:

- Work in partnership with the CEO and Care Team to establish realistic annual budgets and to maximise the opportunities for efficiency savings and improvements in the effectiveness of service delivery.
- Be the budget holder for the approved care budget of in the region of £750,000 with delegated authority to spend within budget and up to agreed limits.
- Receive and review the monthly accounts and, in liaison with the Care Team Leaders, monitor care services expenditure to ensure budgetary targets are met and advise the Executive of the reason behind any over expenditure and of efficiency opportunities.
- She/he will also ensure that care staff support the work of fundraisers by facilitating access to families for case stories, media opportunities etc. and that care staff understand the vital role that fundraisers play in funding the work of the nursing team.

### **Information Resources:**

The post holder will ensure that systems are in place to capture data on the care service in order to generate reliable and relevant service information for planning, monitoring and evaluation purposes. In addition, he/she will produce a monthly Care Activity Report covering the agreed fields for all Care Teams and highlight for the Executive Team any trends in service demand and delivery.

### **Other:**

The post holder will ensure that all statutory professional updating and educational requirements are maintained and provide proof of renewed registration when necessary, in line with UH Bristol's policies and procedures and abiding to the NMC Code of Conduct at all times.

### **General Information:**

#### **The Trust's Values**

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

- Respecting Everyone
- Embracing Change
- Recognising Success
- Working Together

The Trust expects all staff to work in ways which reflect these values and behaviours at all times as follows:

#### *Respecting Everyone*

- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible
- We are always helpful and polite
- We have a can do attitude in everything we do

### *Embracing Change*

- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do

### *Recognising Success*

- We say thank you and recognise everyone's contribution
- We take pride in delivering the best quality in everything we do
- We share and learn from each other
- We encourage new ideas that help us to be the best we can

### *Working Together*

- We work together to achieve what is best for our patients
- We support each other across the whole Trust
- We listen to everyone
- We work in partnership

In line with the NHS Constitution, all healthcare providers, registered medical practitioners, nurses and other registered health professionals have a duty of openness, honesty and transparency (candour).

---

## **Transforming Care**

Transforming Care challenges everyone at University Hospitals Bristol to play their part in supporting quality changes and improvements in their work place, building efficient care systems critical for our patients and their families, both today and in the future.

The Trust's mission is to deliver clinical services, teaching and research of the highest quality. Our vision is to provide first class technical care, with humanity, compassion and sensitivity to the needs of each patient.

*Delivering best care, Improving patient flow, Delivering best value,  
Renewing our hospitals, Building capability, Leading in partnership.*

These are the core elements essential to Transforming Care. Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation.

---

## **Equal Opportunities**

The Trust is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory
- Does not cause offence

- To challenge the inappropriate behaviours of others
- Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy

---

## 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.

*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.

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

**University Hospitals NHS Foundation Trust is 'Smoke Free'. Smoking or tobacco is not permitted on any of our hospitals sites.**

---

## Safeguarding Children and Vulnerable Adults

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.

---

## 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.

---

### **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 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 1998.
- 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 password / username 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.

---

**Job Description completed/reviewed by:**

**Managers name:**

**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.

**PERSON SPECIFICATION**  
*Director of Care – Jessie May*

<b>Education and Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>To be evidenced by</b>
RSCN/RN Child with current registration with NMC	√		
Evidence of professional and managerial development, which meets NMC requirements	√		
Masters Level Degree or evidence of working toward it	√		
Management or leadership qualification		√	
Post Reg. Qualification in Community/Palliative/ Disability/Complex Care		√	
<b>Knowledge and Experience</b>			
Significant experience at a senior level in a relevant community children's environment.	√		
Experience of managing teams, including professional development and conduct issues	√		
Experience of leading a range of nursing staff	√		
Experience of effective financial management	√		
Experience of managing robust governance and performance management systems	√		
Experience in working with children and families to improve patient experience	√		
Experience of managing service changes, including role redesign and workforce planning		√	
<b>Skills and Abilities</b>			
Demonstrable clinical, operational and strategic leadership skills	√		
Ability to build and develop teams and maintain constructive working relationships across multiple disciplines	√		
Knowledge of current palliative care issues, including specific nursing, quality & performance issues	√		
Ability to analyse and resolve complex issues	√		
Excellent interpersonal, managerial, organisational and influencing skills	√		
Excellent communication skills, including verbal, written and presentation skills	√		
Ability to translate operational challenges into the wider strategic context for the benefit of staff	√		
Flexible and adaptable in a high pressure environment	√		
Focuses on achieving results of high quality in a timely and cost effective way	√		
Ability to develop staff through mentoring / clinical supervision	√		
Evidence of personal insight and sound judgement	√		
Professional credibility	√		
Commitment to the values of Jessie May	√		

**Behaviours and Values**

- B1** – Respecting Everyone
- B2** – Embracing Change
- B3** – Recognising Success
- B4** – Working Together

**Essential**

**Desirable**

**To be Evidenced by\***

- ✓
- ✓
- ✓
- ✓

- |
- |
- |
- |

**Public Sector Language Competency**

Be able to speak fluent English to an appropriate standard.

✓

|