

Job Description

1. JOB DETAILS	
Job title:	Collaborative Lead Nurse – Children’s Services
Accountable to:	
Managerially:	Collaborative Chair
Professionally:	Executive Chief Nurse
Location:	NCIC – County Wide
Pay Band:	8C

2. JOB SUMMARY	
<p>All staff are expected to work to the Trust Values:</p>	
	Kindness – Kindness and compassion cost nothing, yet accomplish a great deal.
	Respect - We are respectful to everyone and are open, honest and fair – respect behaviours.
	Ambition – We set goals to achieve the best for our patients, teams, organisations and our partners.
	Collaboration – We are stronger and better working together with and for our patients.
<p>The Collaborative Lead Nurse is responsible in conjunction with the Collaborative Chair and General Manager for the strategic and operational management of all patient services within the Collaborative. This involves the delivery of all operational performance targets, delivery of financial balance, and the quality of services to patients as well as improving services towards best practice standards within available income. The post holder will provide senior nursing leadership and will work closely with the Collaborative chair, the general manager, other operational managers and Corporate Directors to achieve the Trusts corporate objectives and will be expected to make a positive contribution to the delivery of health services across the local health community and relevant networks.</p>	
<p>The Collaborative Lead Nurse will be a key member of the Senior Nursing and Leadership team in NCIC. They will provide strategic, operational and professional leadership for Lead</p>	

Matrons, Matrons, ward managers, team leaders, and nursing staff for the services they deliver across the Trust, acting as a point of contact and/or advice and expertise on professional issues.

Specifically the post holder will:

- Provide strategic direction, operational and professional leadership ensuring the nursing contribution to the delivery of high quality patient care.
- Lead on service modernisation, nursing workforce and workload planning, nursing and HCA education, research, training and development and quality of Nursing interventions in relation to professional standards and health care governance
- Provide expertise and advice to the Collaborative team in relation to nursing issues
- In the spirit of collaborative, multidisciplinary and multiagency working ensure close collaboration with key stakeholders such as General Managers, service managers, AHP Professional Heads of Services, Associate Director of Midwifery, Clinical Directors in the development and delivery of high quality patient care.
- Provide support and professional leadership to the Trust quality improvement agenda
- Be responsible for co-ordinating and implementing research and development (R&D) programmes or activity in the Collaborative.

3. ROLE OF COLLABORATIVE LEAD NURSE

The Collaborative Lead Nurse works collaboratively with the Collaborative Chair, Associate Director of Midwifery, General manager and Clinical Directors to provide leadership, strategic direction, financial control and senior nursing support to the directorate.

Providing highly specialist expertise and taking specific responsibility for patient safety, quality and experience, he/she will promote quality, innovation, productivity and performance that improves quality of care and patient outcomes; driving transformation through agreed improvement models.

As a member of the Collaborative management team, he or she will lead effective nursing input into the development of the directorate's strategy, policy and business planning cycle. The post holder will contribute to corporate and collaborative initiatives and plans across a range of issues. S/he will provide assurance of proactive management of clinical and cost improvement plans, ensuring appropriate actions are taken to mitigate or respond to identified risks.

The post holder is responsible for agreeing safe nurse staffing and skill mix levels.

He or she will work closely with other Collaborative management teams, finance and human resources in the planning and delivery of services.

The post holder will provide clinical leadership that inspires motivates and empowers nurses within the Collaborative and will personally quality assure care delivery at the bedside through protected clinical time each month.

The post holder provides direct line management support to Lead Matrons, Matrons, Clinical service managers and some specialist nurses within the Collaborative.

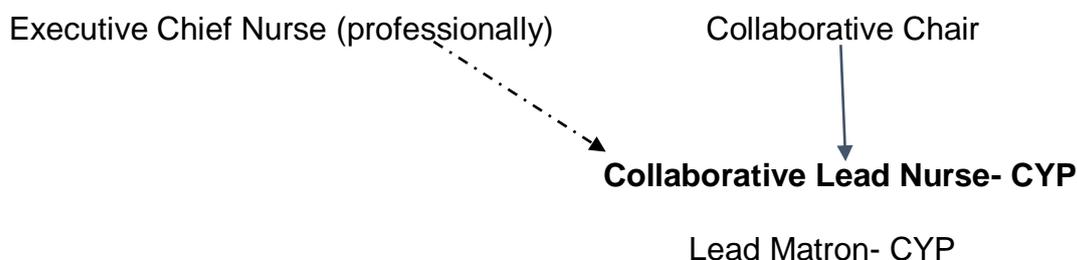
The post holder may be required to provide cover to the Deputy Chief Nurse (Operations)

at times.

Out of Hours/On-call

The post holder will be required to participate in out of hours/on-call in line with Trust policy and local arrangements. This may include providing senior nurse cover for late shifts, weekends and bank holidays.

4. ORGANISATIONAL CHART



5. KEY WORKING RELATIONSHIPS

Key working relationships across a wide variety of staff including and not limited to:

- Deputy Chief Nurse (Operations)
- Deputy Chief Nurse (Corporate)
- Associate Director of Midwifery
- Collaborative Chair
- Collaborative General Manager
- Lead Matrons and Quality Matrons
- Clinical service managers
- Ward/dept managers / Team leads and ward staff
- Ward / dept staff and/or community teams
- IPC Team
- Finance
- HR
- Corporate Nursing team
- Estates
- Facilities
- Patient Experience Leads
- Lead clinicians and extended members of the multi-disciplinary team
- Safeguarding leads
- External agencies across the wider Children and Young people system including named nurse for Children in Care
- Regulators
- Directors
- Consultants
- Clinical Directors

6. DUTIES AND RESPONSIBILITIES OF THE POST

Clinical Governance / Effectiveness

- In conjunction with the General Manager, Associate Director of Midwifery and Collaborative Chair, agree governance objectives that align to the Trust governance objectives, working closely with the central governance team to deliver robust governance across the Collaboratives.
- Support the Lead Matrons and Quality Matrons and Clinical Service Managers with the management of complaints for the Collaborative, providing assurance to the Executive Chief Nurse and Executive Chief Operating Officer on performance, with early escalation on more complex complaints, ensuring alignment to Trust policy/guidance, contributing to Trust(s) performance.
- Interpret and disseminate National Policy and Guidelines ensuring best practice and improvement.
- Lead the Collaborative governance approach ensuring robust and effective governance approaches are embedded within the Collaborative.
- Represent the Collaborative as agreed at Trust(s) Governance and Effectiveness meetings, CQC reviews and other related forum.
- Ensure that nursing metrics including measures of patient and staff satisfaction are reported into the Collaborative governance framework locally and that there are systems in place to monitor and manage improvement across all metrics as agreed corporately.
- Working in partnership with the corporate nursing team, ensures implementation and monitoring of the Collaborative infection control action plans and strategies.
- Work with the Deputy Chief Nurse (Operations) in the implementation of plans and strategies following external reviews such as Parliamentary Health Service Ombudsman reports.
- Demonstrate experience and ability in risk management, including providing expert advice following a risk assessment and creating precedents for future planning, leading this agenda for the Collaborative
- Support the Collaborative leadership teams to embed a culture of learning through the management and overseeing of incidents and patient and staff feedback, across the Collaborative.

Leadership Behaviours

- Provide visible and effective leadership to the Collaborative and assume responsibility for effective service improvement.
- Role modelling effective leadership behaviours to Matrons, clinical service managers, ward/dept managers, team leaders and teams across NCIC ensuring full team participation.
- As requested and agreed contribute to the management of specific trust wide functions through membership of regular or ad hoc committees or groups.
- Establish and monitor effective systems and processes of communication within the collaborative and across the Trust.
- Create a culture that fosters staff involvement, a progressive attitude to work/life issues, is free from harassment and bullying and respects the dignity and diversity of all staff.
- Provide effective and inspirational leadership to all teams in order to achieve effective integration and improvement of services for CYP.
- Maintain clinical skills, dexterity, competencies and credibility by undertaking clinical duties at least monthly but more frequently if required.

Operational Delivery

- Support Collaborative senior management team with delivery on all operational performance indicators within CYPs Services including contractual, financial, resources and people.
- Advise the Collaborative / Exec team of compliance with national standards for children and young people, providing guidance and leadership to the improvement agenda.
- Develop effective working relationships with GPs, ICS, Trust colleagues, local authority, voluntary sector and staff side in order to deliver continuous improvement in the CYP Services pathways.
- Work collaboratively at all times with all other Managers in order to achieve high quality services and high performance standards in the Trust's operational delivery.
- Work with the Collaborative business and finance partners to plan, organise and lead the development and implementation of complex business cases for new developments and innovations within CYP services aligned to contractual obligations, commissioning intentions and Trust strategic priorities; using analytical judgement skills involving highly complex facts and situations when appraising a range of options for inclusion, each of which maybe multi-factorial, and are specialised to the Collaborative.
- Formulate, adjust and schedule a broad range of complex annual strategic planning across CYP services, as dictated by the needs of the Trust.
- Continually review services and pathways, working with key stakeholders including other Managers, GPs, commissioners, patients and carers to effectively redesign services and pathways in order that they meet the needs of patients, service users and carers and enables the Collaborative to achieve key performance indicators.
- Develop and implement a CYP strategy for the organisation
- Develop an annual Business Plan, Service Plans and Business Continuity Plans in conjunction with the Operations Managers, other Managers and the Deputy Chief Nurse (Operations).
- Be jointly responsible with the Deputy Chief Nurse (Operations) for securing the necessary resources and facilities to deliver the Business Plan for CYP services to support the Trust in delivering high quality cost effective services.
- Contribute to financial saving plans ensuring that agreed financial activity and other performance targets in the Trust's Annual Plan are delivered, taking remedial action as required in order to manage any exceptions or adverse variances relevant to CYP Services.
- Leadership of key internal and external projects.
- Provide and receive highly complex, sensitive and contentious information, presenting information, to a wide range of stakeholders in a formal setting.
- Develop and implement effective processes for monitoring and managing activity, identifying when performance falls below set standards. Analyse and interpret a range of options in highly complex, contentious, sensitive and emotive situations where there may be significant resistance to a course of action. Make judgements and decide upon and take corrective action to ensure that all performance targets are achieved. This work will be undertaken using a collaborative approach to ensure consistency across all CYP Services. • Leading on research and development to improve the pathway; linked to national guidelines and involving senior stakeholders. Including regularly undertaking R&D activity as a requirement of the job e.g. audits etc.
- Be responsible for ensuring that standards of service across CYP Services are continuously set, analysed and reviewed to support the delivery of services in line

with local contractual requirements, quality, and activity and finance targets.

- Utilise complex software to create reports as an occasional requirement and have responsibility for high-quality data entry in patient systems utilised within CYP services.
- Work as part of the Care Group senior management team to develop and implement service strategic planning for the Care Group.
- Be responsible for proposing, updating, implementing and interpreting CYP Services which impacts both internal and external stakeholders and service provision.
- To raise the profile of the Trust as a nationally recognised area of best practice for working with children, families and young people and for multi-agency working.
- Include patient and staff survey results, capacity planning, service transformation, diversity and equality, health and safety, security management, workforce strategy and commissioning intentions as an integral part of business planning and ensure full implementation within CYP services.

Patient Involvement and Experience

- Ensure the child's voice is sought and heard in all service improvements or changes
- Ensure the provision of high quality services responsive to the needs of patients, service users and carers which are aligned to commissioner requirements.
- In liaison with the Collaborative Chair and CD's create an environment within CYP services that makes patient care, safety and experience everyone's primary concern. There will be an emphasis on learning from the results of patient surveys and risk management systems to drive continuous service improvement and the reduction of risk associated with patient care.
- In liaison with the Collaborative chair and CD's ensure that high quality clinical services are delivered in line with the Trust's clinical service strategy and financial plan.
- Be responsible for ensuring that CYP services complaints process complies with national standards. Communicate sensitive and often contentious information to patients, families and staff, including chairing local resolution meetings as required.
- Ensure CYP engagement in designing, delivering or changing services and to assist in shaping strategic direction. Services should be co-designed with our service users.
- Ensure systems are in place to monitor, analyse and review formal and informal complaints/compliments and serious incidents and utilise this information to inform service improvements and clinical governance plans. Human Resource Management
- Create a performance and values led culture that fosters staff involvement, progressive attitude to work life issues, is free from harassment and bullying and respects the dignity and diversity of all staff.
- Develop robust mechanisms to ensure clear communications of service plans, objectives and service changes to external stakeholders in what could be uncertain or changing circumstances. Ensure that staff and staff side are engaged directly in any review and/or re-design of services.
- Act as a change agent and positive role model to inspire, challenge, motivate and overcome barriers to continually improve the effectiveness of services.
- Be responsible for the effective recruitment, management and development of staff to enable them to deliver high quality services and to fulfil their individual potential.
- Ensure a pro-active approach towards tackling complex HR issues including

recruitment and retention of workforce, utilisation and skill mix.

- Develop and maintain the appraisal and supervision system for the staff in accordance with Trust's appraisal policies, procedure and approach.
- Actively work with the operational management team to support workforce planning, recruitment and staff development
- Support staff in identifying and addressing training and development needs in collaboration with the team leaders and the Education, Training and Development Team.
- Ensure that appropriate action is taken to deal with issues of discipline, grievance, poor performance and sickness in conjunction with team leaders and the Deputy Chief Nurse (Operations).
- Conduct investigations of in other service delivery areas as requested by Senior Management.

Developing and Maintaining Relationships

- Create, develop and actively foster effective working relationships with other Managers, Services, partners, GPs and commissioners.
- Establish effective communications and working relationships with other services, departments and external agencies, to support the development of services and patient pathways and organisational boundaries in order to support partnership working across the county.
- Ensure service continuity, coherent strategy and operations across the all operational services and corporate services.
- Take a key role in co-ordinating the clinical input into the commissioning agenda outside direct provision, liaising with the Clinical Director as appropriate.

Financial and Physical Resources

- Be responsible for the performance monitoring of activity, on a daily basis where required, to support the achievement of targets and to monitor subsequent actions required, to include all KPIs performance and governance aspects of all CYP Services.
- Be responsible for the delivery of a balanced budget, delivering a financial strategy which ensures financial viability and ensuring that there are systems in place to maximise income, control expenditure and to deliver cost improvements. This includes budget setting, monitoring and determining corrective action for CYP services.
- Ensure the adherence to Trust standing orders, standing financial instructions and work within the Trust Policy Framework.
- Authorised signatory up to authorised spend of limits including pay travel expenses, orders, financial payments and responsible for the delegation of authorised signatory status within the multi services of the County.
- Work with corporate colleagues, specifically the Performance and Digital function, to develop the management information requirements necessary for the effective management of the Care Group.
- Manage both direct and indirect costs and overheads relating to CYP services and work with the Collaborative Chair to meet agreed financial positions, including CIP delivery.

Effort and Environment

- Frequent travel across the local area and some attendance at countywide venues.
- Occasional periods of prolonged concentration may be required when analysing performance information, scrutinising delivery plans, writing reports and formulating future strategies in climate with many competing priorities.
- Day to day leadership responsibilities may require the post holder to deal with personal staff issues.
- Ability to demonstrate independence of thought.
- Ability to work effectively in periods of hostility and/or hostile environments
- Ability to switch tasks as a result of managing a number of strands of work as a result of interruptions and /or arising situations requiring urgent attention.
- To be able to manage highly sensitive information
- To communicate a range of complex, sensitive and contentious information in a range of formats including one to one meetings, formal and informal meetings, written reports and electronic communication including small databases.
- Concentration required for checking documents and analysing information, managing conflicting priorities and dealing with frequent interruptions.
- Concentration required when working in the clinical areas, managing frequent interruptions for patient care, staff needs.

Personal Development

- Operates independently to effectively manage own workload.
- Adhere to the NHS Managers Code of Conduct.
- Maintain and exhibit a professional approach to work acting as a role model for other staff in terms of standards of behaviour and conduct.
- Participate in the Trust's appraisal system, matching organisational aims with individual objectives and undertaking any necessary training and development including maintaining CPD requirements where appropriate.
- Take responsibility for own and others' health and safety in the working environment.
- Comply with the Trust's policies and procedures.
- Ensure high visibility around County, teams and service areas.
- Frequent indirect exposure to highly distressing and highly emotional circumstances.
- Participate in the Manager on Call rota
- In agreement with their line manager carry out such other duties as may be reasonably expected in accordance with the grade of the post.
- Take responsibility for own professional development, including agreement of objectives to be reviewed annually with the Executive Director of Operations
- Continuing professional development will be undertaken as agreed with the Executive Director of Operations and Executive Chief Nurse.

7. WORK SETTING AND REVIEW

Work independently to, interpreting national and local legislation / guidance, directives for CYP services, to objectives as set by the Collaborative Chair, who will review performance and undertake appraisal.

8. INDIVIDUAL RESPONSIBILITIES

The post holder is expected to

- adhere to Trust policies and procedures and relevant legislation including the requirements of the any professional bodies
- attend mandatory training as identified by the Trust
- adhere to Trust infection prevention policies, procedures, audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections

9. CONFIDENTIALITY

The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.

10. HEALTH AND SAFETY

Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

11. RISK MANAGEMENT

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

12. EQUALITY AND DIVERSITY

All employees of the Trust have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.
- Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.

13. SAFEGUARDING

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

14. INFORMATION GOVERNANCE

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust

information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.

15. GREEN STATEMENT

Across the North East and North Cumbria we are working together to deliver our ambition to be the greenest region in England by 2030. There is an expectation for all staff to support this by familiarising yourself with the Trust's sustainability initiatives such as waste and recycling, going paperless, videoconferencing, sustainable transport and others.

We encourage you to think about what you can do as an individual and within your team to contribute in to embedding carbon reduction into the everyday running of our organisation.

PERSON SPECIFICATION
North Cumbria Health Economy

POST TITLE: Collaborative Lead Nurse – CYP Band 8c

Factor	Essential	Desirable
Qualifications	<p>Degree or higher education qualification</p> <p>Masters or other post graduate qualification or substantive relevant experience in a senior nursing role.</p> <p>Registered with the NMC with significant post qualification experience in Services for children and young people.</p> <p>Evidence of significant experience and training in professional leadership e.g. management, coaching, mentoring</p>	
Experience	<p>Has senior level experience with contribution and delivery of organisational change programmes including effective staff engagement</p> <p>Can evidence previous experience of working within a complex and challenging children and young people's healthcare environment and of delivering operational targets and strategic deliverables at a senior level</p> <p>Experience of working within the wider children and young people's system and meeting requirements of national programmes of work</p> <p>Significant experience of leading and managing a range of healthcare professionals including delivery of targets</p> <p>Experience of budgetary management and delivery of cost reduction programmes</p> <p>Experience of SI review process</p>	<p>Experience of effective collaboration with leaders of other health and care disciplines.</p>
Knowledge	<p>Up to date knowledge of relevant national health care policy impacting on health service delivery and priorities</p> <p>Knowledge, understanding and practical application experience of change management and leadership models</p>	

	<p>Knowledge and understanding of key priorities and policy direction for Children's and Young People's services.</p> <p>Knowledge and understanding of local demographics, population trends, workforce supply and demand issues impacting on AHP service delivery</p>	
Skills and Aptitudes	<p>Evidence of working across professional boundaries.</p> <p>Evidence of effective partnership working across a health and care economy.</p> <p>Evidence of managing a large complex budget effectively and reducing costs.</p> <p>Ability to provide professional leadership with a proven record of change management and staff engagement.</p> <p>Has strong influencing and negotiating skills</p> <p>Ability to challenge traditional approaches Resilience coping with adversity and ambiguity</p> <p>Able to communicate complex information to diverse audiences</p>	
Personal Circumstances	Evidence continuing professional development	
Other requirements	<p>Ability to travel independently within Cumbria.</p> <p>Flexibility over working hours.</p> <p>Participation in on call arrangement of shift system on site which is associated with this role in order to fulfil the requirements of the service and also the wider Trust.</p>	

Experience can be considered as comparable to qualifications quoted but should be clearly detailed on the application in order to demonstrate equivalence.