

Associate Director of Nursing and Patient Experience: job description and person specification

Job description

JOB TITLE: Associate Director of Nursing and Patient Experience

GRADE: 8C

HOURS: 37.5 hours per week

DURATION: Permanent

LOCATION: Tavistock Centre, North West London

RESPONSIBLE TO: Chief Nursing Officer

ACCOUNTABLE TO: Chief Nursing Officer

Overview and main duties of the post

Reporting to the Trust Chief Nursing Officer, the Associate Director of Nursing and Patient Experience is responsible for ensuring and improving the delivery of high quality, safe, evidence based patient care through professional leadership of nursing and through the operational leadership of safeguarding, physical health care and oversight of patient experience. The role will lead the delivery of the Trust's strategic objective to improve service user experience as well as the larger patient experience strategy alongside the professional nursing agenda and will hold the role of Head of Patient Experience within their remit.

The post holder will provide operational leadership of the Trust safeguarding function working closely with the named professionals and service line leadership. They will also operationally responsible for the Trust's work in physical health care. They will lead on the delivery of the the Trust strategy for patient family and public involvement and to ensure that patient voice and experience are incorporated and influence all levels of work across the organisation. This will include managing the Complaints team and operationalising a new complaints process in the Trust.

The post-holder will be a role model for excellence in nursing through their clinical practice, leadership and management and their leadership in nurse education and training and research. The post-holder will be responsible for monitoring and assuring the quality of nursing care and that all Trust nurses are practicing effectively and competently; ensuring the effective use of nursing resources; and promoting to value and contribution nurses can make across clinical, education and consultancy services. The post holder will have a strategic leadership role working alongside the Chief Nursing Officer and Nurse Consultant for the development of nursing at Tavistock & Portman NHS Foundation Trust, both internally and externally, and for contributing to,

and influencing, the development of nursing across the Integrated Care System and more broadly across mental health regionally and nationally.

The Associate Director of Nursing will be the deputy to the Chief Nursing Officer across the nursing, safeguarding and patient experience elements of the portfolio.

Main duties of the post

PROFESSIONAL LEADERSHIP

- To lead the development of and promote the Trust's mission, values, aims and objectives and by championing the values and principles in the NHS constitution.
- Develop, implement and review the Patient and Public Involvement Strategy.
- To formulate long-term strategic plans for PPI impact across the whole organisation and integrated care system for health improvement programmes
- Lead on the equality, diversity and inclusion agenda for nursing to ensure to deliver the Trust objectives to delivering equitable care for patients and staff from all protected characteristics.
- To develop and review relevant policies within the CNO portfolio.
- Work with the Chief Nursing Officer and other key Directors and Associate Directors and staff including colleagues in partner organisations to contribute to the achievement of NHS and Trust objectives by providing specialised advice which contributes to the treatment, diagnosis etc. of patients/clients as well as quality assurance, regulation and inspections.
- To lead nursing professionally, ensuring that all Nursing and Midwifery staff across the Trust are appropriately supported and developed, at all times promoting a culture which values professional development and strives for excellence in the delivery of patient care and quality improvement, including to lead on relevant work streams to deliver improvements to patient care.
- Drawing on political acumen and self-awareness, foster close working relationships with other professional teams and organisations to facilitate the delivery of holistic patient care throughout the complete patient pathway across the health care system.
- Provide visible leadership in nursing care delivery, acting as a role model for best practice, which will involve working clinically on a regular basis.
- Provide professional advice, support, challenge and scrutiny and decision making as required to all professional groups within the organisation whilst promoting a culture of openness and transparency for people to raise concerns and be listened to.
- To provide operational and high level expert advanced practice leadership, clinical advice, teaching, research, mentorship and support for staff in relation to all aspects of nursing, including in complex and high pressure situations.
- Raise the profile of nursing within the organisation and externally with local health care providers and partners, establishing and developing mutually supportive and productive working relationships to the benefit of patient care and pathways.
- To apply analytical and/or judgmental skills to their extensive understanding of the national professional nursing agenda and the agendas in mental health care in order to ensure that nursing is making maximal potential contribution to

service delivery and be at all times an advocate for the value of nursing roles across our services.

- Lead the development of, and implementation of, nursing and other Trust policies drawing on the expertise of other colleagues.
- To deputise for the Director of Nursing as required.
- Draw on high level clinical and managerial judgement skills to provide expert advanced practice leadership, clinical advice, teaching, research, mentorship and support for staff in relation to all aspects of nursing.
- In collaboration with the Chief Nursing Officer and other Directorate Heads of Nursing/ Nurse Consultants lead the formulation of the strategy for the discipline
- Maintain awareness of public and professional policy as relevant to nursing.
- Encourage innovative and imaginative responses within the Clinical Directorate to the new challenges facing the profession of nursing over the next decade.

WORKFORCE

- Have oversight of, monitor and evaluate nursing performance across the Trust and to ensure the nursing workforce is well led with a strongly positive staff experience and that the appropriate education and training is commissioned to deliver high quality care and deliver the Trust's People Strategy
- To lead on delivery of a range of Trust strategies, including leading for nursing on our mission to improve race equality and driving diversity across all roles, reducing vacancies, improving retention, decreasing sickness and absence and promoting career development. Specifically, this will involve leading the development and implementation a plan to improve the Trust's performance for nursing against the Workforce Race Equalities strategy
- Lead the workforce planning and review process for nursing to promote the extension of existing nursing roles and the development of new roles drawing on a comprehensive analysis of the range of factors influencing the health and care system to make effective judgements and decisions.
- Lead quality and service improvement projects or development programmes that contribute to the enhancement of patient services in line with the Trusts transformation and cost improvement programmes.
- Drive the delivery of high quality appraisals, training compliance and support and education for nursing staff. To oversee the process for ensuring valid NMC registration and revalidation for registered nurses.
- Lead the development of a co-ordinated and effective nursing training strategy. This would include the provision of pre-registration Nursing education and the development of post-qualification training for nurses in collaboration with the Nurse Consultants and the Department for Education and Training.

QUALITY, SAFETY AND RISK MANAGEMENT

- Lead on key areas to ensure compliance and improvement with the CQC Assessment and Outcomes framework ensuring services are Caring, Effective, well led, Safe and Responsive.
- Play a leadership role for nursing in the delivery of the Trust Quality Improvement Strategy, leading on work streams where required and collaborating with other professional groups to deliver tangible improvements to patient care.
- To operationally manage safeguarding across the Trust and ensure that all staff are fully aware of Trust Child and Adult Protection Procedures and that

strategies and plans are in place across the sites to accurately identify and manage children and vulnerable adults at risk of abuse.

- To manage the Lead for Physical Health and ensure the Trust meets its requirements for physical health care of patients.
- To line manage the PPI Team Lead and support the team to deliver their strategy and plans.
- To ensure that the Trust nurses are fully aware of the Trust Major Incident Plan and has full understanding of their role within this.

BUDGET AND FINANCIAL MANAGEMENT

- To be authorised delegated signatory for relevant budgets and work with the Finance Department to oversee this budget and manage effective resource allocation.

PEOPLE MANAGEMENT AND DEVELOPMENT

- Ensure all HR policies and procedures are followed at all times.
- Deputise for the Chief Nursing Officer at internal and external meetings as and when required.
- Line manage team members
- To participate in the Trust Wide Forums and lead on corporate projects as required, in agreement with the Director of Nursing.

ADMINISTRATIVE

- To keep up-to-date and accurate client records, in line with Trust Policy. To ensure client confidentiality of all written and electronically- stored personal data in accordance with the Data Protection Act. To maintain families' right to privacy by ensuring that confidential information is only accessible to relevant staff.
- To prepare reports as appropriate and present papers at a range of Boards and other meetings internally and externally, drawing on clinical expertise to make effective professional judgements in the documentation of complex information in reports which might need to convey sensitive, complex and sometimes unwelcome information to clients and other professionals.

CONTINUING PROFESSIONAL DEVELOPMENT/CLINICAL GOVERNANCE

- To have valid NMC Registration and adhere to NMC Professional guidelines and standards. To ensure the responsible exercise of professional selfgovernance in accordance with professional codes of practice of the Nursing Midwifery Council
- In line with all practicing clinicians and nurses, to receive clinical supervision in accordance with Trust Clinical Governance standards and the codes of practice and ethical guidelines of the Nursing and Midwifery Council.
- To ensure the development, maintenance and dissemination of the highest professional standards of practice, through active participation in internal and external CPD training and development programmes.
- To ensure the development and articulation of best practice in nursing with the specialist skills of a reflexive and reflective scientist practitioner, taking part in regular professional supervision and appraisal and maintaining an active engagement with current developments in these fields.

- The post holder will take part in an annual appraisal with the Director of Nursing which will include the formulation of a professional development plan and specific details of continuing professional development in relation to the tasks of the post and its development over time. It is expected that some study leave will be taken for attending conferences, reading relevant literature, writing papers for presentation at Tavistock-organised and other conferences.
- To adhere to clinical and research governance guidelines, including attendance at recommended and mandatory governance-related trainings and continuing professional development and participation in clinical effectiveness activity, including keeping up-to-date and accurate clinical records.
- All staff are required to attend and participate in mandatory training including fire, and health and safety and safeguarding training.
- To attend conferences and workshops associated with mental health or related topics and keep abreast of developments in current trends, issues and research in mental health care, in line with the Service and Team training policy

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the Team Manager / Service Manager.

This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

Our commitment to equality, diversity and inclusion

The Tavistock and Portman NHS Foundation Trust is committed to equality, diversity and inclusion. We are particularly keen to attract candidates from underrepresented backgrounds to better meet the needs of the service users and students that we serve. The Trust aims to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marriage or civil partnership, pregnancy and maternity, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender identity, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual's ability to meet the requirements for the job. You are responsible for ensuring that the Trust's policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

Mission and values

The Tavistock and Portman is caring, compassionate and committed to co-creating the care and training we offer. We are passionate about the quality of our work and committed to openness, the use of evidence and the application of improvement science. We value all our staff, are concerned for their wellbeing, and seek to foster leadership, innovation and excellence in our workforce. We embrace diversity in our workforce and work to make our services and training as accessible as possible. We have made a firm commitment to being an anti-racist, anti-homophobic and antitransphobic organisation. We work with others, in the UK and internationally, who share our values and can enable us to achieve our mission.

Continuing professional development

The post-holder will be invited to an annual appraisal, which will include the formulation of a professional development plan and specific details of continuing professional development in relation to the tasks of the post and its development over time.

Professional registration

If you are employed in an area of work which requires membership of a professional body in order to practice, it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.

You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.

Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment.

Throughout your employment with the Foundation Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

Mandatory training

The post-holder will be required to attend statutory and mandatory training events as set out in the Trust's staff training policy, which includes attendance at induction and ongoing training in fire safety, health and safety, infection control, risk management, safeguarding children and participation in appraisal.

Policies and procedures

The post-holder will be required adhere to all Trust-wide policies and procedures, including: equal opportunities, risk management, health and safety, safeguarding, confidentiality and compliance with the Data Protection Act. The Trust is committed to promoting equality and diversity in employment and in the services it provides.

Confidentiality

All information concerning patients/clients and staff must be treated as strictly confidential at all times.

Code of conduct

As an employee of the Trust you are expected to comply with the code of conduct for employees at all times, and any breach of it whilst in practice will be investigated by the Trust.

Risk management

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

Safeguarding

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the Trusts' safeguarding policies and procedures, act promptly on concern, communicate effectively and share information appropriately.

Emergency planning

In accordance with the organisations responsibilities under the Civil Contingencies Act 2004, you may be required to undertake alternative duties as is reasonable directed at alternative locations in the event of and for the duration of a significant internal incident, major incident or pandemic.

This job description is subject to annual review in consultation with the postholder.

General information

Hours of duty:	37.5 hours per week
Annual leave:	27 days per year pro rata – minimum (this increases depending on length of NHS service)
Terms and conditions:	In accordance with the terms and conditions of the Tavistock and Portman NHS Foundation Trust

We are an equal opportunities employer

Person specification – Associate Director of Nursing & Patient Experience

Team:

Chief Nursing Officer

Grade:

8C

Attribute/skills	ESSENTIAL	DESIRABLE	APPLICATION STAGE
QUALIFICATIONS	<p>NMC Registered Nurse (1st level registration)</p> <p>Higher professional or management degree masters level or equivalent experience</p> <p>Evidence of continuous professional development</p>	<p>Leadership development training/qualification</p>	

<p>EXPERIENCE</p>	<p>Extensive experience in a relevant lead nurse management role</p> <p>Broad and balanced career history across a variety of clinical and managerial functions with a track record of demonstrable and significant achievement</p> <p>To demonstrate a vision for nursing and secure the active commitment of multi-disciplinary staff in working towards achieving this</p> <p>Significant proven experience in developing/delivering quality targets and other key performance measures</p> <p>Manage and deliver strategic developments and demonstrate management experience within an operational environment, including clinical service provision, change management, finance, workforce and service improvements</p> <p>Proven performance management of services and delivery of targets within agreed timescales</p> <p>Proven ability to manage and deliver complex and changing workload, which will include the need to identify and resolve conflicting priorities within tight timescales.</p> <p>Experience of working with a diverse range of stakeholders, including</p>	<p>Understanding of the national health agenda as it relates to the specific speciality.</p> <p>Experience of working and delivering Trustwide professional nursing objectives.</p> <p>Understanding of the local health economy</p>	
	<p>external partners and a successful track record of influence and engagement.</p> <p>Ability to develop networks and partnerships as required.</p> <p>Ability to demonstrate possession of excellent interpersonal skills, with the ability to use them to motivate and develop staff</p>		

SKILLS	<p>Evidence of first class interpersonal skills with the ability to utilise them effectively within a co-operative multi-disciplinary team based working environment</p> <p>Well-developed leadership and influencing skills, able to successfully foster and manage relationships between teams</p> <p>Highly developed presentation skills Patient and staff focussed</p> <p>Political and self-awareness</p> <p>Planning and organisational skills</p> <p>Judgement and analytical skills</p> <p>Passionate and self-motivated</p> <p>IT literate Commitment to self-development with an interest in coaching others to improve performance</p> <p>Commitment to promoting equality and diversity in the workplace and in service delivery and development</p>		
KNOWLEDGE			
PERSONAL ATTRIBUTES (demonstrable)			
OTHER (Please Specify)			

Date: March 2024, CNO