

## **Job Description**

**Job Title:** Community Services Manager

**Band:** 7

**Hours of Duty:** 37.5 or 30

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## **Organisational Arrangements**

**Accountable to:** Director of Clinical Services

**Other Accountabilities:** Director of Clinical Services

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## **Role Summary**

Manage all the Community Services on a daily basis having responsibility for the nursing and HCA team, providing specialist leadership and support for staff.

Working closely with the End of Life Educator to lead practice and educational development at departmental level.

Acting as an autonomous practitioner, continually developing a specialised knowledge base and clinical assessment skills, working within agreed processes and practices as part of a multi-professional team.

Support staff in the management of patients requiring palliative, end of life care.

Liaise with Community Palliative Care Nurses, GP's and Hospice medical colleagues (where appropriate) in order to assess, implement and facilitate appropriate treatment and care.

Work in collaboration with other community services, external organisations and local commissioners to promote Dr Kershaw's Community Services. Maintain established working relationships and uphold the excellent reputation of the Hospice.

Support the Community Services staff to respond appropriately and support patient and family members in their own homes.

## Key Responsibilities

### Main Tasks

- Be responsible for the overall management of all the Community Services and staff, including supporting the formulation of the off duty rotas to include annual leave/short term /emergency cover.
- To ensure the day to day supervision, allocation and coordination of clinically based teams makes the best use of team skills and abilities.
- Ensure that all Community Services uphold and can evidence compliance with the requirements of appropriate regulatory and commissioning bodies.
- Maintain clinical skills to act as an expert resource for specialist advice.
- Work flexibly when required, including covering clinical shifts and working unsociable hours as agreed.
- To liaise with the multi-disciplinary team, coordinating and participating in case discussions as required.
- Prioritise the care requirement of patients.
- Actively lead and implement service improvement projects.
- Use advanced communication skills to establish and maintain effective communication with a wide range of individuals and groups about sensitive and complex matters.
- Foster and maintain effective communication with external stakeholders.
- Contribute to the development, review and monitoring of operational policies, procedures and clinical guidelines.
- Competently receive sensitive patient information and deal appropriately with anxiousness in relation to either the patient and/or their family.
- Act in the best interest for the patient when necessary.
- Support patient's/family members/carers encouraging them to promote their own health and wellbeing and to express their interests and concerns.
- Ensure essential patient information is recorded by team members according to NMC guidelines.
- Contribute to the development of a learning environment and prioritise the development of knowledge, ideas and work practice in self and others.
- Inspire others by applying the Hospice values, promoting a positive culture, and acting as a role model.
- Challenge tradition, seeking to improve practices, where and when required.
- Encourage others to seek advice and solutions to problems.
- Identify and manage challenging behaviours.
- Identify, report and address poor performance issues.
- Recognise and reward achievements of the team and individuals within the team by giving feedback, encouragement and praise via regular 1-2-1 individual meetings.
- To actively identify future workforce requirements, and to contribute to the recruitment and selection process along with the Director of Clinical Services and HR.

- To implement disciplinary and grievance procedures if required, with HR support.
- Promote best practice in health, safety and security.
- Contribute to the development of services, whilst at the same time improving quality.
- Maintain high clinical standards and ensure day to day operational issues are managed effectively and escalated following policy where indicated.
- Assess health and wellbeing needs of staff and patients.
- Promote people's equality, diversity and rights.
- Allocate, coordinate, monitor and assess the work performance of teams and individual staff members, (recognising changing priorities) providing constructive feedback, advice and ongoing support. Implement any corrective action identified and escalate to relevant Senior Managers, as appropriate.
- Maintain and support the efficient use of physical and financial resources.
- Ensure resources are used in a sustainable and environmentally friendly manner.
- Maintain accurate, legible and timely reports and documents to inform Senior Managers and other departments and external bodies as appropriate.
- Participate in the Senior Management Team On-Call rota and as a part of the Extended Senior Management Team (ESMT).

**The job description for this post is not exhaustive and will be subject to review from time to time in accordance with development and changes, if any, by the Hospice Management Team in consultation with the post holder.**

**This document is a guideline to the general scope of duties involved; it is not intended as a rigid inflexible specification.**

## **Volunteers**

Dr Kershaw's Hospice is generously supported through its active volunteers who work alongside employees of the Hospice, across all departments, helping to fulfil the needs of the services.

As part of all roles at the Hospice, it is expected that all post holders commit to assisting and supporting volunteers to perform their roles to the best of their ability. In addition, it may be required of the post holder to act as a volunteer lead if identified with the Volunteer Co-coordinator, as appropriate.

## **Health and Safety/Security**

1. To be familiar with all requirements of the Health and Safety at Works Acts and the Hospice Health & Safety policies and regulations applicable to the post.
2. To co-operate actively with the nominated Health & Safety person in achieving the aims of the Hospice Health & Safety Policy, Fire Regulations, related issues and various procedures and ensure the legal requirements are met.

3. To take responsible care for the health and safety of themselves and of others who may be affected by their acts or omission, and comply with the Health and Safety legislation.
4. To wear appropriate safety clothing and use appropriate safety devices as requires, and not to interfere with or misuse anything which is provided in the interests of health and safety.
5. To report and co-operate with the investigation of all incidents and accidents that have led to or may lead to injury and to report all hazards or shortcoming in the protection arrangements.
6. To ensure as far as predictable that all materials used within the Hospice and its subsidiaries for fundraising activities are properly stored, used and disposed of and that any items of equipment are properly tested, used, maintained and repaired as necessary.
7. To oversee Risk Management Assessments and ensure outcomes are acted upon.

## Education & Training

The post holder will:

1. Participate in the hospice appraisal system.
2. To maintain high professional standards and to continue own personal and professional development.
3. Assist in teaching and supervision of other members of staff and volunteers.
4. Participate in the orientation of new staff.
5. Attend all mandatory training/update sessions.

## General

1. **Confidentiality** - It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant Hospice policies are met in respect of information held on the Hospice computer system.
2. **Equal Opportunities** – The Hospice is committed to equality of opportunity. All staff are required to comply with current legislation and Hospice policies.
3. **Health and Safety** – Staff must ensure they are familiar with the requirements of the Health and Safety Work Act (1974) and the Hospice Health and Safety policies and regulations applicable to their post.
4. **Safeguarding** – Dr Kershaw's Hospice is committed to safeguarding adults and children and expects all staff to share in this commitment. Staff have a responsibility to ensure that they are aware of specific duties relating to their role and should familiarise themselves with the Hospice safeguarding policy. Regular safeguarding training updates will be held and are mandatory for all staff.

The above indicates the main duties that may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post holder.

## PERSON SPECIFICATION

**JOB TITLE:** Community Services Manager

**Note to applicant:** When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

<b>KEY:</b> E = Essential   D = Desirable   A = Application   I = Interview   P = Practical   S = Short listing criteria		
Requirement	Essential/ Desirable	Assess from:
<b>Education &amp; Qualifications</b>		
Registration with NMC	E	A/I
Recognised Teaching qualification	D	A/I
Recognised Management or Leadership qualification or equivalent experience	E	A/I
District Nursing Qualification	D	A/I
Non-medical prescriber	D	A/I
Evidence of having undertaken relevant further study or training as required for the role	E	A/I
Health related degree or understanding	D	A/I
Evidence of ongoing professional development	E	A/I
<b>Experience, Knowledge &amp; Skills</b>		
Significant managerial experience in a similar healthcare setting/ environment	E	A/I
Substantial experience working in the community	E	A/I
Demonstrate a high level of post-registration experience in delivering palliative and end of life care	E	A/I
Planning & prioritising	<b>E</b>	A/I
Strong communication skills	E	A/I
Analytical and Judgement skills	E	A/I
Experience of mentoring and facilitation of learning	E	A/I
Experience of implementing and managing change	E	A/I
Leadership Skills	E	A/I
IT computer literate	E	A/I
Knowledge of the NMC code of practice in nursing	E	A/I

Demonstrate understanding of HR practices and procedures	E	A/I
Ability to demonstrate effective collaborative partnership working across organisational boundaries	E	A/I
Clinical Audit experience	E	A/I
Data analysis and presentation	E	A/I
Critical thinking	E	A/I
<b>Personal Attributes</b>		
Reassuring skills	E	A/I
Persuasiveness	E	A/I
Accountability	E	A/I
Patient focused	E	A/I
Respect	E	A/I
Compassionate	E	A/I
Flexibility	E	A/I
<b>Other</b>		
Full UK driving license with access to a vehicle insured for business use	E	A/I
Enthusiasm for development and innovative practice	E	A/I
Awareness of the Hospice's charitable status and its reliance upon charitable donations which are influenced by clinical care delivery and the professionalism of Hospice personnel	E	A/I
Approachable and adaptable with a flexible "can do" approach to work	E	A/I
An ability to uphold the core values of the Hospice	E	A/I
Self-motivated and enthusiastic	E	A/I