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| Job Title: | Clinical Service Manager/Clinical Lead – Virtual Wards DGS |
| Reports to (job title): | Head of Operations |
| Line Manager to: | Band 7 VW Nurses |

Job purpose

The post holder will be responsible for the leadership and management of the service, the co-ordination, and delegation of work within our Community DGS Virtual Ward, which consists of experienced qualified senior nurses and Health Care Assistants. You will be ensuring the appropriate use of resources within the allocated designated budget. Virtual Wards are a key delivery model for NHS England in ensuring appropriate patients can safely have their acute health care needs are met in the community or reduce their acute hospital length of stay, by the transferring of their care to a community virtual ward. The patients will either remain under an acute consultant or with Community Geriatrician oversight. In DGS we have been working with our partners delivering Virtual Wards since 2023. This service continues to evolve as more national guidance are developed, to ensure the model of care is cohesive, to improve effective communication and integrated clinical pathways to further enhance quality care for patients and improved outcomes, increasing care provisions outside of acute hospitals and in patients' home.

To ensure the provision of an accessible, responsive, equitable, high quality, safe, efficient and clinically effective Virtual Ward in-line with NHSE guidance that is aligned to the needs of the local population.

To provide clinical and professional oversight of the ACP's within the Urgent Care Response (UCR) Service and ensure the clinical pathway between the VW and UCR service is seamless and supportive of each other.

Key responsibilities

- Operationally and clinically manage a team of Nurses & HCA's and is responsible for the effective management of pay and non-pay budget, recruitment, retention and induction of staff who work on the Virtual Wards.
- Leads the approach to technology enabled Virtual Ward care making the best use of technology used across our Virtual wards.
- Identifying and implementing changes in Virtual Ward service delivery in response to local and national priorities and integrated working programmes. Ensuring Business Unit Governance sign off process is adhered too prior to implementation of proposed changes
- Works with the local system partners, primary care networks, Integrated Neighbourhood Teams, secondary care, social services, mental health and voluntary services to develop integrated care approaches.
- Utilises positive leadership skills, specialist community or medical acute nursing knowledge and experience, clinical leadership and competency to lead virtual ward nursing teams. Adhering to professional standards of Care in line with NMC requirements.

- Responsible for proactively addressing and managing clinical, performance management and staffing issues.
- Develop pathways to prevent avoidable hospital admission and supports the provision of seamless care in partnership with the primary and secondary care.
- Builds and maintains excellent working relationships and communication links with local HaCP primary care professionals, acute hospital staff, ambulance service, neighbouring localities, council services, social care teams, voluntary services, patients and corporate services including the customer services and quality teams.
- Acts as supervisor, mentor and advisor to others and champions the Virtual Ward approach across other DGS teams.
- Responsible for the overseeing of the planning and allocation of staff across the Virtual Ward team and for recognising the needs of the service. Identifying risk and making rapid autonomous decisions based on risk assessments where there is a need to reallocate resources at times of increased demand or reduced capacity.
- Responsible for monitoring the care delivery of the service and ensuring it remains centered around the needs of the patients.
- To provide clinical oversight of the ACP's within the Urgent Care Response (UCR) Service and ensure the clinical pathway between the VW and UCR service is seamless and supportive of each other.
- Ability to self organise and re-prioritise throughout the day for example as staff issues / complaints / safeguarding adults issues arise. Take appropriate and prompt action and reporting relating to all incidents including safeguarding and serious incidents, ensuring these are investigated and learning is shared.
- Design and deliver ways of working based on patient feedback and learning from incidents and complaints to improve patient experience and seamless patient pathways.
- Initiates and supports changes in practice as a result of national guidance and organisation business objectives e.g. NSF's, NICE guidance.
- Responsible for Information Governance, health, safety and security of staff, students and patients through adherence to and monitoring compliance of relevant policies and procedures.
- Oversee clinical audit in line with the service annual audit plan and ensures recommendations and actions are initiated and embedded into daily nursing care.
- Develop the workforce to reflect Virtual Ward clinical requirements and the modernisation agenda, promoting and delivering evidence-based and safe practice.
- Create an environment that promotes learning and development among staff of all disciplines where clinical skills and knowledge can be shared.
- Responsible for ensuring staff are up to date with all mandatory training and participate in annual appraisals.
- Responsible for ensuring that all staff participate in clinical supervision, peer reviews, mid-year and annual appraisals to support competency, safe practice and nurse revalidation.
- Implement work-based learning to ensure the development of a forward thinking, highly skilled and motivated community nursing service.

- Initiate and advise lead clinicians and managers on appropriate topics for audit, research and innovations, ensuring that results are disseminated and acted upon.
- Review clinical and managerial performance against service targets and uses this information to inform practice, producing and communicating timely risk assessments and other reports as requested within the organisation.
- Organise and oversee professional, business, clinical and quality meetings for teams that are linked to national and local priorities and evidence-based practice.
- Be Prepared to participate in the on call rota across services in DGSS.
- Provide cover to peers as required.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

| Care | Think | Do |
|--|---|---|
| <ul style="list-style-type: none"> • Inspire • Understand • Communicate | <ul style="list-style-type: none"> • Challenge • Improve • Learn | <ul style="list-style-type: none"> • Accountability • Involve • Resilience |

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training

- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

Qualifications and Training

- Registered Nurse, current registration with the NMC
- Mentorship qualification
- Relevant post graduate Community Nursing/Acute Nursing speciality qualification/ training
- Registered Independent Non Medical Prescriber
- Leadership qualification/ training

Experience

- Minimum of 5 years post registration experience, including at least 2 years working in a supervisory / managerial capacity at minimum band 7 level within a community/acute nursing setting
- Evidence of enhanced clinical practice at Masters level in relevant speciality
- Experience of effective budget and resource management
- Initiating research and / or audit and implementing changes / improvements in practice
- Experience of initiating, managing and evaluating change
- Experience of giving presentations to a wide audience

Knowledge

- In depth knowledge and understanding of current health and social care policy, legislation, ethical practice, Clinical Governance and CQC requirements
- High levels of understanding of nursing body requirements including The NMC Code, revalidation, nursing standards, peer review and clinical supervision
- Good knowledge of national guidelines e.g. NICE and NSF's
- Knowledge of research and current evidence-based practice
- High levels of knowledge, understanding and experience of multi-disciplinary working and inter-professional practice

Skills

- Demonstrable experience of working across organisational boundaries and teams
- Demonstrates ability to think at a strategic level
- Experience of transformational leadership
- Able to plan, organise and re-prioritise own work under pressure
- Demonstrates initiative and good interpersonal skills
- Excellent analytical and reflection skills
- Able to influence, negotiate and motivate others
- Able to write and present complex case reports business cases

Job Description

- Advanced keyboard, IT skills including the use of emails

Additional requirements:

- Enthusiastic, assertive and self motivated
- Flexible and able to respond to changing priorities
- Reliable, respectful and approachable
- Car driver and able to travel across DGSS

Desirable

- Management qualification
- Post Registration Teaching Qualification
- Experience of presentations outside of own organisation
- Experience of teaching on higher educational award courses

Employee signature

Manager signature
