Clinical Team Lead
Community Service

Working with us is awesome!
We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So, with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part-time staff). We have a broad range of special leave support ranging from adoption to pawternity leave, (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

Our Mission is Simple
To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

Community Department Vision
As a team, our outstanding, person-centred palliative care, positively impacts on the physical, social, emotional and spiritual wellbeing of our patients and their relatives and carers.

It is important to us that all our colleagues:
- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of their emotions on themselves and others
- Show empathy when noticing unsettling emotions in others
- Speak up when they have worries or concerns and take appropriate action if their values are compromised
- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion

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To succeed in this role, you will have:

- Current NMC Registration as a Registered Nurse
- Post-registration degree level qualification in palliative and or end of life care
- Hold or be willing to achieve registration as an Independent Non-medical Prescriber
- A willingness to work towards a Masters level qualification
- Evidence of continued professional development
- Expert clinical skills in palliative care, caseload management and workforce utilisation
- Extensive post registration clinical experience within palliative care or a directly related area of clinical practice
- Experience of working at a senior level within a community based service
- Experience of working in a multidisciplinary team and with a wide range of stakeholders across organisations
- Experience of providing mentoring and supervision
- Experience of leading, supporting and developing a team
- Experience of teaching and developing people
- A good understanding of governance frameworks and experience of supporting this in practice through service monitoring, audit, quality improvement and incident analysis
- Highly developed communication skills with the ability to build relationships with colleagues in the hospice and across our locality
- The ability to plan and prioritise, using analytical and judgemental skills to manage a caseload and workforce
- The ability to motivate and develop self and others
- A knowledge of hospice work, the multidisciplinary team and the system-wide approach required to support end of life and palliative care
- A good understanding of government legislation / guidance and recommendations relating to palliative care
- Knowledge of local issues that affect our community
- A clear knowledge of safeguarding adults and children
- The ability to think, act and plan strategically
- A high level of IT literacy
- The ability to travel across North Devon without reliance on public transport

In this role you will be responsible for:

- The clinical and professional leadership and management of the North Devon Hospice Community Service and to ensure the delivery of safe and effective care
- Supporting the Director of Care to motivate and drive innovation, service development and quality improvement
- Working within appropriate professional code of conduct
- Working with the other hospice Care Team Leads to drive, inform and promote a culture of kindness and compassion: learning, improvement and development
- Actively engaging in the hospice-wide Leadership Team meetings, working collaboratively with and supporting leadership peers from across the organisation and where appropriate contributing to and leading organisation-wide projects.
- Acting as a role model and clinical / professional expert for your own and the wider care team
- Maintaining professional competencies and keeping up-to-date with clinical and leadership practice

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- The clinical and professional leadership & operational management of your team to ensure the delivery of safe, effective, evidenced based care including:
    - The recruitment, induction and performance management of staff and volunteers
    - The line management of specific team members
    - Budgetary management
    - Data analysis and KPI monitoring
    - Caseload allocation and review
    - Providing direct patient / client care and interventions where required
    - Assessing complex needs
    - Discussing and reviewing plans of care
- Developing effective and regular communication systems within and across the team / service and with external stakeholders and colleagues
- Overseeing the efficient use of skills and resources to ensure the team and the service is organised to meet the needs of the patient and family.
- Actively participating in hospice MDT meetings undertaking the shared role of Clinical Chair when required
- On a day-to-day basis, working with other Care Team Leads to ensure each shift is appropriately established
- Supporting, and where appropriate, helping to deliver a comprehensive education programme for our staff and external participants
- Compliance with local and national policies and protocols within your area of practice
- Working closely with the other Care Team Leads to develop and implement processes for reviewing and monitoring services including the Clinical Audit Programme and appropriate actions plans which respond to both governance and development agendas,
- Identifying actions for and completing assigned action from quality, service improvement and development actions plans.
- Writing departmental specific sections for reports and papers, notably the Quality Assurance Report and the CEO report, ready for presentation at committee meetings and to the Board of Trustees.
- Contribute to the review and revision of hospice policies and procedures when required
- Working with the hospice Education Team to support education and professional development opportunities and programmes that reflect our governance strategy and learning from incidents
- Contributing to the preparation of evidence for inspections and presentations for boards and other key panels and meetings
- The Risk Management and Health & Safety practice of the team. Ensuring all incidents are reported and managed according to the policy, that serious incidents are reported immediately and contributing to and implementing action plans following incident reports
- Ensuring effective clinical risk management is in place
- Undertaking investigations into incidents, concerns and adverse situations as required
- Ensuring that you follow good infection control practice at all times and that you are familiar with infection control policies, procedures, and guidance relevant to your area of work
- Understanding your role in the safeguarding of adults and children by being able to identify risks, and recognise signs of harm, abuse or neglect including how to report concerns and take immediate action to protect a person at risk of harm or abuse

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Your competency framework – you will:

Strategic Thinking and Setting Direction

- Creatively apply fresh approaches to improve current ways of working
- Articulate the need for change and its impact on people and services, acting as a positive role model for change and innovation and monitoring the effects and outcomes of change and build learning from experience into future plans
- Contribute to the development of strategies based on new concepts, insights, or perceptive analysis, building relationships with key partners

Sharing the Vision and Delivering the Service

- Inspire others by helping them to focus on the value of their contribution, reflecting on patient, carer, service user and colleague feedback and experiences
- Monitor performance, holding others directly accountable for delivering what has been agreed
- Accurately identify the level of resources required to deliver safe and effective services
- Create a common purpose to bring the Vision into life and unite teams across the hospice and enable them to work seamlessly together to deliver services

Leading People

- Review the performance and conduct of the team members to ensure that planned service outcomes are met, intervening swiftly and consistently when performance is slipping, using the appropriate processes, seeking advice and support as required
- Create the conditions in which people take responsibility for their development and learn from each other
- Set clear standards for behaviour as well as for achieving tasks, taking responsibility for tackling difficult issues
- Ask for contributions from the team to raise engagement, listen to the team and value their suggestions and motivate and focus them
- Look for and provide regular positive and developmental feedback for the team to help them focus on the right areas to develop professionally

In addition, we will ask you to:

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements
- Participate in personal development and review processes
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

The small print:

- This job description may be reviewed in consultation with you and in light of any changing service requirements
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time

November 2026