Clinical Delivery Lead (Wound Care)

The Accelerate Treatment Centre

Advance your career within a unique specialist centre

Accelerate is looking for a clinical leader who is ambitious to create change in complex leg ulcer management, advance practice and their career in effective lower limb management. Are you looking for energising team work, collaboration, a quality environment, enabling creative solutions for complex community clients? Is this your dream job?

Accelerate CIC is an award winning not for profit community interest company (CIC) delivering community focused wound and lymphoedema services to Tower Hamlets and across London. Our mission is to make a tangible difference to people's lives and we are doing this daily, reaching more patients every year. We believe that as a team, we can and will bring change. A recent CQC inspection found us to deliver outstanding practice.

Accelerate has a national reputation for excellent multidisciplinary care and innovative compression. We are dedicated to changing lives and moving patients from illness to wellness. We do this through delivering a variety of NHS community services, provision of complex care through our bespoke Treatment Centre, a range of education packages and collaborating with partners to transform lives. Accelerate is actively engaged in the national wound and lymphoedema initiatives and is well placed to offer swift and creative solutions to deliver change for patients and clinicians.

We are currently looking for a Clinical Delivery Lead who will lead the wound nurses within the Treatment Centre at Mile End. The role requires leadership and a 'can do' mentality combined with a desire to develop and enthuse tomorrow's specialists. The post holder will enable Accelerate to deliver excellent and creative community focussed care alongside our partners. You will need to have significant experience in leg ulcer management and community delivery, line management and relationship building across services. You will be ready to advance into a leadership role but continue your expert practice. Responsibility includes team and operational management, pathway development, patient and stakeholder engagement and outcome management for the Treatment Centre.

You will need to be a person who inspires confidence, who has technical wound care expertise, who can support and challenge your team, thereby helping us all aspire to greatness. You will be part of a progressive and dynamic multidisciplinary team that supports, challenges and inspires change.

Come and join this growing team and help us change lives!

Please look at the supporting information and pay and benefit rewards for working with Accelerate.
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<tr>
<th>FACTOR</th>
<th>ESSENTIAL</th>
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<tr>
<td>QUALIFICATIONS &amp; EDUCATION</td>
<td>First level Registered Nurse</td>
<td>Chronic oedema training</td>
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<td>Current NMC qualification or equivalent</td>
<td>Teaching and assessing course</td>
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<td>University degree demonstrating specialist knowledge and/or masters</td>
<td>Prescribing course</td>
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<td>Leg ulcer management course and or other tissue viability course</td>
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<td>WORK RELATED KNOWLEDGE &amp; EXPERIENCE</td>
<td>Minimum 2 years nursing experience as a band 6</td>
<td>Has written journal articles</td>
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<td>Community nursing experience includes lower limb management</td>
<td>Report writing that includes data analysis</td>
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<td>Complex leg ulcer related caseload responsibility</td>
<td>Designed education packages</td>
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<td>Expertise in general wound assessment and management</td>
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<td>Expert in compression bandaging</td>
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<td>Experience of working autonomously and within a team</td>
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<td>Experience of clinical governance and risk management</td>
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<td>Experience of teaching, formal and informal</td>
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<td>Knowledge of professional issues in health care</td>
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<td>Multidisciplinary working</td>
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<td>Line Management responsibility</td>
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<td>Experience of clinical audit and delivery</td>
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<td>Data collection</td>
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<td>Project management experience</td>
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<td>Experience of abstract submissions and conference speaking</td>
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<td>SKILLS</td>
<td>Leadership</td>
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<td>Able to work with minimal supervision in assessing, planning, implementing and evaluating care for patients</td>
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<td>Line management experience</td>
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<td>Experience of supervising and mentoring other health professionals</td>
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<td>Cognisant with IT networks: competent with electronic systems</td>
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<td>Ability to conflict manage</td>
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<td>PERSONAL ATTRIBUTES AND APPTITUDES</td>
<td>Professional behaviour with good customer service skills</td>
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<td>Safe practitioner with attention to detail</td>
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<td>Organised approach to work and ability to prioritise</td>
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### Clinical Delivery Lead Person Specification

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**Person Specification:**

- Strong communication skills and fluent in English: written and verbal
- Flexibility in approach to work and understands team working
- Willingness to learn and implement new ideas: be creative and have the desire to progress with professional development
- Commitment to facilitating learning in others
- Excellent time management

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<th>CIRCUMSTANCES</th>
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| Hold valid UK work permit | Access to private transport
| Hold current drivers licence and is able and willing to drive |  |
Clinical Delivery Lead (Wound)

Summary of role

Accelerate CIC is a social enterprise operating in the health sector. The organisation has a strong and determined focus on the core mission which is to impact on and make a difference to the lives of those communities we serve, these being those individuals living with wounds and/or lymphoedema.

In this newly introduced senior role, the expectation is that the Delivery Lead will lever their passion for their speciality and their expert skills in the care and management of complex patients in the delivery of excellent outcomes for the population served. Being inspirational as a leader for your team is a significant key to success: the post holder will bring creative thinking and innovation to complex issues, utilising expert skills and insight in order to manage a variety of situations borne out of complex psychosocial, medical or organisational need. Contributing to business development is essential so that the drive towards achieving the Accelerate mission is furthered. In essence, leadership, team working and seeking solutions are key characteristics of this role.

Title: Delivery Lead

Salary scale: £38,000 - £48,000

Accountable and responsible to: Strategic Leadership Team

Hours: 37.5 hours per week Monday – Friday

Location: Accelerate Treatment Centre, Mile End Hospital, Tower Hamlets community and other sites including out of area venues where specified.

Purpose

As Delivery Lead you will be part of the Operational Management Team which will take ownership for the operational aspect of contract and business delivery and report to the Strategic Leadership Team. This role is designed to enable the post holder to take full end to end responsibility for the delivery of the outcomes and indicators for a defined contractual business area. Whilst clinical delivery remains core to this role, the overarching management of performance in terms of contract delivery and people is essential in the successful deployment of the role.

Demonstrating a positive ‘can do’ mentality is critical, thus being a person who is creative and solution focussed is a fundamental requirement. The post holder will enjoy team work whilst keen to have significant autonomy to ensure the key deliverables are completed. Discretion and confidentiality will underpin the role alongside integrity and the ability to manage challenging situations. Being proactive and organised with excellent attention to detail is essential.
The essential outcomes of the role are:

1. Provide expert skills and depth of knowledge to the population, delivered in an insightful, creative and timely manner. Being solution focussed and collaborative with key stakeholders remain key features and need to be demonstrated
2. Taking responsibility for directly managing clinical risk and escalating identified organisational risk to the SLT
3. Working collaboratively with the Director of Clinical Services to initiate and report on Quality Improvement schemes and audit, searching for additional data that tells the story of your service and team working
4. Delivering of a service environment that that allows for individualised care, that listens and respond to the needs of patients and their families so that outcomes are improved for the population.
5. Enhancing delivery of all aspects of the service under direction of the SLT; this includes the creation of efficiencies and delivery of productive working which will require creative approaches to resource management
6. Effectively leading the critique and inquiry of internal and external systems, driving creative team work to effect positive change and service development.
7. Visibly providing an exemplary role model for junior staff and within that providing structured delegation, mentoring and line management.
8. Ownership of reporting on service KPIs and audit, searching for additional data that tells the story of your service and team working
9. Quality delivery of education (internal and external) and business development with other providers.
10. Becoming a collaborative team player within the Operational Management Team, thereby making visible improvements to team working, communication and delegated decision making across Accelerate
11. Shaping services that takes account of the various stakeholders and that delivers results linking to commissioning agreement
12. Feeding into the SLT to improve the development of strategic insight thereby bringing a clear sense of direction that aligns to the Accelerate vision
13. Developing an understanding of and role in the national environment

Key Responsibilities

Uphold the vision and values of the company

As an employee of Accelerate CIC you will be expected to understand and espouse the philosophy and values of the organisation and at all times represent the organisation in a positive and professional way.

Leadership
In order to promote a positive team culture and working environment you will need to demonstrate effective leadership skills. This attribute is linked to organisational abilities and how the team is managed on a day to day basis. The strategic direction of the service will be led by the SLT but as Delivery Lead you will be contributing to and operationalizing this plan. The following areas will be specifically required.

- People management and mentorship.
- Facilitating clinical excellence and being an expert role model so as to define an exemplary standard of care for the clinical team.
- Clinical and operational structuring of services to ensure a patient focused and efficient service model.
- Management of systems and processes that takes account of risk to deliver an efficient and safe service. This will include maintaining service boundaries but also demonstrating awareness, respect and utilisation for processes.
- Identification and delivery of clinical outcomes for the service.
- An understanding and application of corporate principles.
- An ability to oversee and deliver projects
- Skilful management of the contract or specific service

Communication and relationships

Effective communication holds the key to good results. In this role you will be expected to give due consideration to how you communicate with clients, their families and carers, your peer group and members of the organisation, ensuring that clear understanding is your goal at all times whatever medium of communication you may be using.

At all times confidentiality is paramount in regard to clients and their privacy and dignity; thus you will need to be sensitive to the individual needs of clients and at all times promote principles of equality, diversity and personal rights. This includes acting in a non-judgemental way and respecting the choices, culture, values and beliefs of individuals.

The company is well respected for its relationship with clients. Encouraging and reassuring clients to participate and engage with their care, to self-manage and take charge of their lives is a critical part of what we do. The personal care plan is the vehicle for agreeing goals and objectives with patients and you should be familiar with implementing this approach with clients.

Liaising with community services and other members of the wider multidisciplinary team is considered essential in establishing a coherent and cohesive plan of care for clients. For this to occur, you will need to be able to participate in appropriate pathways and processes and be able to engage with a range of services to deliver agreed outcomes.
Establishing effective communication systems with our customers is a core component of service planning and delivery. It will be expected that you will have an understanding and be able to contribute to the process of good customer care and the associated implications of delivering a service with mutually agreed outcomes.

Standards to be demonstrated will include

- Maintaining patient confidentiality at all times
- Displaying professional behaviour at all times
- Respect for others
- Being a team player
- Demonstration of excellent conflict management and resolution skills
- Excellent verbal and written communication skills including robust and accurate documentation

Clinical care and therapy

The focus of the Delivery Lead within Accelerate is to provide operational clinical expertise, management and leadership under the strategic guidance of the SLT.

You will be expected to

- Undertake the management, planning and delivery of expert and evidence based clinical care whilst giving direction and guidance to junior staff within the team.
- Assess patients and to plan, monitor and evaluate their care as well as initiating agreed care plans.
- Lead and develop a service that promotes intelligent care and best practice in ways that will deliver greatest impact.
- Utilise a range of therapy modalities and equipment as they pertain to pressure ulcer prevention, wound care and swelling management.
- Assess and identify client risk status. This will take account of any changes or concerns relating to the client which includes their wounds or skin management, as well as their general condition and their environment as it relates to safeguarding issues.

Clients are seen in a variety of settings. In the community you will be working autonomously as well as with the clinician involved in that persons care. In clinic settings you will be expected to work as part of a team in maintaining a high standard of care. In clinic settings you need to ensure that infection control procedures and health and safety are adhered to. In specialist led clinics you will be working with junior staff to ensure that clinic processes are adhered to and that a high standard of care is provided.
**Education and Training**

You will be expected to be a role model for Accelerate CIC in working alongside other services in delivering safe and effective care. Transfer of knowledge and skills to generalist nurses and allied health professionals can be informal in these working relationships but you will also be expected to participate in the delivery of formalised education programmes. You will need to:

- Plan and deliver education programmes
- Be able to competently use a variety of teaching techniques
- Be up to date with knowledge and skills and know how to deliver information

**Data Collection, Research and Audit**

Data capture is an essential component of ensuring that Accelerate CIC is providing quality care and delivering outcomes. Data collection requires diligence and accuracy as well as timely inputting. You will need to demonstrate:

- Reliability in collecting and inputting data
- Accuracy and attention to detail
- Ability to effectively supervise others in data collection
- Ability to interpret and present data in a meaningful way that informs and tells a story

Audit and research are important components of Accelerates work. As part of any project you will be required to collect data. In audits there will be an expectation that you will both participate in and be actively involved in the evolution of and collection of data. An understanding of the patient population will be a key asset which you will be required to develop.

**Governance and responsibility for resources**

Each member of staff of Accelerate CIC has a personal accountability and responsibility to ensure patient safety at all times, to ensure that care is given in line with plans and direction, to report incidents, accidents and any adverse events involving clients and to deal with any emergencies appropriately.

Good governance results in satisfied clients and that is the goal of the company every hour of every day.

In line with good governance you will be expected to record patient information accurately on any provided data management tool and ensure that company guidelines are followed at all times. This includes maintaining the security of patient identifiable data.
Identifying and managing risk contributes to patient safety and the need to embed this within the team remains a core component of your role.

NHS resources are a scarce commodity and as such we have a duty of care to ensure that we respect the investment that taxpayers make in funding services such as ours. In this context decisions to spend money should be demonstrably well thought through and approved by your Service Lead.

You will need to

- Be familiar with and follow Accelerate’s policies and procedures
- Report any incident using the correct process
- Maintain patient safety

**Personal development, health and safety**

You are expected to take ownership for your personal developmental learning needs and for your performance; this includes keeping a record of your personal development plans and activities and playing a proactive role in your objective setting and appraisal process.

You should be familiar with legal issues pertinent to your role and be familiar with the changing structures of health care provision that may impact on the position of the company.

It is also your responsibility and duty to observe standards of health safety and security which includes adopting appropriate infection control procedures, ensuring work areas are clean safe and free from hazards and reporting any potential risks.

**Information Governance**

Accelerate CIC adheres to the principles of information governance. This involves the Data Protection Act of 1998 and any code which details the standards for information handling.

Incorporated within this is confidentiality, records management, information security as well as the Freedom of Information Act 2000. Compliance with these standards is embedded within Accelerate CIC and it is expected that all employees will observe and comply with these legal requirements.

**Equal Opportunities**

It is the aim of Accelerate CIC to promote equal opportunities for its staff and in its working with the public including clients and other agencies. Through this we intend that any person coming into contact with Accelerate CIC will not be disadvantaged on the basis of sex, race, colour, culture, nationality or ethnicity, religion or disability. Each member of Accelerate CIC will have a personal responsibility to ensure that equality and good relations are integrated throughout the organisation.
Adult and Child Protection

Accelerate CIC promotes a safeguarding child and adult culture. It will be the responsibility of each staff member to ensure that the risk status of all patients will be assessed for safeguarding issues. Any individual whose welfare is deemed at risk will be referred to the appropriate safeguarding team. All staff will receive the appropriate safeguarding training and required updates to ensure that they are able to identify risk and follow specified guidance.

This job description will be subject to periodic review