Hospice Information

1. St John’s exists to promote and provide skilled and compassionate palliative care of the highest quality. The organisation provides care in a variety of settings spanning inpatient, outpatient and home based care, directly serving the population of Lancaster and the South Lakes and was rated ‘outstanding’ by CQC in November 2016.

2. From its base in the historic University City of Lancaster, St John’s Hospice with its 130 staff and 475 volunteers supports over 1000 patients and their families every year. Its services include:
   - palliative care from specialist doctors and nurses
   - rehabilitation services provided by a comprehensive team of allied health professionals
   - Hospice @ Home (24 hour in North Lancashire) service
   - social work and discharge support
   - day therapy services
   - complementary therapies
   - spiritual care
   - adult bereavement
   - Neighbours Network
   - Lymphoedema clinics

3. All St John’s services are provided free of charge. The organisation has an annual turnover of £4.2m pa; 30% of its funding comes from the NHS while the remainder is secured by fundraising in the local community.

4. Alongside its care services, St John’s shares its skills, expertise and ethos by running training and education programmes for health care professionals. It also trains medical and nursing professionals, as well as providing in-house training for its own staff.
5. The St John’s medical staff currently consists of the following doctors:

- Medical Director
- Specialty Doctor
- 2 Advanced Nurse Practitioners
- 1 Middle grade Doctor
- 2 Honorary visiting Consultants in Palliative Care

These work as part of a broad multi professional paid workforce. In addition the hospice has a large volunteer workforce that is increasing in number and in its involvement in patient facing roles.

The Future

1. St John’s is operating in a rapidly changing world and faces a series of significant strategic opportunities and challenges. The UK’s ageing population, and the increasing prevalence of individuals living with multiple, chronic conditions, will place new demands on care services as a whole.

2. There is increasing demand for well-designed, comprehensive packages of care, bringing together health and social care in an integrated way. St John’s Hospice is in a strong position to help coordinate such care, drawing on the skills of its workforce to assess and respond to emerging needs and preferences in a timely way.

3. To equip itself to serve local people to the best of its ability, the organisation is building a variety of new partnerships with local academic centres. This includes working with the Lancaster University End of Life Observatory to develop research opportunities, and the University of Cumbria for accreditation of training.

4. Changes to NHS and local government funding and commissioning arrangements require that St John’s builds strong partnerships with those who are commissioning end of life services for their local populations. Looking ahead, the organisation wants to develop new models of care, prioritising outcomes alongside its emphasis on providing care in the right place at the right time.
ABOUT THE ROLE

The Medical Director Role

Employer: St John's Hospice

Accountable to: Chief Executive, St John’s Hospice

Salary £70,000 - £100,000 (Depending on experience)

Responsibilities for staff: All doctors (including visiting medical specialists in respect of their work for St John’s Hospice)

General Requirements of the Medical Director

The postholder will fulfil the following broad requirements:

1. to provide strong clinical leadership within the organisation, advising the Board as appropriate and serving on the SMT
2. to oversee the quality of care and support provided, including audit activity
3. to lead, develop and deliver our education programmes
4. to lead and develop research within the organisation
5. to manage the medical team and its work
6. to contribute to the delivery of end of life care in a broad range of settings
7. to engage in key strategic relationships and partnerships that help the organisation meet its aims

Principal Responsibilities of Medical Director

Leadership

1. To contribute fully to the development and work of the Senior Management Team in order to drive the corporate agenda for the Hospice
2. To contribute to the organisational development of St John’s Hospice, in particular through the hospice education programme
3. To provide professional advice to the Board and Chief Executive on key service and medical staffing issues
4. To work with the Board of Trustees in the exercise of their governance responsibilities
5. To contribute to the national development of Hospice care through engagement on national working groups, attendance and involvement in national conferences
6. Attend local and regional strategy meetings relating to:-
   6.1. Education
   6.2. Medicines management
   6.3. New ways of working - workstreams for locality and the Network
7. To support Hospice fundraising activities wherever senior presence is required. This is a shared responsibility with other members of the senior management team
8. To contribute to the appointment of medical, and other senior staff within the organisation

Quality assurance and governance of care

1. To ensure that robust clinical governance systems are in place with the active participation of all medical staff, in order to secure high standards of patient
2. To be the SIRO (Senior Information Risk Owner) for the organisation.
3. To contribute to a culture of care in the hospice which embeds Clinical Quality and Governance and monitors the effectiveness of care. He/she will sit on the Care, Quality & Services Sub-Committee and develop relevant systems and structures as appropriate and required
4. To support other staff within the Hospice in their work to improve and maintain a high quality of care on the part of the hospice
5. To help design, monitor, review and respond to measures of patient experience and outcomes
6. To assist in the development of the Hospice’s clinical policies where appropriate
7. To be involved in and manage complaints relating to medicine
8. To help manage serious incidents, with responsibility for identifying and sharing related organisational learning
9. To contribute to the safe management and use of all controlled drugs issued to the hospice and/or its patients
10. To lead in the development of a comprehensive clinical audit programme for the hospice, helping also to implement the programme and supporting junior staff in their efforts to undertake audit
Education and training

1. To lead the education team and to initiate and develop medical teaching events, facilitating participation by hospice staff as appropriate
2. To participate in the development of an annual plan of development and training
3. To contribute to the strategic development of the education and training function of the hospice, identifying new markets and new products of learning that the hospice may wish to develop in the future
4. To develop and host an annual hospice conference

Research

1. To help establish relationships with a variety of academic partners who can help the Hospice achieve its ambition to be research active
2. To contribute to research programmes in which the Hospice is playing a role
3. To support a corporate commitment to evidence based care

Management

1. To play a full part as a member of the Hospice Senior Management Team
2. To manage the Hospice medical staff, developing them as individuals and as a team to provide excellent care. This means ensuring a flexible, thoroughly competent, innovative medical presence across the hospice’s clinical, educational, audit and research domains
3. To be responsible for organisational appraisals of medical team (relevant training will be provided if required).
4. Work with the appraisal and revalidation team at University Hospitals of Morecambe Bay NHS Trust to ensure that our processes are continuously updated and effective.
5. To undertake line management responsibilities for other clinical groups of Hospice staff as agreed and appropriate.
6. To assist in the development of nursing and other non-medical staff.

Relationships and partnerships

1. To engage with NHS commissioners about the work of the Hospice and ways in which we can work together to meet the needs of the local population.
2. To proactively identify new partners with which the hospice may wish to establish a relationship to improve the delivery and experience of receipt of care at local level.
3. To work closely with colleagues in hospital teams to identify ways in which we can work together to increase the seamlessness of transfer of care between settings.
4. To consider new partnerships with other medical teams that could increase our effectiveness in meeting multiple and changing needs in our patient population.
5. To consider new local partnerships that will help increase efficiencies/reduce costs through increasing shared resources.
6. To connect with Medical Directors of other Hospices, hospitals and primary care groups to find ways to work together and share learning and expertise.

Clinical care for people who require palliative care

1. To ensure the highest possible standard of medical care for patients, taking account of emotional, social and spiritual needs and to promote and refine the multi professional approach.
2. To attend to the needs of individual patients, their families and carers, attending family meetings and case conferences as required.
3. To liaise with other health professionals in a variety of contexts to plan and review care required.
4. To initiate and keep under review medical procedures and prescribing.
5. To ensure the clinical and educational supervision of training grade doctors and medical students, together with the quality of training opportunities provided to them. The Medical Director is responsible on behalf of the hospice to the relevant training committees for the quality of the education provided to training grade doctors working at St John’s.
6. To provide guidance on ethical issues emerging in relation to patient care.
7. To work with the Head of Nursing & Quality and others in overseeing and maintaining standards of infection control.

The post holder has a general duty of care for their own health, safety and wellbeing and that of work colleagues, visitors and patients within the hospital. This statutory duty is in addition to any specific risk management or clinical governance accountabilities associated with the post.

This job description is a reflection of the current position and may change in emphasis or detail in the light of subsequent developments.