

# The National Gold Standards Framework (GSF) Centre

## Clinical Lead Nurse in Social Care

### Job description and person specification

Responsible to	National Clinical Lead, Clinical Nurse Lead Healthcare.
Key relationships	National Clinical Lead, Clinical Nurse Lead Healthcare, Office Manager and administrative support/coordination team.
Location	<p>National Role: GSF Head Office is based in London at Hospice House (near Kings Cross) with smaller office in Shrewsbury.</p> <p>Within the national role; working from home, attending and supporting the London head office and travelling to other parts of the country will be required.</p> <p>The work will involve regular travelling across England.</p>
Salary	Initial Salary/payment negotiable - roughly equivalent to NHS banding Grade 7 and early 8 and depends on experience and expertise as within other voluntary sector organisations, with the prospect of further progress in future for the right person.
Terms	Flexible - full time/part-time with a minimum of 3½ days/week, salaried or as Clinical Associate.
Summary of position	<p>The post holder is accountable to the National Clinical Lead and Board for the effective and efficient delivery of the GSF Centre's Social Care Programme: this includes;</p> <ul style="list-style-type: none"><li>• Leading, coordinating, managing and supporting delivery of the <b>GSF Social Care training and accreditation programmes</b> - primarily care homes but also including domiciliary care, retirement villages and others as required</li><li>• As a senior team member, contribution to <b>strategic planning</b> for the GSF Centre as the leading training provider of end of life care to generalist frontline staff, for people with all life-limiting conditions in all settings, advocacy and strategic influencing, academic development and long-term sustainability</li><li>• Contribution to internal and external <b>communications, recruiting, marketing</b>, related to GSF Centre's work, particularly related to social care programme</li><li>• Manage, coordinate and support the cascade plan of collaboration with the <b>Regional Training Centres</b> across the country</li><li>• Contribute creatively to the <b>strategic and operational national vision</b> of improving End of Life Care, and other future developments, as required</li><li>• Support intrinsic evaluations and development of the evidence-base including audit and publication of articles</li><li>• As a senior team member within the GSF National central team, to work alongside and contribute to other programmes and work of the GSF Centre as required and deputise for other Clinical Leads and Clinical Associates as and when needed</li></ul>

**The Gold Standards Framework (GSF) Centre** is the leading provider of training in end of life care for generalist staff and has a long track record of almost 20 years, enabling top quality care for people in their last year of life. Our aspiration is to deliver training and support that brings about individual and organisational transformation, enabling a 'gold standard' of care for all people nearing the end of life.

We are committed to improving care for all people in the last chapter of life, by delivering training programmes for generalist frontline health and social care staff in many settings – GP practices hospitals, care homes, domiciliary care hospices, retirement villages, prisons and other settings. We do this by improving the quality, coordination and organisation of care leading to better patient outcomes in line with their needs and preferences and greater cost efficiency through reducing hospitalisation - a gold standard of care for people nearing the end of life. We provide training, tools, measures and support plus well recognised accreditation and presentation of GSF Quality Hallmark Awards twice yearly.

The GSF Centre has a small but committed central team with a number of Clinical Associates across the country working in a sessional capacity, plus a number of Regional Training Centres.

The GSF Centre CIC is a voluntary sector organisation, a not-for-profit Social Enterprise Community Interest Company. Note is taken of NHS pay grades but this does not determine contractual terms, and pension contributions are strongly advised with company contributions to pension provision.

This is an exciting opportunity for a dynamic, motivated nurse leader/ educationalist, experienced in palliative/ end of life care/ GSF to join the National GSF Team, based in London, following retirement of our current Social Care Lead Nurse. This is a key leadership position for someone who wants to make a real difference in improving care. You will be involved in both national strategic thinking and developments, operational cascade and delivery of training, working closely with others in the GSF central team and our increasing number of Regional Training Centres. The role includes managing and delivery of teaching and accreditation in several settings –care homes, domiciliary care, retirement villages and others and the development of exciting new initiatives as required.

Experience of GSF and teaching is helpful and flexible and home-based working is considered.

# Job description

## Purpose of role

This role is to provide leadership support, management and coordination to enable the development and delivery of the GSF Social Care Programme of training and accreditation in end of life care, including support specifically for our Social Care Team and the Regional Training Centres. The post is to be based in its new London office and working closely with the Shrewsbury office and working with the clinical team who may be based remotely, but who meet on regular occasions, plus some national travelling.

This role will be key to effecting the vision of the National GSF Centre, led by the National Clinical Lead Prof Keri Thomas and the Clinical Lead Nurse for healthcare, Julie Armstrong Wilson plus other team members Clinical Associates and our Board.

For this exciting and rewarding position, we seek someone who is well organised, competent and flexible, with strong IT and interpersonal skills. Candidates will need to enjoy working in a fast-paced environment as part of a wider team.

The specific emphasis is on supporting and coordinating our work in end of life care in social care settings (care homes and domiciliary care) both in training and accreditation. The role requires someone with energy, initiative, vision, clinical experience, competence and good project management administration skills and possibly experience in marketing, able to work autonomously but within a wider team, with the potential for the right person to progress further.

## Key tasks and responsibilities

### Specific

#### **Leading the GSF Social Care Programme - GSF Training and Accreditation**

- Social care role – support ongoing work and GSF programmes in EOLC in Care Homes, Domiciliary Care, Retirement Villages, Dementia, Cross Boundary Care and others.
- Wider team - Clinical Associates and Regional Training Centres – Support and coordinate the ongoing development of Regional Training Centres and GSF Clinical Associates
- Vision of further development of GSF programmes and product development in the current context
- Support the running and resourcing of the twice-yearly accreditation panel and awarding of plaques at bi-annual GSF national conferences.

#### **Part of the central national team.**

- The appointed person will work closely with the CEO and Clinical Leads to enable them to work optimally and effectively, as well as providing support across the organisation and other tasks as appropriate.
- **Project Management** of specific projects, working within the team ensuring efficient follow up and tracking of progress against planned actions

## **Professional Leadership:**

- To make a positive contribution to the corporate ethos of teamwork and collaboration by providing positive leadership, motivating and inspiring others to work towards the attainment of theme and programme area(s) objectives and goals.
- Reinforce and promote the organisational culture of honesty and openness.
- Develop and maintain expertise across the GSF agenda, identifying new developments and responding positively to internal and external initiatives.

## **Information Management:**

- Contribute to the preparation of draft publications and the editing of reports. The post holder will be required to handle electronic data and email communication on a regular basis.
- Accountable for quality assurance of your own project and programme provision within work area(s).
- Other requirements that arise in the course of the evolving programme

## **Quality:**

- To ensure that outcomes are delivered within budget parameters and to defined quality standards and equal opportunities policy within work areas/domains.
- To maintain high quality standards in all communications, teaching and discussions with candidates and external agencies.
- **Outreach, marketing and communications**- supporting others in the team and implementing planned externally directed mailings to ensure recruitment to training programmes, securing of commissions and awareness raising. Monitoring and responding initially to expressions of interest and referring them on appropriately.
- Contribute to the development of audits and evaluation reports.
- Ensure communications, documentation, letters and emails are professional and efficient, and the databases and the intranet are kept in an organised and efficient way.
- **Resources** - Support and maintain GSF computer systems established for our training programmes including materials on the website, the GSF Virtual Learning Zone, evaluation tools. Support the production, distribution, monitoring of GSF materials and other resources.
- **Teamwork** - Linking with clinicians, management, finance and other team members across 2 sites and GSF Regional Centres and ensuring collaborative teamworking, including regular feedback and updating at team meetings.

## **General**

- ◊ **To support development and implementation of the work of the GSF Centre in both health and social care** - Good organisation, project management, competency and good communication skills are essential with a personal commitment to improve the lives of all people in every setting to live well until they die and to receive gold standard care towards the end of their lives.
- ◊ **Co-ordination** – to work closely with the Office Manager, Programme Coordinator, and others within the admin team to lead, manage and coordinate various projects including the GSF Training and Accreditation Programmes.
- ◊ **Communication and marketing** – To respond to requests, queries, and enquiries by phone, email and post assisted by others in the team, and to refer to others when appropriate. A good telephone manner is helpful and ability to liaise with colleagues.

- ◊ **Contribute** to the overall strategic and operational vision of the company with robust systems of working and organisational management skills. Ability to generate and compose reports using evaluation and audit data generated from the different training programmes and accreditation programmes is of value also.
- ◊ **Support** other team members to fulfill their duties in relation to event management, occasionally attending appointments, travel and any academic and strategic requirements. Link in with other personnel and departments both internally and externally with partner organisations/agencies including teams at Hospice UK HQ in London.

**This role profile is not exhaustive and is subject to review in conjunction with the post-holder and in accordance with future developments in the work and priorities of The GSF Centre.**

No budgetary control or line management currently applies to this role.

#### **Role Specification**

This specification may be subject to change in the future. Any proposed changes will normally be discussed fully with the post holder and confirmed via the issue of an updated contract.

#### **Confidentiality and Data Protection**

All personnel who have access to personal data in relation to patients or staff will be aware of their responsibilities under the Data Protection Act 1998 and will abide by the eight principles of that Act. Any breach of the Act could result in disciplinary action being taken and criminal charges being brought against the individual who has breached the Act.

#### **Health and Safety**

Individuals have an equal responsibility, along with managers and supervisors, for maintaining safe working practices for the health and safety of themselves and other persons who may be affected by their acts or omissions at work.

All individuals must adhere to their duties under the Health and Safety at Work Act 1974 and other associated safety legislation, including all new Health & Safety Regulations. In addition, they must comply with all the Company's policies relating to Health & Safety and Risk Management to secure a safe workplace and will draw management's attention to any deficiencies and/or hazards, which might prove detrimental to themselves or others.

## Person Specification

E = essential

D= desirable

Importance	Criteria	Assessment
<b>Experience and knowledge</b>		
D	Experience of training in End of Life care, palliative care, GSF and teaching	Shortlisting/interview
E	Experience in national strategic thinking and developments, operational cascade and delivery of training, and ability to travel as required (within agreed limits)	Shortlisting/interview
E	Organisational competence, ability to work on own initiative and as part of a team and ability to effectively project manage evaluation of.	Shortlisting/interview
E	Good communications and teamworking skills	Shortlisting/interview
D	Communications and marketing interest, and ability	Shortlisting/interview
D	Excellent writing, IT, evaluation, communication, academic and other skills	Shortlisting/interview
<b>Skills and abilities</b>		
D	Competence in teaching and understanding GSF in End of Life Care	Shortlisting/interview
E	Excellent personal communication skills and the ability to communicate effectively and confidently.	Interview
E	Multi-tasking, project management principles and planning, ability to work to deadlines and prioritise tasks effectively to meet deadlines.	Interview
E	Excellent organisational skills with a strong ability to work well both independently and as part of a team.	Shortlisting/interview
E	Strong attention to detail and accuracy, and a proactive approach to problem solving.	Interview
E	Ability to work under pressure.	Interview
E	A commitment to work closely with the GSF Central team in the implementation of the work to improve EOLC across the UK.	Interview

### Terms and Conditions of appointment

Contract	Permanent/Clinical Associate
Salary	Initial salary negotiable depending on experience, competence and expertise – in the range of Band 7/lower Band 8
Probation period	Three months
Notice period	Three Months
Work Pattern	Full time/Part-time with a minimum of 3½ days/week
Pension	You will be auto-enrolled into the NEST pension scheme
Holiday	30 days per year pro-rata. The leave year runs from 1 April to 31 March
Location	Hospice House, Britannia Street, London, WC1X 9JG near Kings Cross Tube