



Headway House  
Trenchard Ave  
Credenhill  
Herefordshire  
HR4 7DX  
Tel: 01432 761000

**Job Description and specification for:** Executive Officer (Clinical Lead)

<b>Hours and Duration</b>	24 hours per week
<b>DBS Level:</b>	Enhanced DBS with both adult and child barred list checks
<b>Report To:</b>	Chair
<b>Accountable To:</b>	Board Medical Advisor

**Job Summary:**

- Work alongside the Executive Officer for Fundraising, Marketing and Strategy (EO-FMS)
- Hold overall decision-making responsibility and accountability for the running of the day centre and outreach programmes.
- Carry out the role of Registered Care Manager as set out in Care Quality Commission (CQC) guidance for registration.
- Maximise the recovery of patients/clients with Acute Brain Injury (ABI) by
  - Ensuring the service is clinically and socially meeting the needs of clients, families and communities in line with national and local plans as interpreted by the Herefordshire Headway board.
  - Coordinate care services and involve service users in the day-to-day strategic planning of care.
  - Be responsible for the continual development and effectiveness of individual services using the Herefordshire Headway continual quality development action plan to monitor delivery and service quality.
- Hold overall responsibility for
  - Service user, staff, and visitor safety.
  - The effectiveness of all care, enablement, and recreational interventions.
  - Service user experience.
  - The environments in which care is delivered.
- Show leadership within Herefordshire Headway
- Work collaboratively with staff, independent contractors, other professional care Organisations and communities to promote the needs of ABI patients (including stroke survivors) their families and carers.
- Foster a culture of networking encouraging open and transparent joint working both internally and externally.

- To promote Herefordshire Headway giving presentations and talks to individual, community groups and others so widening local awareness of Herefordshire Headway Services

**Main Duties and Responsibilities:**

1. **Operational Management**
  - a. Work closely and co-operatively with the EO-FMS to ensure that the day-to-day operations of the organisation are effectively and efficiently co-ordinated within the framework agreed by the board.
  - b. Work with the EO-FMS to provide the board with reports on the operational effectiveness of the service.
  - c. Maintain effective working relationships with the chair and trustees.
2. **Delivery of effective enablement, social and educational programmes that best meet the needs of users and carers:**
  - a. Perform and monitor comprehensive service user assessments.
  - b. Use research-based knowledge in the formulation of individual care plans.
  - c. Promote the involvement and engagement of service users, carers and other professionals in the planning, delivery, and evaluation of services.
  - d. Communicate complex information regarding service users in a way that supports the understanding of both staff, volunteers and carers allowing them to deliver the best possible and relevant services.
  - e. Lead, participate in and cooperate with concerns, complaints and investigations as required.
3. **Establish Effective Leadership and communication:**
  - a. Lead and act as a professional role model to all staff, service users, carers, representatives of other agencies and the public at all times.
  - b. Co-ordinate, organise and prioritise your own and the work of the team on a day-to-day basis.
  - c. Maintain effective working relationships with the EO-FMS and to the board of directors.
  - d. Ensure supervision of others is effective and robust that those under your direct management are supervised and appraised as outlined in the relevant organisational policies.
  - e. Lead and monitor the development of services, new ways of working and the implementation of change.
  - f. Develop effective relationships and communication with members of the multi-disciplinary team.
  - g. Clear and respectful communication is essential. Support and maintain effective communication structures that meet the needs of the service.
  - h. Support staff, when appropriate to communicate complex and sensitive information, especially where there is a requirement for tact, persuasion and there may be barriers to understanding.
  - i. Lead organisational communication with a wider multidisciplinary team where those involved may be from other agencies involved in the planning of care for individuals and families.
4. **Continuing professional development**
  - a. Complete the Herefordshire Headway Induction programme.

- b. Work with the EO-FMS to develop an annually updates, relevant, high quality and cost-effective staff training plan which will support.
  - i. Safe and effective day to day running of the organisation.
  - ii. Learning and the development of personal skills to extend the expertise of staff.
  - iii. Staff to develop services and feel comfortable to effect changes to working practice when needed.
- c. Develop and support systems and structures that encourage lifelong learning and professional development.

#### **5. Clinical governance**

- a. Ensure that the service meets and exceeds the requirements of the CQC audit standards and lead internal audit checks to monitor adherence to the policies, procedures and systems which are necessary to ensure compliance.
- b. Lead the implementation of policies, procedures and systems.
- c. Continually monitor the quality of systems, standards, and the culture of the organisation to maintain the highest standards.
- d. Ensure self and all staff practice is at all times in accordance with professional Codes of Conduct relevant to their professional body.
- e. Maintain own and ensure that others maintain professional boundaries and appropriately declare any conflicts of interest.
- f. Work with the EO-FMS to develop an annually updated, relevant and high-quality Continual Quality Development plan that will highlight organisational strengths and areas for improvement together with a time limited plan for implementation.
- g. Understand and practice clinical confidentiality.
- h. Provide a 'Pastoral Role' for clinical and non-clinical staff with issues relating to their work.

#### **6. Use of Resources and Information**

- a. Work with the EO-FMS to implement effective organisational spending controls in line with the annual budget forecasts.
- b. Provide the EO-FMS with the data needed to effectively, and accurately prepare records and fund-raising bids.
- c. Ensure organisation of workable rotas for staff holidays to maintain services.
- d. Work with EO-FMS to maintain the staff and volunteer handbooks.
- e. Work with the company secretary and the EO-FMS to
  - I. Bi-annually update all the organisation's policies and procedures.
  - II. Comply with the GDPR regulation of information within the organisation.
- f. To understand and implement the recruitment and selection policy.

#### **7. Maintaining a safe high-quality environment**

- a. Take responsibility for maintaining own and others Health and Safety
- b. Ensure post holder and all staff maintain the best regulatory practice in all work carried out by Herefordshire Headway
- c. Ensure that all necessary policies are formulated, disseminated to staff, implemented, revised regularly, and that compliance is regularly monitored.

- d. Ensure that you and others complete necessary reporting in line with local safeguarding, CQC, HSE and internal incident reporting policy, escalate any concerns regarding patient safety and clinical risk to the relevant manager and/or the board.
- e. Lead and participate in the investigation of complaints, concerns, and serious incidents.
- f. Monitor, review and disseminate learning from incidents and or near misses to mitigate against further risk, identifying themes and trends and ensure lessons learned are imbedded into practice.
- g. Ensure self and others carry out duties in accordance with Health and Safety at work Act 1971 and any other later pertinent legislation or best practice recommendations.
- h. Ensure self and others move and handle service users and goods in ways that promote the health of the service user and care team and are consistent with legislation.
- i. Ensure self and others are responsible for the maintenance of a clean and safe environment adhering to infection control policies, procedures, and best practice.
- j. Ensure self and others assist and maintain safe and hazard-free areas of work.

**The successful candidate for this role will have the chance to work alongside the current CEO for a period of time before her retirement in March 2025. At that time the board of trustees will appoint a new CEO. The board is hopeful that the new CEO will be chosen either from the successful candidate for this position (Executive Officer - Clinical Lead) or from the successful candidate for the other position currently under recruitment, that of Executive Officer - Funding, Marketing and Strategy. Hours, terms and conditions for the CEO role would be the same as for this role. Remuneration would be discussed prior to appointment.**