



Director of Patient Services and Clinical Quality

Applicant prospectus



LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you
and your family



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Message from the Chief Executive

Thank you for your interest in the role of Director of Patient Services and Clinical Quality within LOROS Hospice.

As you will read throughout this application pack, we are very proud of both the breadth and quality of the care that we provide to patients and their families across Leicester, Leicestershire and Rutland. LOROS is a widely known, highly regarded and passionately supported local charity

Whilst this leadership role is rooted in the delivery of palliative care it also has influence and impact across the entire organisation. The Director often represents the organisation at events to help generate income, at conferences and regional events and then also with our extensive team of volunteers who contribute towards the delivery of excellence in end of life care.

Following 10 highly successful years, our current Director is planning her retirement in June of 2022 and we are now seeking a dynamic and highly motivated new leader who will bring energy and strategic insights to this post and the hospice for many years to come.

You will find in this pack all the information you need to make your application as well as contact details should you wish to ask any more detailed questions about this key post.

Kindest regards



John Knight,
Chief Executive



Introduction to LOROS

LOROS is one of the UK's largest hospice charities, providing specialist palliative care for adults with a terminal illness, and support for their families. The Hospice provides a wide range of care services including a 31 bed Inpatient Unit, Community Nurse Specialists, Day Therapy, Lymphoedema and other Outpatient Clinics. Care is provided free of charge to patients living in Leicester, Leicestershire and Rutland.

What we offer

- Specialised care for those aged over 18 who are suffering from a terminal illness when cure is no longer possible
- Short-stay inpatient ward for symptom management and/or end of life care
- Outreach support in the patient's home - Clinical Nurse Specialist and home visiting service
- Day therapy
- Complementary therapy
- Counselling

Research and Education

We work in partnership with higher and further education providers to supply education, training and support to over 2,165 health and social care professionals every year.

Research is a key part of our work and goes directly to inform improvements in patient care both within LOROS and externally through education programmes for care homes, GPs, trainee doctors and many other health care professionals. LOROS works collaboratively with other local health and social care providers to benefit patient care. We also work closely with those responsible for commissioning health care across Leicester, Leicestershire and Rutland.

Funding

Each year we invest £10.5 million in service delivery. 23% of this comes from the NHS, the rest must be raised through voluntary income, via our network of 28 shops, fundraising events, lottery, philanthropic giving and other commercial ventures.

Our vision

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

 [Click here to see our Strategic Plan](#)

 [Click here to see our Annual Reports](#)



Role summary

Job title

Director of Patient Services and Clinical Quality

Accountable to

Chief Executive

Responsible for

The strategy, management and performance of all clinical/care (excluding medical staff) services and its fulfilment of governance requirements to satisfy external regulation

Location

The hospice whose catchment area is primarily Leicester, Leicestershire and Rutland.

Job purpose

To lead and inspire LOROS as a whole, establishing and implementing plans which deliver excellence across the Charity.

Role profile

- 1** To lead, manage and develop, with a focus on quality, all clinical/care services within the Hospice and in the community. Responsible for approx. 161 employees and an annual expenditure budget of circa £5m. Act as a Nominated Individual with the Care Quality Commission and Accountable Officer for LOROS in terms of controlled drugs.
- 2** **Service Delivery and Development**
Ensure the provision of a high standard of specialist palliative care to patients', based on individual need which is delivered by a multi-disciplinary, holistic approach, and includes supporting family/friends and others important to the patient.
- 3** **Leadership and Management**
Provide effective, supportive leadership for all direct reports and more broadly across the organisation. Contribute effectively in meetings of the Senior Management Committee and the Board of Trustees, positively influencing the strategic direction and performance of LOROS. Ensure an appropriate, competent workforce is in place across all clinical/care services.
- 4** **Quality Assurance/Governance**
Ensure that robust systems for clinical governance are in place for all clinical services. Ensure the Board of Trustees and appropriate committees are aware of their clinical governance responsibility and provide advice and support to the chair of the Clinical Governance Committee.
- 5** **Financial**
Oversee the overall budget for care service delivery supporting Clinical Departments in managing their budgets as required. Ensure financial budgets and controls are managed and maintained in all clinical areas in conjunction with the Chief Executive and Director of Finance
- 6** **Communication and Relationships**
Communicate sensitively and present complex and sensitive/contentious information to a wide range of people including staff, volunteers, external agencies, patients and the general public. Be a spoke person for LOROS as required for media coverage and/or at events promoting the Hospice.
- 7** **Related Duties**
Practice at all times within the Nursing and Midwifery Council Code of Professional Conduct. Work collaboratively with the CCGs, LPT, UHL and other key providers to support service delivery both at LOROS and across the wider health community.

Person specification

Education / qualifications

Essential

- Degree and / or professional qualifications

Skills and abilities

Essential

- Outstanding communication, interpersonal and presentation skills both written and oral
- Able to lead, inspire, manage and motivate a diverse team of senior staff across a wide range of disciplines and roles across different locations
- Able to develop and implement clear, compelling strategies and plans based upon research and the gathering and presentation of a wide range of information and data
- Innovative and entrepreneurial thinking
- Natural ability to collaborate well with others and develop effective partnerships
- Able to engage with a wide range of different audiences to enhance LOROS' reputation and inspire support including Hospice colleagues, NHS Trusts and relevant local charities
- Excellent organisational skills of self and others
- Able to work autonomously
- Able to think and work strategically

Knowledge and experience

Essential

- Successful leadership roles, managing multidisciplinary teams including senior clinical professionals
- Managing staffing resources and significant financial budgets
- Working at a senior level within healthcare
- Developing effective working relationships with a diverse range of internal and external stakeholders
- Managing change
- Project management
- Charity and hospice sector
- Clinical Governance requirements – CQC, CCG
- How to effectively manage a budget
- How to draft and achieve stakeholder support for a business case
- Data protection

Desirable

- Working with and successfully influencing Trustees and / or Board Members
- Working with volunteers
- Managing teams across multiple locations
- Working in different sectors – public, private and voluntary
- Holding organisational roles such as Caldicott Guardian
- Public speaking
- CQC inspections
- Marketing and communications approaches and techniques
- PR and media engagement

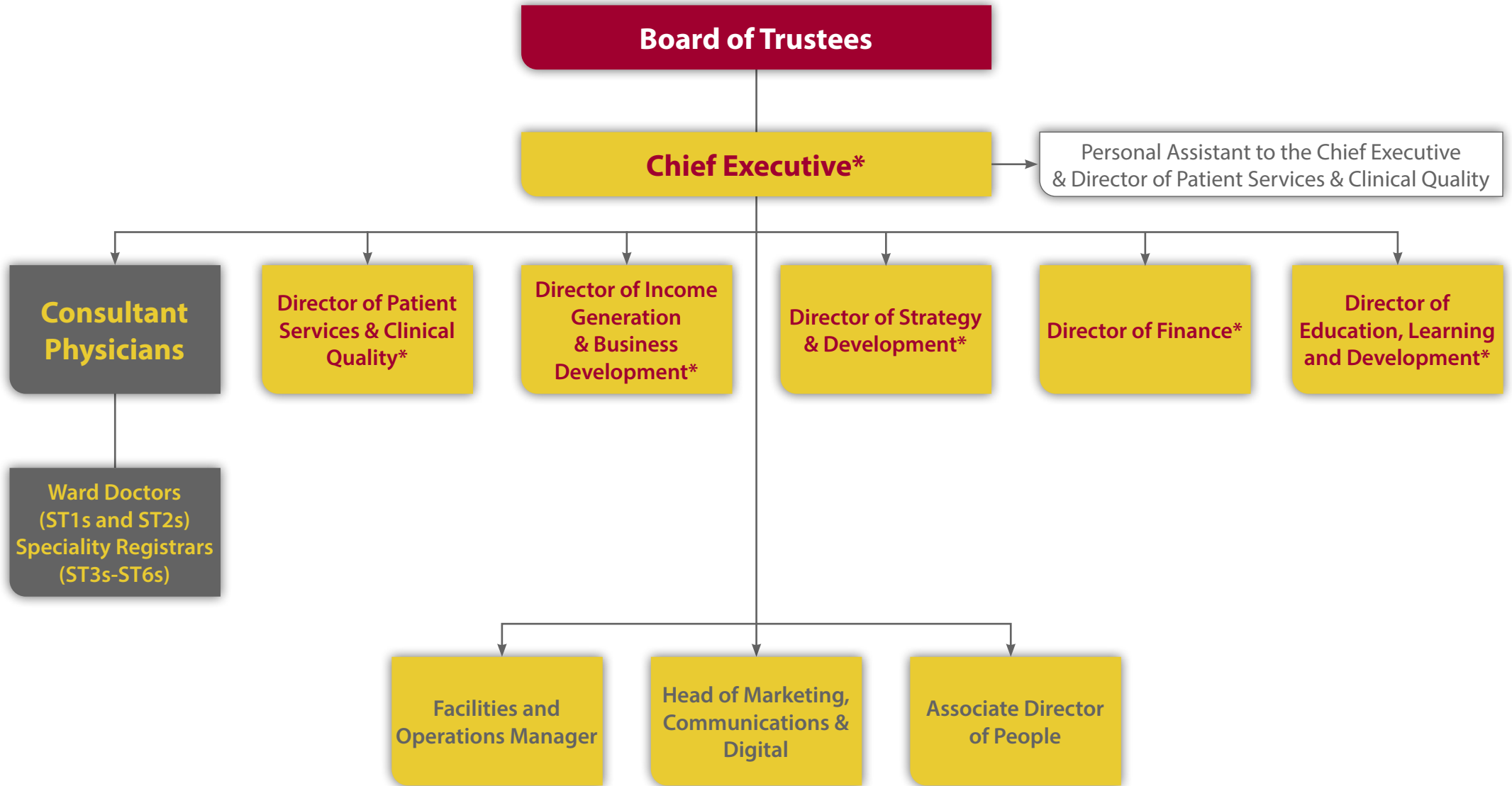
Motivation and personal attributes

Essential

- Passionate about contributing to LOROS' Vision and Mission
- Strong alignment to the ethos of hospice care and LOROS' Values & Behaviours
- Energy and enthusiasm
- A "can-do" approach
- A positive role model
- A strong focus on delivery and successful outcomes
- Emotional intelligence
- Ability to inspire others
- Innovative and creative
- Collaborative and effective networker
- Flexible and reliable
- Ability to travel independently, including with own car



Organisational chart



* Members of the Senior Management Committee

Direct reports to this role



LOROS key aspirations

The following are provided simply as an overview of some key future aspirations for LOROS. They should be considered alongside the ongoing responsibilities of sustaining the Hospice's key services and are 'in addition to' rather than 'instead of' what the Hospice currently does. They have the potential to form part of the longer-term plans of the organisation.

Even greater service provision in the community

There are multiple opportunities for LOROS to develop service provision out in both the towns of Leicestershire and Rutland as well as the more isolated rural communities. LOROS already owns a mobile resource called 'LOROS Local' which can travel to pre-planned destinations and help give support, information and advice, education and even some non-clinical service delivery in a very local way.

In addition, there are several 'outreach' initiatives in the organisation's pipeline;

A well-being centre in Market Harborough – funded through a large local charitable trust and currently at design stage with architects and other charity partners.

The further growth of 'Compassionate Communities' including compassionate towns across Leicester, Leicestershire and Rutland (LLR).

A 'risk based' reserves approach

Initial thinking has started as to how LOROS might best use some element of its reserves to create a sustainable change both in service design and delivery as well as increased income generation. This is an exciting and aspirational piece of work that would have an effect over many years. It is far from any firm conclusions but does have the potential to drive significant long-term change, a growth in patient impact and funds to support this.

Mergers, acquisitions and properties

LOROS is well underway on a 'commercial innovations' journey – looking to create a profitable fourth income stream alongside shops, lotteries and fundraising. This will include buildings and property that may well also allow a growth in service provision and the potential to acquire other charities where there is a suitable alignment of vision and mission.

Centre of Excellence

LOROS is the named 'Affiliated Teaching Hospice' of the University of Leicester. This significant accolade is based upon our large investment in to education and research and the aspiration to be a true Centre of Excellence – joining up research in to patient care, education content informed through this research and then resulting in improved patient care nationally.

Three year strategy

The existing three year strategy will be updated between February and April 2022. This process involves consultation with staff team members, the senior leadership team and the annual board strategy event.

Application process

If you would like an informal discussion about the role, please contact Jackie Goss, Associate Director of People at jackiegoss@loros.co.uk or Chief Executive, John Knight, at johnknight@loros.co.uk

If you would like to apply, please send the following;

- An up-to-date CV
- Your completed application form – [available here](#)
- A supporting statement (no more than two sides of A4) which;
Outlines why you are interested in this opportunity with LOROS
Demonstrates how you meet the essential and, where possible, the desirable criteria set out in the knowledge and experience section of the person specification

Please submit your completed application to emmagilliver@loros.co.uk to arrive by the end of 10 December 2021.

Dates for next steps:

Closing date for applications	10 December 2021
First interview and tour	21 January 2022
Second interview and meet SMC	24 January 2022





Directions to LOROS and the Professional Development Centre

You can find us just off the Groby Road (A50) in Leicester.

From the East - A46 from Newark

At the Leicester Western bypass roundabout (Hobby Horse pub will be on your left, and is visible from the roundabout), turn right onto A46 North & West (also signed for M1/M69).

Take 2nd exit off A46 signed Beaumont Leys.

At roundabout take 2nd exit (Gynsills Lane).

At A50 roundabout take 2nd exit (first one goes into County Hall) onto A50 towards Leicester City.

At next roundabout take 3rd exit still on the A50 towards Leicester City.

Turn left at next traffic lights at Heathley Park pub.

Take first left (Duncombe Road) and follow the road round until you come to the LOROS entrance.

Using Motorways - M1/M69 Junction 21

Take A563 Outer Ring Road.

At the first roundabout, take 3rd exit, following Leicester North & West and continue to follow A563 (north).

At the Groby Road roundabout with A50, take 4th exit onto A50 towards City Centre.

Turn left at next traffic lights at Heathley Park pub.

Take first left (Duncombe Road) and follow the road round until you come to the LOROS entrance.

Using Motorways - M1 Junction 22

Take A50 towards Leicester and stay on this road.

At 4th roundabout, Glenfield Hospital on left, take 3rd exit (still on A50) towards Leicester City.

Turn left at next traffic lights at Heathley Park pub.

Take first left (Duncombe Road) and follow the road round until you come to the LOROS entrance.



Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*

LOROS Groby Road, Leicester LE3 9QE

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✉ info@loros.co.uk

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