



Job Description

Job Title:	Chief Executive Officer
Organization:	Great Oaks Hospice
Main Location:	The Gorse, Coleford. GL16 8QE

1. Main Purpose of job

- Provides expert knowledge of hospice care and acts as ambassador for Great Oaks in the locality.
- Responsible for growing and developing the clinical and professional services with the local commissioning groups.
- Responsible for growing and developing fundraising and statutory income.
- Formulates and delivers (in conjunction with the Board of Directors) the strategic direction and development of the hospice's services.
- Formulates and delivers (in conjunction with the Board of Directors) an annual operational plan consistent with the agreed strategy, putting service users and their families first in delivering high quality end of life services.
- Ensures a safe and high-quality environment for the delivery of services through a highly trained and skilled workforce.
- Leads, engages and motivates staff and volunteers.
- Builds even stronger and more productive relationships with partners and supporters.
- Support the Registered Manager of the Hospice in meeting the requirements of the role and achieving clinical excellence, including meeting Care Quality Commission standards and other clinical and legal requirements.
- Undertake the role of Caldicott Guardian and Senior Information Risk Officer.

2. Position in organisation

This post reports to the Chairman of the Board of Directors

Direct reports:

- Senior Clinical lead
- Voluntary Services Coordinator
- Finance Lead
- Estates and Finance Officer
- Community Fundraiser
- Shops Manager

Critical external relationships:

- External clinical team to ensure service delivery, including NHS Community Services (Gloucestershire Care Services); hospice-attached Consultants; GPs and local social care providers Local CCG and Council
- Local press and media
- Local business partnerships and third sector organisations for sponsorship
- Local service providers and suppliers

Critical internal relationships:

- All staff and volunteers
- Professional Leads and Direct Reports
- Directors and Trustees
- Medical Director
- Consultant in Palliative Care
- All Service Users and their families

3. Limits of Authority

- Oversees and manages the budget management allocated to the hospice within delegated lines of authority and within policies and procedures as specified by the Board.

4. Scope of Job

Key Duties and Responsibilities of the Post:

Strategic

- Provide visionary leadership of the hospice and ensure it achieves its mission, values and charitable objects.
- Develop the strategic direction of the hospice, in collaboration with the Board of Directors and Senior Management Team
- Build effective strategic partnerships and relationships with key stakeholders locally to improve end of life care in The Forest of Dean

- Keep abreast of best practice in the hospice movement, advising the Board of Directors of risks and opportunities to respond to national and local policy documents and developments that impact on the Hospice and patients with life limiting conditions.
- Responsible for growing and developing the clinical and professional services inline with the Board's corporate aspirations and objectives and local commissioning requirements and intentions.
- Leads the development and implementation of the Hospice Annual Business Plan, linked to the strategic vision.
- In line with the business needs of the hospice works with the Registered Manager to ensure the development of clinical services, observing budgetary constraints and ensuring standards of care are *never* compromised.
- Prepares and presents reports concerning activities, expenses, budgets and other items with regards to services provided and development.
- Identify external funding opportunities within the public, private and charitable sectors.
- Maintain the strong governance framework for the Hospice to meet external legal, regulatory and clinical requirements, including Charity Commission Guidance, the Charity Governance Code and the Care Quality Commission Standards
- Ensure a culture and environment where people feel motivated, and which promotes learning and development of staff and volunteers.
- Lead and manage change effectively as required to enhance specialist services and increase patient access within available resource.
- Represent the hospice effectively in the community, building trust with key stakeholders and liaising with the media, corporate and individual supporters.

Operational

- Lead and motivate the team to develop a high performing Senior Management Team and advance employee engagement.
- Provides expert knowledge of hospice care and becomes an ambassador of Great Oaks in the locality.
- Support the Registered Manager of the Hospice in meeting the requirements of the role and achieving clinical excellence, including meeting Care Quality Commission standards and other clinical and legal requirements, inclusive of undertaking the role of Caldicott Guardian and Senior Information Risk Officer.
- Oversee the fiscal management of the Hospice, including budgeting, reporting and auditing and agree monitoring arrangements with the Board of Directors.
- Ensure that Great Oaks raises the funds needed to maintain the viability of the Hospice and meets targets and maximise the income from our 7 shops, as well as supporting fundraising events including outside normal working hours.
- Ensure that the Hospice has effective risk management and audit systems in place.
- Ensure the hospice provides high quality, effective and efficient services, meeting the standards required of regulatory bodies.
- With the SMT, maintain, develop and implement clinical and non-clinical policies and procedures to deliver safe, high quality services.
- Seek ongoing improvements in services to meet the changing needs of the Forest of Dean community, regularly reviewing staffing structures to ensure they support service development.

- Lead and support a culture that supports the retention and recruitment of high calibre, motivated staff and volunteers.
- Ensure effective performance review and appraisal systems are in place and oversee the organisational development plan, providing staff with ongoing learning and development enabling them to deliver their contributions to Hospice's objectives.
- Ensure that incidents and complaints are fully investigated and that learning from them is implemented effectively.

Key Working Relationships

- Chair and Directors
- Registered Manager and Senior Management Team
- All staff and volunteers
- Key Local Partners
- Care Quality Commission
- Peers at regional, national Hospices and other charities
- Peers in local and regional foundation trusts and clinical commissioning groups
- Professional and clinical networks/senates
- Supporters and local businesses

Other Responsibilities

- Maintain strict confidentiality in all matters relating to the Hospice, its business, patients, staff and others.
- Any other activity as requested by the Board of Directors.

Safeguarding Adults at Risk

- All Hospice staff are required to act in a way that at all times safeguards the health and well-being of adults at risk. Familiarisation with, and adherence to, the Hospice safeguarding policies is an essential requirement, as is participation in related mandatory/statutory training.

Valuing Diversity and Equality

- All staff should carry out their duties in accordance with the principles of valuing diversity and equity of provision. It is the responsibility of all staff to support the Hospice vision by promoting a positive attitude to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment and to manage, support or comply through the implementation of the Hospice's Equal Opportunities Policy.

5. General

In addition to the specific duties and responsibilities outlined in this job profile, all employees should be aware of their specific responsibilities towards the following.

- Adhere to all health and safety and fire regulations and to co-operate in maintaining good standards of health and safety.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the hospice into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within Great Oaks.
- Demonstrate a commitment to on-going registration requirements or any national professional or occupational standards associated with the role
- Demonstrate a commitment to on-going learning and development and to participate in any training relevant to the role.

This job description is an outline of responsibilities and will be subject to review with the postholder in light of the changing needs of the post and Hospice.