

Recruitment of Chief Nurse

Candidate Information Pack



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Welcome

Thank you for your interest in the Chief Nurse role. I hope this pack provides you with all the information you need to apply for this opportunity.

Queen Victoria Hospital NHS Foundation Trust (QVH) is a Trust which has a unique role in providing world-class specialist expertise alongside services for the local community. It has a long proud history as the leading specialist centre for reconstructive surgery and rehabilitation, helping people who have been injured or disfigured through accidents or disease. We also provide a minor injuries unit and other services for people living in and around East Grinstead. We have a proud heritage and are known throughout the world for pioneering new and innovative techniques and treatments. Research is a vital part of life at QVH - we carry out research into all the specialities provided at QVH and we take pride in the fact that pioneering techniques developed at QVH in the past are now used routinely in the care of patients across the globe.

Our new Chief Nurse will join at a pivotal time for the Trust. Following the decision not to progress with a merger with University Hospitals Sussex in 2022; and my appointment as Chief Executive last September, we have begun a journey to develop our strategy for the future, one that will be clear about who we are as an organisation, what we want to be, and what our patients, colleagues, stakeholders and the wider NHS want and need us to be.

Following a programme of extensive engagement it is clear that as a Trust we are recognised for our strengths. Our patient-centered care, specialised services, dedicated staff, our place and services in the community as well as our commitment to ongoing improvement are valued by those we serve. At this pivotal time, we also know that we have challenges we need to address to ensure our long-term clinical, operational and financial sustainability. In January, our Board supported the proposal for the Trust to become a hybrid provider, building on our specialist/regional services and becoming an active local partner with an innovative neighbourhood offering. This gives us the chance to strengthen our clinical research output, develop collaborative partnerships and really build on our role as an anchor institution for East Grinstead, where our long-term sustainability is tied to the people we serve both as patients and staff.

We are seeking an inclusive and compassionate senior nurse able to evidence senior leadership and management experience in an acute or specialist NHS Trust environment and experience of leading quality improvement initiatives. This is a particularly exciting time to join QVH and the appointed individual will be a key member of our leadership going forward – embedding clinical leadership and a consistent approach to Quality Improvement across all clinical services. The appointed individual will contribute as a key member of the Trust Board; and ensure that patient safety, learning, improvement and innovation are at the centre of our decision making.

If you are an experienced, ambitious senior nurse, with a passion for continuous service change and improvement and personal values which align to our own then I am keen to hear from you.

Kind regards,



James Lowell
Chief Executive Officer

About Queen Victoria Hospital NHS Foundation Trust

Queen Victoria Hospital (QVH) is a specialist NHS hospital providing life-changing reconstructive surgery, burns care and rehabilitation services for people across the South of England and beyond.

We work hard to listen and engage with our colleagues across our teams about the issues that matter to them and invest in them so they can develop their skills and build fruitful and rewarding careers

QVH has an international reputation for innovative surgery and the highest clinical standards. We have a strong track record of success in official ratings, awards and surveys.

Our specialties

Plastic surgery, burns and skin cancer

QVH's plastic surgery department is one of the largest in the country. Our team of specialist consultants is supported by a wide network of junior surgeons, specialist nurses and therapists.

Head, neck and dental

Our head and neck services are recognised nationally for the specialist expertise offered by our consultants. We also run the largest head and neck prosthetics laboratory service in the NHS.

Corneoplastics and ophthalmology

We are a specialist centre for complex corneal problems and oculoplastic (eye reconstruction), using the latest techniques and technology.

Sleep disorders

The QVH sleep centre helps patients with a wide variety of disorders and is the most comprehensive service of its kind in the south of England.

Therapies

Our therapies department provides expert rehabilitation in support of our surgical services and general therapies for the local community. This includes physiotherapy, occupational therapy, speech and language therapy, psychological therapy and more. Find out more at www.qvh.nhs.uk



Our reputation

QVH has an international reputation for innovative surgery and the highest clinical standards. We have a strong track record of success in official ratings, awards and surveys.

Best for patients

We are judged by patients to one of the best hospitals in the country in NHS national inpatient surveys, achieving the top scores for our quality of nursing care.

Patients rate us highly for:

- The emotional support they receive from hospital staff to aid their recovery after leaving hospital.
- Staff providing a quiet environment at night.
- Staff working well together.
- Being involved in decisions around care and treatment.
- Having enough nurses on duty.
- Privacy, respect and dignity.





Developing Our Strategy

Queen Victoria Hospital is the second smallest trust in the country, and whilst we provide excellent care for patients, we need to ensure that our hospital is sustainable for the long term.

Since the decision was made [not to proceed with merger](#), we began a journey to develop our strategy for the future, one that would be clear about who we are as an organisation, what we want to be, and what our patients, staff, stakeholders and the wider NHS want and need us to be.

We have much to be proud of as an organisation with some of the best patient feedback in the country. We began a programme of engagement work in April 2023 where we asked staff, patients, former patients, external stakeholders and anyone with an interest in QVH to tell us what their hopes, fears and ideas were for our future. We heard from more than 1,850 people through meetings and an online survey which generated over 3,000 pieces of feedback which has now been independently analysed.

What was clear is that people think our strengths lie in our patient-centered care, specialised services, dedicated staff, our place and services in the community as well as our commitment to ongoing improvement. But we know we have challenges we need to address to ensure our long-term clinical, operational and financial sustainability.

Now is the right time for us to refine our thinking, using the feedback, data and service led analysis, to inform us.

[Further information on the development of our strategy can be found here.](#)

Job Description

Title of the Post:	Chief Nurse
Accountable to:	Chief Executive
Base:	Queen Victoria Hospital (QVH), East Grinstead
Tenure:	Full time, Permanent, VSM Salary

Job summary

The Chief Nurse is the patient safety specialist responsible for the professional leadership of the Nursing, Allied Health Professional (AHP) and Healthcare Scientist (HCS) workforce, ensuring the delivery of safe, high quality, compassionate care for patients and service users.

The post holder will also be the executive lead for infection prevention and control and the executive lead for safeguarding.

This is a critical role that will embed clinical leadership across QVH, to develop a culture that focuses on patient safety, learning, improvement and innovation.

As an executive director and a voting member of the Board of Directors, the Chief Nurse will work particularly closely with the Chief Medical Officer and Chief Operating Officer to ensure patient safety and the delivery of high quality care remain central to QVHs strategic direction and decision-making. They will also lead on specific aspects of our quality and governance arrangements.

As the senior nursing professional at QVH, the Chief Nurse will lead on the development of the nursing, AHP and HCS workforce to ensure safe and effective staffing of services. They will be the guardian of nursing leadership and professional standards, taking executive responsibility for the revalidation of nurses

All Executive Directors of the Trust share corporate responsibility for:

1. Setting the Trust's strategic direction
2. Achievement of the Trust's corporate objectives including compliance with CQC standards and the delivery of national targets and core standards

3. Delivering high quality and safe care to patients
4. Promoting a high performance culture
5. Promoting and living the values of the Trust and fostering a culture which enables and motivates staff to deliver outstanding care to our patients and customers.
6. Maintaining the financial strength of the Trust
7. To uphold the Trust's values and be active in eliminating discrimination and at all times promote equality, diversity and inclusion.

The Chief Nurse will participate in the management on call rota.

2. Main working relationships

Internal: Trust Board, Executive Directors, Heads of Nursing, Clinical Directors, General Managers, clinical and non-clinical hospital management and leadership teams.

External: Integrated Care Board, other Provider trusts, Voluntary Sector Originations and other care providers as part of the Integrated Care System, regulators and NHS England.

3. QVH Trust Values



4. Principle responsibilities

- Develop the skills and autonomy of nursing and clinical service leaders across the organisation, ensuring appropriate authority is devolved to teams
- Lead transformational change that leads to measurable improvement in patient outcomes and delivers value for money, ensuring the co-production and involvement of people with lived experience, carers, and staff.
- To work with colleagues to continuously improve the quality and delivery of service to patients. Champion the need for continuous improvement and excellence in services, representing the best of clinical practice consistently implemented in the interests of patients
- Ensure safe and effective staffing of our nursing services
- Contribute to the strategic and corporate management of the Trust, taking the lead as appropriate
- To provide expert advice to the Trust Board and the Chief Executive's Team on all professional nursing, AHP and HCS matters. Ensure the maintenance of professional standards of care in line with the Nursing and Midwifery Council's Code of Professional Practice
- Direct a range of functions, which directly impact on patient experiences
- Lead the safeguarding, infection prevention and control, quality and risk management practices of the Trust
- Lead our complaints and patient experience services
- Lead our relationship with the CQC, ensuring effective systems are in place to comply with the requirements for regulation including the CQCs essential standards of quality and NHS Resolutions risk management standards
- Learning Difficulties and Autism lead
- Ensure the relationship of the organisation with relevant external professional stakeholders is progressive and purposive
- Provide visible, inspiring, and effective leadership across the Trust, including actively role modelling and promoting the Trust's vision, values, aims and priorities

Clinical Leadership

- Provide strong, effective and professional leadership for nursing, AHPs and HCSs, developing and implementing the strategic direction for the development and delivery of clinical services within the Trust, reflecting the wider context of the health and care agenda, clinical and financial sustainability and education and research priorities.
- Agree and monitor nursing, AHP and HCS standards to ensure the delivery of corporate objectives and that service plans are committed to high standards of patient care, and these are reflected in individual objectives and personal development plans. Ensure standards of practice are consistent with those of the NMC, HCPC and any other relevant regulatory authority.
- Ensure the development of an excellent training, development and a programme of improvement for nursing and other clinical staff, which addresses clinical, management and leadership competencies, and lead on the development of new nursing role.
- Ensure that appropriate development and support is in place to meet the Trust's requirements for newly qualified nurses, AHPs and HCSs and post registration training.
- Work closely with the Chief People Officer and service colleagues to develop workforce plans that deliver the current and future nursing, AHP and HCS needs of the Trust to ensure staffing levels and skill-mix are appropriate.
- Lead on regular reviews of ward and departmental nursing staffing levels through the use of nationally recognised tools and patient acuity/dependency.
- Promote team working and multi-professional approaches to healthcare across clinical teams.
- Develop and promote research skills and facilitate research activities in nursing, ensuring best evidence is translated back into developing nursing practice.
- Establish clear leadership and succession planning with current and future nurse leaders to enable optimum levels of influence on decision-making and patient care.
- Co-Lead with the Chief Medical Officer, Chief Operating Officer and Chief Strategy Officer, the development and implementation of the trusts continuous Improvement system, facilitating a service improvement culture leading to improved clinical outcomes, patient experience and value for money.
- Be a role model for continuous quality improvement through effective leadership across the Trust, embedding a learning and improvement culture and actively promoting staff engagement and the Trusts values and behaviours.

Clinical Governance

- Executive Lead for Clinical Governance working closely with the Chief Operating Officer and Chief Medical Officer to develop a comprehensive strategy, responsive to national and local requirements, through which local quality initiatives can be implemented and monitored, ensuring that progress is made. Reporting to external agencies as required.
- Lead on developing and implementing a clinical governance development plan, ensuring clear systems are developed and processes for accountability and clinical performance management are established as part of the trusts integrated assurance framework.
- Executive lead for all Clinical Risk, working with the Head of Integrated risk management to ensure systems are in place to identify, assess and minimise the Trust's exposure to risk whilst managing the Risk Register. Also ensure systems are in place to share learning as a result of any risk situation.
- Ensure effective systems are in place to comply with the standards relating to the effective management of clinical risk, including Coroner's Court processes and clinical negligence.
- Ensure, on behalf of the Trust, complaints are handled expediently and effectively, lessons learned from the complaints process are acted upon and the Board is advised of identifiable trends and major issues.
- Executive lead for Patient and Public Involvement (PPI) ensuring the continued implementation of the Trust's PPI strategy, liaising with Patient Forums, carer organisations and other relevant agencies to ensure that the needs and views of patients/carers are reflected in the delivery and planning of services.
- As the executive lead for Infection Prevention & Control (DIPC) have responsibility for the Infection Prevention and Control Team (IPACT), promoting the concept that infection prevention & control is everyone's business. Ensure the Board of Directors and Governors are kept informed of the Trusts status with regular briefings and an annual report. Lead the infection control team to achieve national initiatives and targets relating to infection and promote every concept of the Saving Lives Campaign in reducing Healthcare Associated Infections (HCAI), compliance to the Hygiene Code. Chair the Infection prevention and Control Committee. Will activate outbreak meetings if felt appropriate. Ensure infection related risks are populated in the risk register and initiatives that require specific funding are resourced.
- Executive Director "Safety Champion" lead for the Trust ensuring safety matters are raised to the Board of Directors and discussed in an open and honest manner. To co-chair the Health & Safety committee with the Chief Operating Officer and give corporate leadership to security systems.
- Provide professional advice to the Board, clinicians and managers on the impact of professional issues, statutory requirements, changes in clinical practice and the provision of clinical services, to inform corporate decisions and ensure the views of our people are available to the Board.

- Provide ongoing review, audit and challenge to the quality of care within services across the Trust, reviewing service user experiences, quality indicators and external assessments to support ongoing development and improvements across services.

Finance and Performance

- To support the Chief Finance Officer in business planning and contracting, including the negotiation and management of contracts and identification of realistic and achievable activity and income plans in relation to nursing, AHPs and HCSs.
- To manage the effective delegation of budgets to business units, working closely with Triumvirate Leadership Teams, ensuring appropriate monitoring and review mechanisms are in place.
- To ensure business units deliver their financial sustainability outcomes through the development of realistic plans in relation to nursing, AHPs and HCSs.
- Provide nursing, AHP and HCS leadership at the Trusts' Integrated Quality Performance meetings.

Management responsibilities

- Ensure that self and others comply with trust standing orders, standing financial instructions, policies, procedures and guidelines.
- Ensure that staff are managed and standards of work are maintained and Trust policies for the management of staff are adhered to.
- Ensure staff appraisals are undertaken and that the appraisal process is maintained throughout the team.
- Ensure staff and teams maintain mandatory statutory training as prescribed.
- To be a role model for the behaviours and high professional standards expected, champion equality, diversity and inclusion and a continuous improvement just and learning culture across the Trust.
- To be a change agent, securing the highest level of clinical engagement and involvement in the development and delivery of services.

Professional development

- Undertake training and mentoring of staff and other group

- To take responsibility for identifying own training and development needs

Relationships with Partners and Communities

- To represent the Trust locally, regionally and nationally, working with senior colleagues to promote the Trust within the wider community, building sustainable relationships with key partners and actively participating in local systems.
- As a member of the Board, to play a full and active role in the overall leadership, management and development of the Trust and the local health and care system.
- To develop a strong network and individual relationships with system partners across health and care, local authority, education and voluntary sectors.
- To develop strong links with providers of education and professional bodies to ensure appropriate integration between service and training needs.
- To lead the establishment and maintenance of effective relationships with acute and community providers and other key agencies engaged in the delivery of health and social care at place and system level.
- To act as the Trust's 'nursing, AHP and HCS professional voice' and consult with local health and social care colleagues in support of the corporate agenda and clinical strategy.
- To support the development of strong, mutually beneficial relationships with representative bodies including the Royal College of Nursing, Nursing and Midwifery Council and the Care Quality Commission.

Other general requirements

This job description seeks to outline the key duties and responsibilities of the post; it is not a definitive document and does not form part of the main statement of Terms and Conditions.

The post holder may, with their agreement, which should not reasonably be withheld, be required to undertake other duties as required, which fall within this post, to meet the needs of this new and developing service.

This job description will be reviewed as part of the annual individual performance review, to ensure that it reflects the responsibilities of the post.

5. QVH statement of conditions and values

Health and Safety

The postholder must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must follow these at all times, including ensuring that they act in line with all policies and procedures at all times in order to maintain a safe environment for patients, visitors and colleagues. It is the responsibility of the postholder to complete a display screen equipment (DSE) self-assessment, with reference to the Trust Policy.

Health, Wellbeing and Inclusion

Our commitment at QVH is to create a workplace where we can all feel we belong by considering health, wellbeing and inclusion in all that we do. We want our staff to each have a voice that counts and to speak up with confidence that we will be listened to and understood.

We look after ourselves and each other to ensure we are safe and healthy, recognising that health and wellbeing is not just the nature of our work. We work flexibly to support our staff in achieving a work-life balance that means we don't have to sacrifice what matters most. We recognise and reward our staff for their contributions. We support our staff to reach their full potential through always learning and development opportunities. Most importantly, we are a diverse and inclusive team, united by our compassion and providing the best care to our service users.

Equality and Diversity

The postholder is required to promote equality in service delivery and employment practices. All employees must comply with all the Trusts equality and diversity policies, procedures and initiatives.

Infection Prevention and Control

Infection Prevention and Control is everybody's responsibility. All staff are required to adhere to the Trust's Infection Prevention and Control policy and make every effort to maintain high standards of infection prevention and control at all times.

Safeguarding Children, Young People and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees to share this commitment. Recruitment checks are undertaken in accordance with the NHS Employment Check Standards and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

Smoke free Trust

Queen Victoria Hospital NHS Foundation Trust is a smoke-free Trust covering Trust premises, grounds and any Trust owned vehicle. Staff should not smoke during their working hours and will be protected from passive smoking both in the Trust and whilst making home visits.

Sustainability

QVH wants to be the first Net Zero Hospital in England, and to achieve that wants every member of staff to be a green champion. The way in which the Trust works has a significant impact on the organisation's carbon footprint and that of our patients. From the heat, light and power supplies within the hospital to avoiding unnecessary patient journeys, the Trust is empowering all staff to create a sustainable health and care environment for future generations. The Trust expects all staff to reuse and recycle more, to use energy and water efficiently, to walk or cycle to work if you can, and to have a focus on sustainability in the workplace.

Person specification

Chief Nurse (VSM)		
	ESSENTIAL	DESIRABLE
Attainments/ Qualifications	<ul style="list-style-type: none"> • Nursing qualification and current registration • Masters level qualification or equivalent experience and in depth professional knowledge acquired working at a very senior level • Evidence of continuing, relevant professional and personal development. 	<ul style="list-style-type: none"> • A business-related qualification, such as a Master's in Business Administration (MBA) • Postgraduate leadership / management qualification • Experience at Board level as a Director
Knowledge	<ul style="list-style-type: none"> • A broad understanding of nursing policy and its implications for nurses and future health care delivery • The knowledge, ability and strategic perspective to make a wide contribution to the corporate management of the Trust • Understanding of workforce planning issues facing nurses and NHS organisations as a whole • Clear understanding of the education and training issues affecting nurses • A thorough understanding of the NHS Modernisation agenda including provisions for service development in the NHS Plan, National Service Frameworks and elsewhere, including the DOH's commitment to patient and staff involvement • Knowledge of and commitment to implementing the DoH's approach to recruitment and retention of highly skilled staff and providing a more flexible approach to the work/home balance (e.g. Improving Working Lives) • Understanding of issues relating to the clinical governance, quality improvement and minimising risk for an organisation. 	<ul style="list-style-type: none"> • Experience of delivering transformative and cultural change • Awareness of improvement methodologies

<p>Experience</p>	<ul style="list-style-type: none"> • Track record of service delivery, performance improvement and innovation in a complex, acute hospital environment within the NHS or independent healthcare sector • Extensive experience leading a range of complex acute healthcare services, taking responsibility for clinical risk, safeguarding and infection prevention and control • Proven experience of leading complex, multi-faceted change and transformation programmes aimed at raising organisational performance across whole healthcare systems • Experience of operating at Trust Board level with the professional and personal credibility to contribute to high level discussions and strategic planning • Excellent leadership and communication skills with experience of dealing directly with a wide range of internal and external stakeholders including clinicians, Regulators, commissioners and patients • Track record of partnership working across local health economies and other relevant public services • Extensive experience of working with executives and non-executives within current organisation • Track record of delivery through engaging with staff and working through teams • Knowledge and understanding of process improvement 	<ul style="list-style-type: none"> • Providing leadership within a Provider Collaborative.
<p>Other requirements</p>	<ul style="list-style-type: none"> • A passionate and visible leader, committed to high standards of quality and patient care • Excellent written and verbal communication skills and interpersonal skills, in particular negotiating and influencing skills with the ability to inspire and motivate others and gain consensus in a challenging environment • The ability to analyse complex issues, to think and plan strategically and to exercise sound judgment in the face of conflicting pressures. • The ability to create confidence, inspire and build effective teams • High levels of resilience and personal motivation working within a fast paced environment • Political awareness and ability to relate and adapt to the perspective of others • Strong interpersonal skills, with the ability to engage clinicians and other staff operationally and at times of change • Evidential commitment to eliminate discrimination and equality, 	

How to Apply

The closing date for applications is **Monday 12th August**.

Applications should be made by submitting a full and updated CV, with a covering letter of no more than two sides of A4.

Your supporting statement should give evidence of how you meet the requirements of the person specification relating to the role as well as outline your motivation to join Queen Victoria Hospital NHS Foundation Trust.

Along with your application, please include:

- Contact details for your referees (who will not be contacted without your permission)
- A contact email address and telephone number.
- A completed Fit and Proper Person Monitoring Form, which can be downloaded [here](#).

All applications should be uploaded via the Anderson Quigley website at www.andersonquigley.com/job/aq2751 (REF:AQ2751). At point of uploading your application, you will be asked to complete the equal opportunities monitoring form, with the option not to disclose should you wish.

For an informal conversation about the post, please contact our recruiting partners at Anderson Quigley: Heather I'anson, Partner at heather.ianson@andersonquigley.com / 07743 935 502 or Helene Usherwood, Senior Partner at helene.usherwood@andersonquigley.com / 07719 322 669.

You have the right to be treated fairly in recruitment and career progression. At QVH you can expect to work in an environment where diversity is valued and equality of opportunity is promoted. You will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. You have a responsibility to ensure that you treat our patients and your colleagues with dignity and respect.

We welcome applications that reflect our diverse local population and the communities we serve, especially those from an ethnic minority background or those with disabilities. We can make reasonable adjustments and offer support and advice in a variety of ways throughout the application process.

KEY DATES:

Search and advert closes	Monday 12 th August 2024
Preliminary interviews online with Anderson Quigley	16 th to 21 st August (online)
Informal meeting with fellow Executives	w/c 26 th August (TBC)
Stakeholder Panels and Formal panel interviews	Wednesday 4 th September – on site at Queen Victoria Hospital

Please speak to Anderson Quigley if you have leave commitments which impact on any of these dates.