

Sandwell and West Birmingham Hospitals NHS Trust

Person Specification

Post Title: Clinical Service Lead

Job factor	Essential criteria	HOW IDENTIFIED	Desirable criteria	HOW IDENTIFIED
Experience	<ul style="list-style-type: none"> · Extensive post graduate clinical experience across a range of specialties and settings, including acute inpatient care and community settings · Extensive clinical experience across a range of specialties and setting, including acute inpatient care, community setting and specialist area of Anticoagulation. · Sufficient experience at Team Lead level (at Band 7 or above) to demonstrate knowledge and skills required for the post, including proven skills in line management · Evidence of having delivered change for quality improvement · Involvement in clinical audit, research and quality improvement projects 	Application Form and Interview	<ul style="list-style-type: none"> · Developing policy and clinical protocols · Experience in writing business cases · Education delivery within a multidisciplinary setting 	
Qualifications	<ul style="list-style-type: none"> • Registered Healthcare Professional with degree level qualification in relevant profession. • NMC Registration • Independent NMP (non medical prescriber) with ability to oversee other independent prescribers • Leadership or management formal qualification, or equivalent experience. 	Application Form, Portfolio and Interview	<ul style="list-style-type: none"> · Membership of the relevant professional body/union · Post-graduate education to Masters level or equivalent either completed or due to be completed or willingness to work towards 	
Personal qualities Able to:-	<ul style="list-style-type: none"> · Engage, motivate and support a team to deliver a high quality clinical service against performance expectations · Work collaboratively and flexibly within the multi-disciplinary team and across organisational structures · Collaborate constructively with internal and external stakeholders with a clear understanding of boundaries around delegated authority · Demonstrate a commitment to improving patient outcomes and experience through a clear focus on continual service improvement set against demanding performance measures · Demonstrate innovation, ability to make recommendations for and implement service improvements · Demonstrate reliability, flexibility and self-motivation 	Application Form, Portfolio and Interview		

	<p>Analyse complex problems, and develop and initiate practical solutions to address them</p> <p>Work independently, demonstrating effective time management and prioritisation skills</p> <p>Excellent interpersonal and communication skills</p> <p>Developed IT skills to enable daily use of multiple systems, communication via email/virtual platforms, writing of professional reports and creation of educational resources</p>			
<p>Leadership and management skills Able to:</p>	<p>resources</p> <p>Understand, interpret and implement relevant health and care policy</p> <ul style="list-style-type: none"> ✓ Flexibly manage education commitments, service development and quality assurance ✓ Identify and develop a training strategy for all staff in area of expertise ✓ Ensure ongoing strategic development of service ✓ Deploy/allocate staff effectively to meet service needs ✓ Provide supervision, mentorship and performance management of staff ✓ Complete tasks within agreed deadlines ✓ Think and plan strategically and tactically and prioritise work in the face of competing demands 	<p>Application Form and Interview</p>		
<p>Communication - Written Skills Able to:</p>	<ul style="list-style-type: none"> ✓ Adhere to Trust and Departmental documentation standards ✓ Write complex patient reports and strategic briefing papers in English ✓ Formulate policies and care pathways for the management of patients ✓ Able to manage complaints and respond appropriately in writing where required 	<p>Application Form and Interview</p>		
<p>Communication - Verbal Skills Able to:</p>	<ul style="list-style-type: none"> ✓ Speak, receive and issue instructions in English concerning patients without risk of misunderstandings in group and individual settings ✓ Communicate effectively with patients, their carers, health and social care colleagues on a daily basis including face to face, telephone, virtual meetings, e-mail contacts and attendance at internal and external forums ✓ Able to manage complaints (both formal and informal) effectively, seeking relevant information and delivering feedback in an appropriate written or verbal response ✓ Strong chairperson skills ✓ Demonstrate an awareness of cultural and diversity issues ✓ Plan and deliver presentations of 	<p>Application Form, Portfolio and Interview</p>		

	complex information to individuals, small and large groups at local and regional levels			
Responsibility – financial and physical resources	<ul style="list-style-type: none"> ✓ Able to work within set budgets ✓ Able to implement service improvements which reflect quality of care balanced within financial constraints 	Application Form and Interview		
Knowledge Able to:-	<ul style="list-style-type: none"> ✓ Demonstrate in depth, expert knowledge of Anticoagulant Services ✓ Demonstrate in depth knowledge and application of evidence-base service frameworks, NICE guidance and other relevant quality research related to this post ✓ Demonstrate knowledge of Clinical Governance and its implications for service delivery ✓ Demonstrate ability to comprehend and work within Trust policies of data protection, equal opportunities and health and safety to meet the differing needs of patients ✓ Knowledge and ability to apply health and safety policies, and be accountable for ensuring these are followed across the iCares Service 	Application Form, Portfolio and Interview		
Physical skills	<ul style="list-style-type: none"> ✓ Proficient keyboard skills or equivalent to meet administrative components of the role ✓ Ability to travel between sites as required to meet the demands of the role 	Application Form and Interview	Driving licence with access to a vehicle for work purposes	
Mental effort	<ul style="list-style-type: none"> ✓ Able to carry out frequent, long periods of moderate to intense concentration including carrying out complex assessments, planning future intervention, supervising staff and dealing with multiple complex queries ✓ Able to respond to interruptions in work patterns in response to service needs and Trust targets and in response to bleeps/ telephone Calls. ✓ Ability to challenge concepts and traditional thinking and facilitate this with others as part of the management of change ✓ Able to interpret information which may be misleading/confusing/conflicting and assimilate this leading to rational judgements and decision making 	Application Form and Interview		
Working conditions	<ul style="list-style-type: none"> ✓ Able to navigate complex situations such as complaints, competing demands and integrated working across organisational boundaries ✓ Able to identify and respond to potential risk of being exposed to physical or verbal aggression 	Application Form and Interview		

Emotional effort	<ul style="list-style-type: none"> · Able to cope working in a stressful, hostile or highly emotive environment with patients and carers of patients presenting with disabilities, chronic or terminal conditions, including those with limited recovery potential. · Able to deal sensitively with patients, their families/carers with high levels of anxiety/aggression caused by pain, dementia, sedation, or terminal illness or who are unable to accept treatment outcomes and subsequent discharge planning needs · Ability to address and manage complex multidimensional issues · Able to deal with situations involving conflict and dispute and disciplinary matters 	Application Form and Interview		
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How Tested: **AF** = **Application Form**
 I = **Interview**
 PF = **Portfolio**
 PR = **Presentation**
 T = **Test**