Job Description

Medical Director/Consultant in Palliative Medicine
Post Title

Medical Director/Consultant in Palliative Medicine

Accountable to:

Chief Executive of St Elizabeth Hospice

Salary Band:

The salary for the position will be calculated with reference to the NHS consultant pay scale.

Full/Part Time:

Full time or 10PA plus on-call commitment. There is an option for this role to be part time.

Job Summary:

As part of our Senior Leadership Team, the post holder will share corporate responsibility and accountability for the organisation's strategic direction, development of hospice services, management of resources and delivery of hospice aims. Along with the Director of Patient Services, who is the Registered Manager (Care Quality Commission), the Medical Director holds continuing overall responsibility for the clinical management of patients within the hospice. Working alongside our Director of Patient Services and the wider team, the postholder will ensure the best interests of our patients and their families are at the heart of our strategy.

The post-holder will also be involved in influencing local strategy by developing positive working relationships, working with the local providers and commissioners across the Integrated Care System.

The post-holder will be managerially and professionally accountable to the Chief Executive.

Individual responsibility for clinical advice and decisions undertaken is required, the post holder will be supported through the clinical governance processes of the hospice. There is a shared responsibility for delivering quality outcomes through delivery of training and quality improvement activity.

With the executive leadership and management team champion positivity, inclusiveness and the organisation's culture, in line with the hospice's values.

The post holder is Caldicott Guardian for the hospice and Responsible Officer for medical appraisal and revalidation.
About our Services

St Elizabeth Hospice serves the population of Ipswich, East Suffolk, Great Yarmouth and Waveney, and supported almost 4,000 patients and their families last year. It was established in 1989 and has an 18-bedded inpatient unit in Ipswich as well as a substantial community team, a virtual ward and a 24/7 telephone advice line called OneCall which is at the core of the Palliative and End of Life Care Co-ordination Hub.

The hospice delivers outpatient clinics, therapy, counselling and physiotherapy services through daytime Community Care Units, with a comprehensive bereavement programme called LivingGrief that supports families across East Suffolk. It also delivers an education programme collaboratively with St Helena Hospice in Colchester, and works with the University of Suffolk's Health and Wellbeing Institute. The hospice is committed to encouraging Compassionate Communities as a public health approach to improving cultural confidence in supporting one another through the experience of dying, death and grief.

Since 2019, the hospice has been sub-contracted by East Coast Community Healthcare (ECCH) to deliver specialist palliative care in Great Yarmouth and Waveney, six specialist palliative care beds within Beccles Hospital, a specialist community team and providing in-reach support to the James Paget University Hospital. Our strategic partner ECCH hold the contract for Community Services for Great Yarmouth and Waveney, as part of the Norfolk and Waveney Integrated Care System.

St Elizabeth Hospice delivers a transition programme for young adults moving on from the care of the local children's hospice (EACH). This transition programme is called Zest and offers exchange days, medical support, social activity days and nurse-led short break respite care. There are currently 50 young adults registered with Zest and is being gradually extended to a wider geographical footprint.

In East Suffolk, the hospice works closely with Ipswich Hospital and is a full member of the Ipswich and East Suffolk Alliance, and the Suffolk and North East Essex Integrated Care Partnership (ICP).

St Elizabeth Hospice has 400 employees and 1,500 volunteers, including 800 volunteers in our 36 retail stores and three Moments coffee shops. We also have a social enterprise domiciliary care agency called St Elizabeth Care Agency, whose profits contribute to the hospice's charitable funds.
About the Team

The postholder will join and lead a growing medical team who work collaboratively and supportively to cover services across the two service areas, including for leave, and rotation of area of responsibility is usual. This post has arisen through retirement. The current consultant body is:

- Dr Alison Blaken, Deputy Medical Director (Hospice & Ipswich Hospital)
- Dr John Zeppetella (Hospice)
- Dr Charlotte Williams (Hospice)
- Dr Cecily Wright (Hospice and James Paget hospital)
- Dr Claire Bates (Hospice and James Paget hospital)
- Dr Gemma Ryder (Hospice)

Current Medical consultant provision is 4.9 WTE of which 1.0 WTE supports James Paget Hospital, and 0.2 WTE support to Ipswich Hospital, with Ipswich Hospital supported by another 0.95 WTE consultant. There are also 3 full time Nurse Consultants embedded within the team, alongside specialty grade doctors, Specialty Registrars, GPVTS doctors and Foundation year doctors. The team works closely alongside the full multidisciplinary team including nurses, Clinical Nurse Specialists, healthcare assistants, physiotherapists, Occupational Therapists, counsellors, and volunteers.

The On call commitment is approximately 1 in 8 second on call with 5% availability supplement. This provides telephonic medical and symptom control advice to St Elizabeth Hospice, Ipswich Hospital, West Suffolk Hospital and St Nicholas Hospice Care in Bury St Edmunds, James Paget Hospital (Gorleston), and community calls in Suffolk and the Great Yarmouth and Waveney area.

This may involve taking calls from GPs, hospital doctors, nurses or allied healthcare professionals. There is no formal expectation of face to face reviews on call but should the consultant be on site during that time then this time will be deducted from their clinical PAs in the next week and remunerated accordingly.

There may be the need to do occasional first on-call on an emergency basis and this will be compensated by a PA off in lieu for each PA done as first on-call (week night equals 1 PA and weekend equals 6 PAs).
About the Post

Medical Director Role

- Oversee the hospice’s medical model that supports delivery of the organisational strategy while being flexible, responsive, safe and effective.

- Leading positive transformational change operationally and across the health system.

- Act as an ambassador for the organisation, patient advocate and champion the values of the organisation.

- Influence and embed awareness, guidance and responsiveness to political/national policy, advising the organisation and health system on development of specialist palliative and end of life care.

- Actively contribute to management and governance of the organisation by attending and contributing to Senior Leadership Team (SLT) and Trustee Board meetings.

- Act as an adviser to the CEO, SLT and Board, identifying risks, opportunities and solutions to existing or emerging challenges.

- Ensuring provision of effective and transparent reports and assurance to the Board to enable Trustees to make decisions, carry out their responsibilities and deliver their duty of candour.

- To maintain a safe and effective medical model, ensuring that all members of the medical team receive annual appraisal and support them to meet their requirements for continuing professional development and revalidation.

- To manage and supervise the medical team to ensure medical care and practice follow professional guidelines and the hospice policies and procedures.

- To provide clinical leadership within the hospice governance framework, with specific attention to medicines management and infection control, and to work alongside colleagues to develop and quality assure hospice policies, procedures and services.

- To hold the executive lead for medical education and training, while supporting wider clinical and non-clinical education and training.

- To be the executive lead for research work with external partners to develop the regional research portfolio and hospice research activity.
About the Post (continued)

- To support the hospice wide financial planning and management, including funding applications and business case development, and manage the medical team budget. This includes participation in the hospice fundraising and public relations programme when required.

- To act as Responsible Officer for medical appraisal and revalidation for St Elizabeth Hospice as Designated Body, for doctors with a prescribed connection, and overseeing transfer of agreed information for those doctors working at St Elizabeth Hospice with an alternative prescribed connection. Also to be Responsible Officer by agreement with St Nicholas Hospice, Bury St Edmunds and St Helena Hospice, Colchester.

Clinical Role

Working as a senior clinician, to participate in all aspects of specialist palliative care, including the care of patients in the Inpatient Units and Community Care Units, and supporting the Community Palliative Care Team in their work with patients in the community.

- To provide clinical leadership for the Medical Team and across the organisation as required. Working at all times within the policies and procedures of the hospice, reviewing same and contributing to their development as appropriate.

- To provide clinical leadership within the multi-disciplinary team meetings (both internal and external) and to undertake out-patient consultations and domiciliary visits as required.

- Job plan and amount of clinical sessions per week to be agreed with the CEO, in coordination with the wider medical team. This may include working from home at times by mutual agreement.

- To participate in and support clinical audit regarding palliative and end of life care across hospice, hospital and community.

- To ensure high standards of evidence based practice and maintain knowledge and skills at a level appropriate to the post, in line with Royal College of Physicians recommendations on continuing professional development (CPD). The hospice supports the requirements for CPD as laid down by the Royal College of Physicians and is committed to providing time and financial support for these activities.

- To be committed to the GMC appraisal and revalidation process, including engaging in annual appraisal via NHS England with high quality supporting information, and providing evidence of membership of a professional medical defence organisation.
Teaching and Research Roles

- To support the medical education and research portfolios in the hospice and externally.

- To support the planning, development and delivery of the Hospice Education Strategy as part of the education consortia with other hospices and partner organisations, undertaking teaching when requested to do so and promoting a learning culture.

- To oversee the teaching and supervision of junior doctors and support the development of doctors in training at the hospice

- To oversee the teaching of medical students, doctors and other healthcare workers on placements at the hospice.

- To contribute to the initiation and conduct of research projects in palliative care. Any agreed research activity will have appropriate SPA allocated to support the research project from existing SPA allowance or additional SPA if part time employees with less than 2.5 allocated SPAs.

General Duties

Confidentiality & Data

- To respect at all times the confidentiality of information covering patients, staff and volunteers.

- To act in accordance with Data Protection and Information Governance regulations at all times

Equality & Diversity

- All employees must comply with the St Elizabeth Hospice Equal Opportunity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, disability, sexual orientation or religious belief.

- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
General Duties (continued)

Infection Control

- To be responsible and accountable for ensuring that all staff under your direction comply with Hospice Infection Control policies and clinical guidelines

Health & Safety

- Employees have a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by St Elizabeth Hospice. St Elizabeth Hospice seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.

Professional Development

- All employees must participate in an annual appraisal and develop a personal development plan with line manager/appraiser

- The employee must ensure all their statutory and mandatory training is kept up to date.

Safeguarding Children, Young People and Vulnerable Adults

- The hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are expected to behave in such a way that supports this commitment.

Pandemic or Major Incident

- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the Hospice.

- Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

*The post holder may on occasion be asked to undertake other duties to help maintain the high standard of care expected of a specialist palliative care service.*

*This job description is not necessarily exhaustive and may be subject to review by the Chief Executive in conjunction with the post holder.*
Terms and Conditions

The post is covered by NHS terms and conditions.

Relocation Package according to NHS terms and conditions

Job Plan

The job plan included below is indicative of the likely timetable. The exact timing of MDTs and clinics is to be determined. It is recognised that applicants may vary in preferences for the hours worked and the timetables may be adjusted according to the percentage of WTE hours with some adaptation possible to accommodate personal preferences.

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<th>MON</th>
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<tr>
<td>AM 0830-1230</td>
<td>1 PA Outpatients clinic</td>
<td>MD session</td>
<td>1 PA MD / RO duties</td>
<td>0.5PA Community MDTM alternate weeks / MD duties</td>
<td>1PA Community visits / community team support</td>
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<td>Lunch break</td>
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<td>PM 1300-1700</td>
<td>0.5 PA Community team support 0.5 PA clinical admin</td>
<td>0.5 PA MD duties 0.5 SPA</td>
<td>1 SPA Monthly Consultant meetings + internal CPD meetings</td>
<td>1 PA MD duties / governance meetings</td>
<td>1PA Community visits / clinical admin</td>
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Outpatients – 1 new + 2-3 follow up appointments. New OPA may be substituted by domiciliary visit.

Community support – time with Community CNS team to discuss patients and support them, may include joint reviews. Discussion of patients on virtual ward.

Inpatient sessions – shared responsibility for 18 patients

Consultants share the workload fairly between them and each consultant has designated non clinical time, recognising that administrative tasks may sometimes need to be performed flexibly on other days if other medical staff are unavailable, that postholders may have to take on other additional clinical commitments, as required. The job plan may be amended formally by negotiation.

New appointees are offered mentoring support by an established consultant from a neighbouring palliative care service, to help them settle into their role.
Job Plan (continued)

2 sessions are allocated for supporting professional activities which may be worked flexibly to cover personal development, governance and education. Attendance at external courses is shared fairly across all consultants by mutual agreement, to ensure the clinical workload is covered, in line with individual PDPs. The Hospice will support and fully fund all essential CPD requirements and other appropriate requests that are agreed, to attend courses and conferences, including reasonable travel and accommodation costs, as stated in the Hospice Education & Training Policy.

Administration

The Medical team has a designated Personal Assistant, working across both sites, with additional administration support from a pool of Care Coordinators across the service areas. The Medical Director has an allocated office at the Ipswich site with laptop computer with station/dock facilities. Home working can be facilitated for MDT meetings (Via video conferencing), advice and supporting activities, with secure remote access to the hospice network. Additional office facilities are available for other sites of work. 24 hour IT support is available.

Requests for Visits

Interested applicants are invited to contact Lesley Chandler to arrange informal visits or for more information. Lesley can arrange visits with our Chief Executive Officer Judi Newman, our Director of Patient Services Verity Jolly, our Deputy Medical Director Dr Alison Blaken and other consultants from the Medical Team as appropriate. Lesley can be reached on lesley.chandler@stelizabethhospice.org.uk
## Person Specification

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<th>Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Qualifications</td>
<td>• Registered medical qualification</td>
<td>• Other Higher Degree or Diploma (e.g., Diploma or MSc in Palliative Medicine or MD)</td>
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<td>• MRCP(UK), MRCGP or equivalent</td>
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<td></td>
<td>• Full registration with GMC with licence to practice and name on Specialist Register for Palliative Medicine on date of taking up appointment, via CCT, CESR or European Community rights</td>
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<td>Training and experience</td>
<td>• Medical leadership or co-ordination in a significant capacity</td>
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<td>• Practice in palliative medicine at senior level for at least five years</td>
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<td>• Knowledge of agendas within the NHS which have a bearing on the strategic vision of Specialist Palliative Care</td>
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<td>• Knowledge of the voluntary hospice sector and its inter-relationship with other agencies</td>
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<td>• Knowledge and experience of clinical audit, research and development and evidence-based practice</td>
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<td>• Experience and understanding of clinical governance</td>
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<td>• Responsible Officer training</td>
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<td>• Experience in leading organisational change and delivering innovative models of practice</td>
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<td>• Experience in handling clinical incidents and complaints</td>
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<td>Personal Attributes</td>
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<tr>
<td>• Commitment to the ethos of hospice care</td>
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<td>• Excellent written and verbal communication skills</td>
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<td>• Skilled at highly effective leadership, negotiation and managing a complex team, utilising coaching and mentoring skills</td>
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<td>• Advanced analytical, numeracy and problem solving skills with a commitment to providing accurate and timely information to a high standard</td>
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<td>• High level of self-awareness and openness to self-improvement</td>
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<td>• Effective time management &amp; working to deadlines</td>
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<td>• Ability to work effectively as part of a multi-professional Team</td>
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<td>• Able to communicate across diverse groups and communities and evidence equality of opportunity in approach</td>
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<td>• Able to operate with courage and integrity in the face of emotive conflict and stressful situations</td>
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<td>• Drive, enthusiasm, resilience, determination and commitment</td>
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<th>Research and publications</th>
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<tr>
<td>• Knowledge of the principles of medical research and of the palliative care literature</td>
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<td>• Research experience</td>
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<td>• Publication of research and/or review article(s)</td>
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<th>Teaching</th>
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<td>• Experience of postgraduate teaching</td>
<td>Teaching skills course and/or qualification</td>
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<td>• Car driver with driving licence</td>
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<td>• PC competence</td>
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