



Director of Clinical Services & Governance Recruitment Pack

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Thank you for your interest

in the role of Director of Clinical Services and Governance at Barnsley Hospice.

We are seeking a highly skilled and dynamic individual to join our outstanding team as the Director of Clinical Services and Governance. This pivotal role offers a unique opportunity to make a significant impact on the delivery of hospice care services and the wellbeing of our patients. Reporting into the Chief Executive Officer, this is an executive leadership position within the hospice working as part of a high-performing team.

As the Director of Clinical Services and Governance, you will work in close partnership with the executive and senior leadership team. Together, you will form a cohesive team with accountability for workforce management, service delivery, clinical quality and safety, financial control, and the implementation of our strategic objectives. There may be an opportunity for the successful candidate to take on the Deputy CEO duties as part of the role.

We are committed to providing an inclusive and supportive work environment where your contributions are valued and recognised.

This is an exciting time to join Barnsley Hospice. We have built a reputation for excellence, being rated Outstanding by our regulator, and we are proud of our achievements. However, we believe there is still more to do. We want to reach more people, provide greater support, and continue to make a meaningful difference.

If you are a visionary leader who is passionate about delivering excellence in patient care, governance and quality, we would love to hear from you.





About Us

Barnsley Hospice provides specialist palliative and end of life care for the people of Barnsley.

We care for adults living with active and progressive life-limiting illnesses, including cancer, heart and lung diseases and neurological diseases such as motor neurone disease and Parkinson's disease. We are also here to support friends and family.

At the hospice, we provide a range of services free of charge for the people of Barnsley. These include a 10-bedded inpatient unit, support and wellbeing service, counselling and bereavement support, medical outpatient appointments and more. We tailor our services to each individual and empower people to make choices about their care.

Hospice care is different for everyone, and wherever possible, we support people in the ways that work best for them.

Our aim is to help people to live as well as possible, and do the things that are important to them. We take a holistic approach to our care, helping people with pain and symptom management, and providing practical, emotional, spiritual and social support.

End of life care is an important part of what we do, but we are also here to support people from earlier in their diagnosis.

As a charity, we rely on our fundraising and retail efforts and the generosity of the local community to fund our services.

Since we first opened our doors in 1994, we have grown and adapted our services, remaining focused on embracing a culture of continuous improvement and training. This is integral to helping us meet our strategic objectives and providing the highest quality of care possible.

We are looking to recruit an outstanding and ambitious Director of Clinical Services and Governance to play a key role in driving forward our Board of Trustees' strategic vision for our charity.

Find out more about the role in the Role Profile and Person Specification, which you can find in this recruitment pack.

Role Profile

Job Title: Director of Clinical Services and Governance

Hours of Work: 37.5 hours per week. Participation with on-call rota.

Salary: Circa £75,000-£85,000 commensurate with experience

Base: Barnsley Hospice, Gawber, Barnsley

Department: Executive Leadership Team

Accountable To: Chief Executive Officer (CEO)

Responsible For: Reporting to the Chief Executive Officer (CEO) as a member of the Executive Leadership Team (ELT), the Director of Clinical Services and Governance will: provide professional leadership to the clinical, governance and quality workforce to ensure the provision of safe, personalised and high-quality care to people using our services; including our governance structures, systems and processes at and below board level, enable proactive delivery of the quality and safety agenda. They will be responsible for the hospice Risk Management framework ensuring that the hospice complies with statutory, regulatory and contractual requirements driving the delivery of safe, harm-free care.

Job Purpose: The purpose of this role is to provide dynamic, visible, compassionate and empowering leadership to ensure excellence in caring and that clinical services meet and exceed the needs of service users and all governance, risk and professional regulatory requirements are met. The post holder is the Executive Lead for Patient Safety and Safeguarding.

Main Duties & Responsibilities

Quality (includes safety/experience/effectiveness)

- As the 'Registered Manager' ensure the Hospice is correctly registered and develop, guide, implement and monitor all processes to satisfy legislative requirements of the Care Quality Commission (CQC).
- Act as the Controlled Drugs Accountable Officer (CDAO) and be responsible for all aspects of controlled drugs management, ensuring compliance with legislation and regulation as required.
- As the Serious Information Risk Owner (SIRO) work alongside the Caldicott Guardian (Medical Director) to ensure all Clinical Services conform to information governance requirements and legislation.
- Ensure compliance with regulatory bodies, including the Nursing and Midwifery Council (NMC) and Health and Care Professions Council (HCPC) and safeguarding adults and children's practice.
- Provide the Chief Executive, ELT and the Board of Trustees with information on clinical operational issues and any associated risks that affect service delivery.
- Lead quality standards across all clinical services, establishing and maintaining information systems upon which evaluations can be made. Chair the Quality Improvement Tracker Group to ensure learning is translated into practice.
- Ensure regular audits of all clinical services are undertaken through an annual audit plan and improvements in practice are instigated as necessary, in line with findings and evidence-based current best practice.
- Providing strategic leadership to measure, prioritise and improve the quality (including safety/experience/effectiveness) of clinical care and services.
- Provide professional leadership and operational delivery of Infection Prevention & Control policy and practice, ensuring compliance with national policy and statute to ensure the highest standards of patient safety.
- Lead on rigorous quality assessment throughout the hospice, ensuring assessments of care and services is comprehensive including; effectiveness measures, safety and experience.
- Lead and manage Serious Incidents, Incidents, and Complaints.
- Use robust systems to capture and triangulate data, developing meaningful and timely insight/information reports and identify improvement opportunities and drive improvement projects to deliver effective quality assurance.

Governance and Leadership

- Working closely with the Chief Executive Officer to ensure that Barnsley Hospice has systems and processes in place to promote clinical and non-clinical risk management, patient safety and compliance with CQC and other relevant regulatory frameworks.
- Ensure governance structures, systems and processes across the hospice to ensure we can demonstrate effective compliance and assurance is in place. This review will be repeated annually.
- Develop and maintain relevant networks to ensure Barnsley Hospice is at the front of new ideas/innovation and is proactive in exchanging knowledge and best practice and identifying new perspectives/approaches to care and services.
- Manage the hospice Board Assurance Framework ensuring systems are in place for this to be regularly updated and scrutinised by Trustees and Director colleagues.
- Develop a working environment and culture that actively promotes psychological safety, staff wellbeing, health, safety and security.
- Ensuring that our clinical resources are utilised to best effect and a culture of value for money is disseminated throughout the organisation so that risk is sensibly managed in pursuit of our objectives.
- Ensure there is a systematic review and updating of all policies and procedures to ensure they are up to date, reflect best practice and these are understood and applied consistently in the workplace.
- Work in partnership with the Clinical/Medical Team and Estates Team to drive and develop the use of technology within clinical services to improve systems, processes, and communication.
- Be accountable for the effective preparation and management of budget expenditure within clinical departments, ensuring liaison with other members of the ELT as appropriate and instigate action to address any major discrepancies.

Risk Management and Professional Standards

- Regularly review the Risk Register to ensure up-to-date and reflect best practice. The risk register must accurately capture all risks, including new and emerging risks.
- Developing a modern dynamic workplace and a working environment and culture that actively promotes psychological safety, staff wellbeing, health, safety, and security.
- Enable people to exercise their rights and promote their equality and diversity.
- Working closely with the CEO to ensure we have effective mechanisms for ensuring situational awareness and escalation.
- Ensure there is a 'Ward to Board' process in place for the identification and all serious risks which may have implications for the delivery of safe, effective and compassionate care.
- Working closely with the HR & OD team to ensure that Barnsley Hospice has a competent, effective and efficient care giving team that is fit for purpose both now and able to meet future service development needs.
- Working closely with the leadership teams to ensure information systems allow clear and comprehensive reports for staff, managers and Board members to support governance and continuous improvement.
- Advise the Chief Executive, ELT and the Board of Trustees of necessary legislative, policy, or operational changes in regard to the delivery of workforce and clinical services and ensure effective implementation strategies are in place to maintain compliance and meet hospice objectives and the needs of the population we serve.
- Drive the development and review of the clinical workforce plan annually to meet the needs of service users and clinical (e.g., Royal College of Nursing) workforce standards.

Executive Leadership

- Create effective relationships with your colleagues, collaborating and working jointly as part of a high-performing executive and senior leadership team that is focused on ensuring a sustainable future for Barnsley Hospice.
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- Provide a senior, credible clinical voice in a variety of settings, attending meetings, forums as required both internally and externally on behalf of the CEO.
- Provide strategic direction and vision for Barnsley Hospice Clinical Services, lead the development of the Clinical Service Strategy in collaboration with the clinical team, ELT and in consultation with service users and all key stakeholders.
- Effectively lead and manage staff, ensuring appraisals are undertaken, personal development plans completed and manage your team sickness and absence.
- Be committed to the work of Barnsley Hospice and work in accordance with our policies and procedures.
- Be an ambassador for the organisation both internally and externally by living and promoting our values.
- The post holder will participate in the On-Call Rota for the hospice.
- Willing and able to undertake work outside of normal office hours and to travel as required.

General

- To provide dynamic, visible, compassionate and empowering leadership to ensure excellence in caring and that clinical services meet and exceed the needs of service users and all system and professional regulatory requirements are met.
- The post holder is the Executive Lead for Patient Safety and Safeguarding.

Other Responsibilities

- To undertake any other duties, commensurate with the role as required by the hospice.
- To act as an ambassador of the hospice, maintaining honesty, integrity and trustworthiness at all times.
- The post holder will be expected to maintain strict confidentiality at all times.
- The post holder will ensure that they are aware of and apply health and safety and fire precautions.
- The post holder will ensure that clinical risk management and safeguarding procedures and relevant good practice guidelines are followed at all times.
- The post holder is to ensure data protection is maintained at all times.
- The post holder will be flexible in terms of working hours in order to meet service needs.
- The post holder will support the hospice as required, across the range of duties as appropriate within the grading of this post. In the context of rapid and ongoing change within the hospice, the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of full communication and consultation with the post holder.

This role profile is not an exhaustive list but it shows many of the aspects to this role.



Person Specification

Knowledge and Educational Achievements

- Registered Healthcare Professional with current and relevant registration on a professional register.
- Masters level education
- Evidence of CPD in line with professional regulatory guidance.
- Evidence of attendance on a leadership development programme.
- Knowledge of the legislation governing Charities in the UK is **desirable**.

Experience and Work Achievements

- Substantial clinical and operational management experience, leading professional care services - a minimum of 2 years - with a track record of achievement of objectives.
- Experience of providing strategic professional advice to ensure the consistent delivery of safe, high-quality and person-centred care/services.
- Experience of driving improvements and implementing quality assurance metrics.
- Expert knowledge of patient safety risks, management, and systems.
- Experience of working across organisational boundaries and developing effective partnerships.

Skills & Abilities

- Sound knowledge of CQC requirements and other regulatory requirements applying to hospices for example, governance, quality measures and safeguarding.
- Leadership and people-management ability that inspires and motivates others.
- Evidence of the ability to carry out accurate/comprehensive analysis of relevant data and make effective operational/strategic judgments involving highly complex facts and situations.
- Able to work collaboratively and strategically internally and externally.
- Effective negotiating and influencing skills.
- Highly developed verbal and report writing skills.

Personal Attributes

- Always seeking best practice and the identification of opportunities, risks and efficiencies.
- Thorough and focused with a high level of attention to detail and a passion for excellence.
- Committed to good governance and effective processes.
- Able to be creative, proactive and resourceful to get work done quickly and to a high standard.
- Demonstrates a strong commitment to the value of team working.
- Approaches work in a positive, optimistic and resilient manner.
- Flexible and adaptable in your work.
- Value honesty and integrity.

The above factors will be assessed via applications and at interview.



Our Values

In 2023 we made the decision to update our values, which had been associated with the hospice for almost 30 years. We wanted our new values to drive our organisational culture, letting people know what is important to us and how they can expect us to operate. It is important that our values represent the wide range of people impacted by our activities, so we engaged with our workforce, external partners, patients and those important to them, customers and donors at our retail hub, and supporters of our fundraising events. Using their feedback, we are proud to introduce our new values and behaviours.



AMBITION

We **aim high** and look for ways to **improve** ourselves, our services, reach more people and play a leading role.

We set high standards for ourselves and the services we provide.

We seek every opportunity to learn: from our successes and our mistakes.

We take a flexible and creative approach when seeking opportunities and solutions.



COLLABORATION

We are **inclusive** and work in **partnership** with others to achieve shared goals and get the best outcome possible.

We value diversity in its broadest sense and take meaningful action to create an inclusive environment.

We seek out and nurture partnerships so we can achieve more together.

We are welcoming and friendly.



COMPASSION

We are **caring** and treat everyone with **kindness** and **respect**.

We show empathy and consideration towards others.

We are genuinely caring and respectful in our interactions with others.

We are generous with our time and attention, and value the people around us.



INTEGRITY

We are **honest**, communicate clearly and **openly**, and take **responsibility**.

We are open and honest with ourselves and others.

We are trustworthy and reliable and deliver on our promises.

We are professional and take our responsibilities seriously.

Our Strategic Objectives

Our strategic objectives outline where we want to be by March 2026 and how we are going to get there. We have high levels of ambition and strive to be the best hospice possible for our local community. We are committed to setting and achieving the highest standards of professional practice, continuously building a culture of outstanding care and services.



Strategic Objective 1

We deliver outstanding care: The care that we provide to patients and those that are important to them will be of the highest achievable quality and will be accessible for all, personal, effective and safe. It will respect their dignity and be delivered with compassion.



Strategic Objective 2

We are acknowledged as a centre of excellence for specialist palliative and end of life care: We will provide a leadership role beyond our organisational boundaries in the development of innovative and outstanding palliative and end of life care research and education and its application to practice.



Strategic Objective 3

We will develop and sustain our financial health: We will manage the financial health of our charity efficiently and effectively to achieve long-term sustainability whilst investing for growth and development.



Strategic Objective 4

We have a culture and environment where people can thrive: We will be the employer and charity of choice in Barnsley. Our people will deliver outstanding care and services and will have an enjoyable and rewarding experience that inspires them to be the best they can be.

Strategic Priorities

For the first year of our new strategy, 'Beyond Outstanding', we identified the following priorities, which we mapped against our strategic objectives.

- **Planning**
- **Building capability**
- **Improving our processes**
- **Equality, diversity and inclusion (EDI)**
- **Delivering value for money.**

Our Services: An Overview

At Barnsley Hospice, we understand the importance of providing specialist palliative and end of life care that is tailored to the individual. We take a person-centred approach to help people live as well as possible and do the things that are important to them. This means providing care and support that considers the whole person - not just their physical needs.

Throughout 2023/24, we supported **496 people** living with life-limiting illnesses and their families and friends. This includes people who accessed care and support through our Inpatient Unit, Counselling and Bereavement service, The Orangery (wellbeing service) and medical outpatients.

Many people do not realise the range of services we provide. These include:



Inpatient Unit

24-hour specialist care delivered by our multidisciplinary team within our 10-bedded unit



The Orangery

Support and wellbeing service, providing complementary therapy and facilitating a range of wellbeing groups for inpatients and outpatients



Social Work

Specialist support for those living with a life-limiting illness and the people close to them



Physiotherapy

Support to manage symptoms and improve mobility, facilitated by our specialist palliative care physiotherapist



Spiritual Support

Providing the option to access the spiritual care and support that is right for people using our services



Counselling and Bereavement Support

A safe and supportive environment for people living with a life-limiting illness, and their families and friends, to explore their feelings



Medical Outpatient

Expert care delivered by our specialist consultants, both from the hospice and in the community and in people's homes



Pall Call

A free helpline for people in Barnsley living with a life-limiting illness and their loved ones to access 24/7 specialist advice



Care in Hospitals

Supporting local hospital services to provide specialist care for people with palliative and end of life care needs

Our Impact: A Year in Numbers

*Data from 1 April 2023 to 31 March 2024

We supported

53

Medical Outpatients
in 2023/24



157

people used our Inpatient Unit

276

people used our counselling services

404

social worker support activities
were undertaken in 2023/2024



539

physiotherapy support activities
were undertaken in 2023/2024



432

complementary therapy activities
were undertaken in 2023/2024



496

people used our clinical
services in 2023/24

Our counselling team carried out

1116 contact activities

Our Orangery team carried out

2328 contact activities

The average Inpatient
Unit occupancy rate was

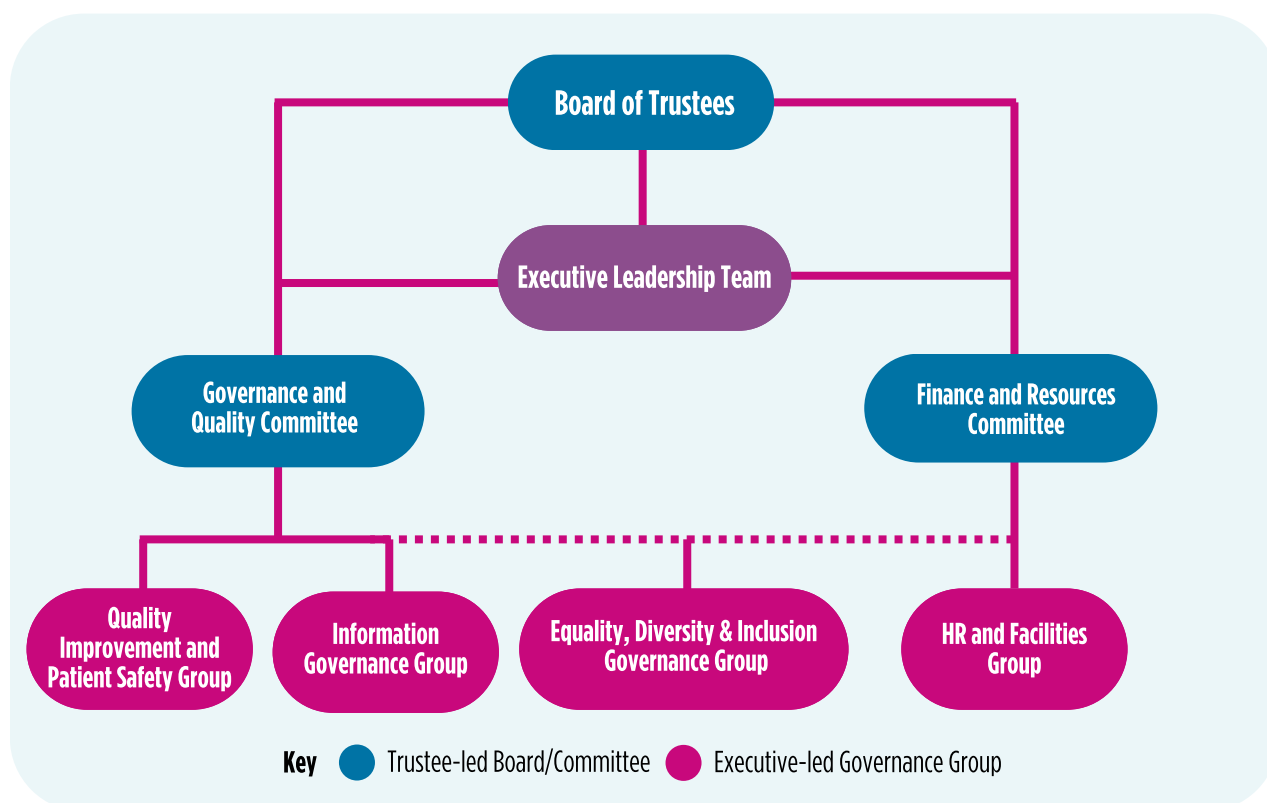
90%

250

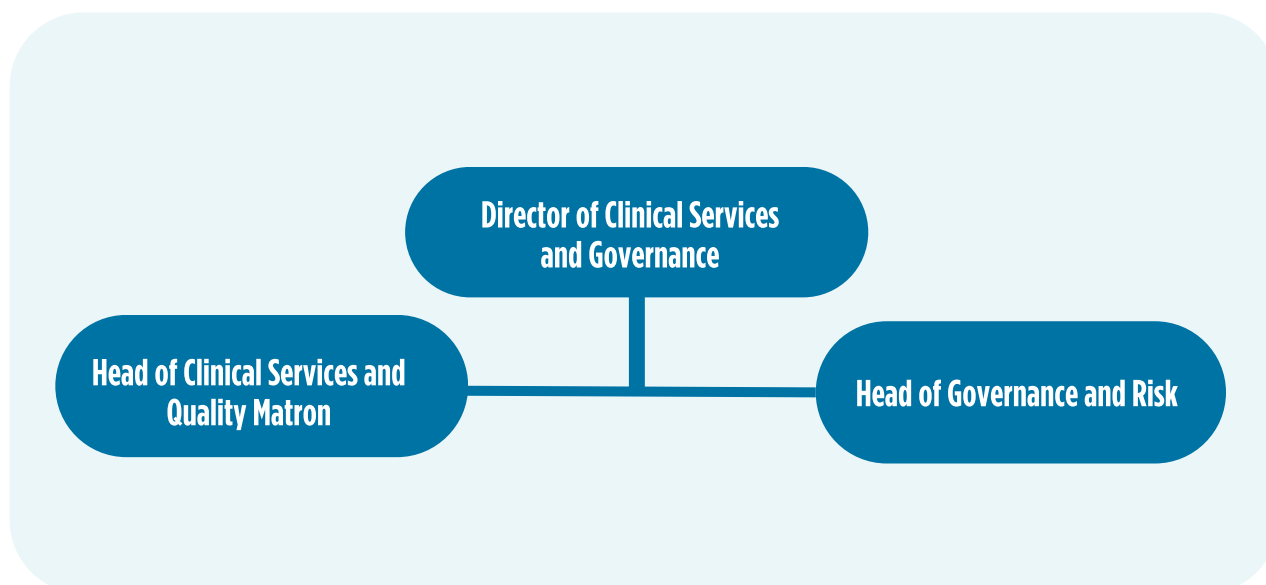
people were supported by
The Orangery in 2023/24



Our Governance Structure



Direct Reports



How to Apply

If you would like to apply for the position of Director of Clinical Services and Governance, please send your CV, along with a covering letter to humanresources@barnsley-hospice.org.

Please explain your interest in applying for this role and how your skills and experience reflect the person specification for the role.

Barnsley Hospice is committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice.

Any candidate who identifies themselves as disabled will be shortlisted if they meet the essential criteria for the role. Essential criteria can be found in the job description and person specification for the role. If you require any accessibility adjustments, please contact a member of the HR team at humanresources@barnsley-hospice.org or by calling 01226 244244.

Key Dates

The closing date for applications is **Monday 7 July 2025 at 9 am.**

The shortlist of candidates will be determined the following week.

Informal visits are highly encouraged, please contact the current postholder, Ross Fletcher, via email at ross.fletcher@barnsley-hospice.org to arrange.

Panel interviews will take place on **Friday 18 July 2025.**

For further information about us, please visit our website: www.barnsleyhospice.org

