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hospice care in your home or ours

Job Description

OPERATIONAL LEAD CHILDREN'S SERVICE

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 01474 320007

Registered Charity No: 1121561

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Job Title: Operational Lead Children's Service

Department: Children's Service

Contract Terms: 37.5 Hours Per Week

Salary: £51,230 - £54,352 (Depending upon experience)

Location: ellenor Hospice, Northfleet (DA11 7HQ) - working within the community.

Responsible To: Director of Care

Accountable To: CEO

Manages: Registered Nurses and Health Care Assistants

About Us:

The organisation has in-patient ward, at the Hospice in Northfleet, comprehensive adult and children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

The In-patient Ward for adults currently has 7 beds. The Medical Service provides medical support to adult inpatient and outpatients, including ward rounds, admissions, home visits and MDT meetings.

There is an outpatient Adult Living Well Service, out-patient clinics along with Physiotherapy, Occupational Therapy and Wellbeing Services provided including Complementary Therapy, Counselling, bereavement and family and carers support, and Chaplaincy.

The Community Service comprises the Adult Hospice at Home Team and also a Care Home Support Team. The medical team provides support to this service by reviewing patients in clinics, at home and in nursing homes.

The Children's Hospice at Home service provides specialist nursing support as well as hands on nursing and short breaks to children with cancer or palliative care needs in their own homes. The medical support for the Children's team is provided by the children's own GP and the Consultants at the Tertiary centres in London.

The population of the core area (Dartford, Gravesham and Swanley), where both adult and children's services are provided; is approximately 270,000 people, with over 45,000 adults above the age of 65.



Scope and Job purpose

ellenor children's team operates in the community to provide acute oncology care to any child or young person with a Cancer diagnosis, as well as palliative care to children or young people living with a life limiting or life-threatening condition. The service predominantly operates Monday to Friday but steps up to provide 24/7 support for those at end of life. Our team includes children's nurses, nurse associates, nursery nurses, health care assistants, and music and play therapists, who provide advice and support, short breaks, and nursing care for children and their families.

Role Purpose:

The Operational Lead for Children's Services provides daily leadership and management, ensuring equitable, professional, and high-quality care.

Collaborating with the Director of Care, you will oversee the safe and effective running of the service, support staff development, and manage clinical activities and resources.

Working autonomously within an integrated multidisciplinary team, you will coordinate specialist palliative care interventions through holistic assessments, goal-focused care planning, and support for patients and families, in partnership with health and social care providers, paediatricians, and palliative care specialists.

The role prioritises quality of life for children, young people, and their families, focusing on symptom management, end-of-life care, bereavement support, and short breaks, while supervising the Children's Hospice at Home team.



Main Duties and Responsibilities

Key Responsibilities specific to this role

Service Delivery

- To be an autonomous expert clinical practitioner within the MDT, demonstrating skills in clinical examination, advanced patient assessment, clinical decision- making and interventions, and providing senior nursing support and specialist advice regarding children's palliative care.
- To participate in a seven-day-per-week operational service, including 24/7 on-call provision for children at the end of life when required.
- To work with the Director of Care to ensure that the service is delivered with appropriate use of resources to meet service requirements, developing clear pathways and protocols to support efficient, needs-led service delivery.
- To expertly participate in the management of the children at the end of life and/or with complex needs, providing symptom management advice and support at an advanced level, having both an advisory and clinical input into patient care in the children's team.
- To provide holistic specialist palliative care assessment of medical, psychological, social and spiritual needs of children and families, liaising with appropriate services as required.
- To work sensitively with families and professionals to facilitate the establishment and review of proactive advanced care planning to support understanding patients' and families' wishes and preferred care places.
- To actively contribute to developing clinical skills within the team and provide mentoring and supervision to junior staff.
- To participate in enhanced and expanded skills such as independent nurse prescribing, venepuncture, cannulation, and other required interventions after appropriate training. To act as a lead for the team, developing knowledge and skills in medicines management. The post holder will lead in policy and service development implementation.



Main Duties and Responsibilities

Clinical

- The post holder is expected to split their role into 60% clinical and 40% management functions.
- To deliver, monitor, and review the care of patients and families, reporting any variances of concern to senior colleagues in the team and taking appropriate advice in complex cases.
- To make proactive patient referrals to appropriate alternative internal or external services.
- To work closely with other NHS providers to appropriately identify children who would meet the referral criteria of the team
- To provide clear explanations and education as appropriate to ensure that patients and families have the information they require in a timely fashion
- To participate in the full range of services and time-specified therapeutic patient / carer programmes as appropriate and coordinate this with other elements of clinical work
- To maintain excellent professional relationships with key external partners, working collaboratively to provide high-quality care to children and families.
- Undertake caseload reviews with CNSs, ensuring that the plans for patients and families are appropriate and effective and that resources are used wisely.
- To work in collaboration with other Operational leads to ensure the smooth transition of children into adult services

Administrative and Managerial

- To supervise the team, effectively delegating tasks and responsibilities when appropriate.
- To support staff development through effective leadership, mentoring and appraisals as necessary.
- To recruit, induct, manage, coach and develop (and, where appropriate, supervise) team members and ensure that all direct reports have regular one-to-one meetings and annual appraisals to review progress towards achieving objectives.
- To ensure that sickness, absence, punctuality, and workload management of team members are monitored effectively and that any issues are addressed utilising the support of HR.
- To ensure the Director of Care is updated regarding any service developments and any work-based difficulties experienced by the team.
- To participate and contribute to MDT meetings, ensuring patients are discussed regularly and viewed holistically.



Main Duties and Responsibilities

- To participate and contribute to MDT meetings, ensuring patients are discussed regularly and viewed holistically.
- To be responsible for an allocated budget.
- To monitor budgets, ensuring wise resourcing and service remain within budget in collaboration with the Deputy Director of Care.
- Work closely with Fundraising and marketing to promote the hospice's charitable activities and participate in fundraising as required.
- To contribute to developing clinical strategy and work collaboratively to achieve organisational objectives.
- Work with departments/teams across the organisation to support ellenor's strategic plan.
- To undertake investigations in relation to incidents and complaints in line with organisation policies
- Cascade information from senior management to teams and provide feedback where required.

Education, Training and Professional Development

- Attend mandatory and statutory training as required by the organisation or professional bodies.
- Participate in ongoing education programs and regular clinical supervision to identify learning needs and support personal development.
- Collaborate with the the education team to promote evidence-based practice and ensure team competency, including recruitment, training, and effective use of volunteers.
- Contribute to local and national palliative care education events and support students on placement.
- Act as a role model and mentor, providing education and support for staff delivering end-of-life care.
- Assist in designing and delivering teaching programs for internal and external staff.
- Engage in annual appraisals, set objectives, and provide evidence for revalidation as needed.

Quality, Audit and Research

- To encourage a culture of evidence-based practice within the Service.
- To be aware of new developments in palliative care.
- To participate in audit projects.
- To participate in the Clinical Governance programme.
- To ensure the production of statistics and activity reports.
- Support research activity and its integration with practice.



General

- To organise and prioritise any competing demands of the role, completing duties as required within working hours.
- To adapt and develop in line with the changing needs of the role.
- To act as an ambassador for ellenor to raise the profile of the organisation at a local, regional and national level as required
- To undertake other duties commensurate with the seniority of the post as may be requested by their managers.
- To have a good knowledge of all safeguarding procedures, recognise a child at risk, and know how to escalate concerns.
- To represent ellenor as part of the Kent and Medway managed clinical network and CHAL, working collaboratively to improve the delivery of paediatric palliative care services locally and nationally

Person Specification

All criteria are essential unless stated otherwise.

Job Title: Operational Lead Children's Service

Education / Qualifications

- Registered Sick Children's Nurse with current NMC registration.(essential)
- Degree in palliative care or relevant clinical speciality.
- Teaching/mentorship qualification.
- Car owner/driver with full license
- Qualified to administer IV medications
- A clinical assessment skills. Or willing to undertake. (Desirable)
- Non- Medical prescribing. (Desirable)
- Postgraduate degree/diploma qualification in either specialist palliative, community care or end-of-life care. (Desirable)
- Leadership/ management qualification or willingness to undertake. (Desirable)
- CVAD competence. (Desirable)

Experience

- Working in children's palliative care setting.
- In managing a case load and supervising staff.
- Experience of clinical audit and service development.
- Experience of effective multi and inter-disciplinary working.
- Experience in Community nursing role. (Desirable)
- Experience providing clinical supervision and mentorship(Desirable)
- Experience in planning, delivering and evaluating delivering training programmes.(Desirable)

Knowledge, Skills, and Attributes

- Time management skills, ability to prioritise
- Excellent interpersonal skills with abilities to support and motivate staff and volunteers. Attention to detail.
- Excellent communication skills, verbal and written; able to deliver reports as required.
- Strong leadership and motivational skills
- Demonstrates a good understanding of Hospice ethos and a compassionate approach
- Ability to handle difficult conversations/situations
- Ability to deliver training programmes/packages with confidence and clarity. (Desirable)
- Ability to undertake clinical audits and recommend changes to practice if appropriate. (Desirable)
- A full UK driving licence with access to your own vehicle.

