



Job Description

National Head of Clinical Care

Accountable to :	Director of Quality
Hours:	37.5 hours per week
Annual Leave:	23 days per year (rising upon length of service)
Location:	Flexible (with frequent national travel required)

Providing unforgettable holidays for over 50 years

We're the people who create revitalising holidays for disabled people and carers. With 50 years' experience our three holiday centres now provide close to 5,000 essential breaks each year for disabled people and those who care for them.

At Revitalise we work hard to create amazing holidays for our disabled guests and their carers. We like to come to work determined that the world is going to be a slightly better place for people at the end of today than it was yesterday, and that we're going to help make that happen.

Your Role

As National Head of Clinical Care you will work as a key member of the senior management team to ensure an excellent standard of nursing and care is delivered to our guests. Revitalise is unique in that the focus of the service is on hospitality and the guest's holiday experience; our nursing teams need to be able to provide outstanding nursing care with such excellence that it becomes an invisible part of the overall holiday experience for our guests. Working with our Centre management teams you will support the Care Managers and their nurses to deliver outstanding care that is safe, effective, caring, responsive and well led.

You will support the wider operation with clinical expertise to ensure outstanding



care management and delivery across the organisation. Under the direction of the Director of Quality you will be responsible for the monitoring and development of designated regulatory frameworks and organisational standards to ensure the quality of the care delivered at Revitalise Centres both meets and exceeds the required standard.

The key aim of this role is to work with the wider Revitalise Operations team in the Centres and BDC to ensure that the guest experience is delivered with the highest overall standards of care.

Specific Duties will include:

Clinical Practice

Uphold working practices within the boundaries of all relevant legislation and professional best practice including Care Quality Commission (CQC), Adult Safeguarding and the Health and Safety at Work Act

Lead on Clinical Care delivery across the organisation including effective standards and practice for: clinical policies and procedures, care planning, pre-assessment, certification, training, and supervisions including the auditing and evaluation of care

Support the pursuit of excellence in care delivery throughout the organisation including the maintenance of our prioritised and regulatory training programmes for all team members responsible for delivering care

Ensure the health, safety and wellbeing of all guests, staff, volunteers, contractors, and visitors at all times by ensuring that standards of care are set and maintained at the highest level

Manage the development and implementation of clinical teaching and training programmes within the centres. Ensuring that service delivery is heavily underpinned by research and good practice, whilst enhancing delivery through comprehensive training.

Clinical Policy and Procedure

Working under the instruction of the Director of Quality, who has overall organisational responsibility for Safeguarding, implement, monitor and review



policy and practice relating to safeguarding adults, mental capacity, and deprivation of liberty safeguards.

Have overall responsibility for the development, Implementation, and monitoring of clinical policies designed to achieve quality outcomes and align with best practice guidance.

Audit and Reporting

Develop and lead clinical audit programme and provide reporting for review by Senior Management team, Executive and Guest Quality Committee

Promote and develop a culture of Quality Improvement (QI) in clinical practice, identifying organisational clinical priorities and supporting centre leadership teams implementation of local QI programmes.

Attend Guest Quality Committee as required and present reports as agreed with the Director of Quality

Regular reporting on key metrics to measure the quality of care delivery and management to both the Senior Management team and the Board of Trustees

Leadership and Professional Development

To promote a common vision and ownership of the organisations values and strategic objectives, advising on the Clinical implications of strategic and operational policy decisions.

To facilitate the "Clinical Forum" to support professional standards in meeting the clinical needs of the organisation.

In conjunction with the Centre Leadership Team ensure the development and acceptance of challenging and realistic clinical objectives for Heads of Care. Through leadership, motivation, and systematic performance management, achieve the required measured results.



Providing appropriate input and challenge to clinical and business corrective action plans, where necessary

Lead on the delivery of the annual quality objectives as defined by the Director of Quality enabling delivery through fostering close working relationships with the local Centre Senior Leadership Teams.

Support the Director of Quality, the Chief Operating Officer and centre leadership teams by supervising the services clinical governance responses. The post holder will ensure adherence to timelines as they relate to incident investigation alongside appropriateness of response for centres.

The National Head of Clinical Care has responsibility to improve and sustain relationships with key stakeholders including guests, relatives, regulators, patient interest groups, local communities, and local health authorities to build a positive image of the charity through responsive internal and external communications.

Develop links with wider Health and Social Care providers and other organisations; be an ambassador for Revitalise as a charity

To contribute to the delivery of strategic workforce objectives by advising on clinical workforce planning, organisational change, and training requirements, in conjunction with the Human Resources Manager.

Work with centre teams to review learning from incidents and complaints from guests or other stakeholders to help ensure that any resultant changes to policy or practice are implemented and fed back

Commit to attending team training and meetings

This Job Description is not exhaustive, and the post holder may be required to undertake other appropriate duties and projects from time to time.

Skills and Experience

This position requires the person to be a Registered Nurse on an appropriate part(s)



of the register, in order to meet the full requirements of the post.

- Proven and substantial post registration experience with evidence of continuous professional development
- Up to date working knowledge of Health and Social Care Act 2008 and CQC Essential Standards alongside CQC inspection methodology
- Evidence of effective senior clinical leadership – demonstrable leadership and change management skills in a Clinical Care environment
- Passionate and committed to continuous improvement; working with fellow managers and teams to achieve excellent results
- Able to manage workload to deliver against a number of different priorities
- To be able to work effectively and to a high standard with minimal supervision
- Ability to work effectively with people from a wide variety of backgrounds
- Reliable, self-motivated, enthusiastic, and effective team player
- Ability to work in a supportive and supervisor role to Care Managers
- Ability to manage organisational reviews and projects
- Excellent organisation, communication, administrative, written, and verbal skills.
- Ability to write and review clinical policies
- Proven experience in developing and running audit programmes
- To have worked with people with physical disabilities is an advantage
- Excellent IT skills
- Budget management skills
- Training delivery experience
- Committed to the Revitalise values; Determined, Imaginative, Caring and Encouraging

Success Criteria

- Low numbers of critical clinical incidents
- Positive Guest Satisfaction feedback and scores in relation to the care they have received which meet and exceed targets



- Standards for the delivery of hospitality and care are met in line with all regulatory and Revitalise requirements
- CQC Audits/Inspections are maintained as 'Good' as a minimum
- Clinical KPI's are consistently maintained above 90%
- Costs and resources are consistently managed in line with budget
- Consistent positive feedback from nurses and Care Managers via staff surveys
- Overall support for the Revitalise Operation can be quantifiably recognised

Key Relationships

- Revitalise BDC team- Reservations, Marketing and Communications, Fundraising, Centres and Management teams
- CEO/ Trustees
- Government Departments
- Health authorities and other clinical organisations
- Relevant Not for Profit organisations

Your Personal Development

- To undertake any further training, as necessary.
- To keep abreast of current trends in social care and volunteering
- Maintain registration of any professional bodies