

Job Title:	Chief Nursing Officer (CNO)		
Department:	Health & Social Services	Section:	Senior Management Team
Reports to:	Director of Health & Social Services		
Grade:	Falkland Islands Government Grade – B	Job Code:	216CNO
Overall Purpose of the Role:			
<ul style="list-style-type: none"> • The Chief Nursing Officer [CNO] is a key member of the health service’s Senior Management Team [SMT]. Working closely with the Chief Medical Officer [CMO], and under the line management of the Director of Health and Social Services, the CNO is responsible for the delivery of high-quality nursing care across the hospital and community, inclusive of both primary and secondary care services, this includes; ward-based care, intensive care, theatre, maternity, primary care, 0-19 and community nursing. • The CNO will ensure that nursing practice in the Falkland Islands is kept up-to-date and develops in line with relevant contemporary internationally recognised best practice. • The CNO will provide professional advice, guidance and line management to nursing teams, supporting each service area to delivery high quality person-centred care and meet agreed development objectives. • The CNO will supervise the assessment, planning, implementation, provision and evaluation of person-centred care; ensuring that nursing and corporate standards are implemented, maintained, monitored and improved upon where necessary. This includes assuming all overall accountability within the directorate for the monitoring, review, improvement and provision of evidence and assurance relating to nursing care. • Responsible for overseeing pay, non-pay budgets and addressing adverse variances whilst identifying opportunities for improvements in utilisation of resources and value for money. <p>Specifically, the CNO is accountable through their teams for:</p> <ul style="list-style-type: none"> ○ Overseeing and monitoring the quality, timeliness and development of nursing care in accordance with relevant professional standards. ○ Ensuring that the environments in which patient care and treatment takes place are fit for purpose, clean, well ordered and maintained. ○ Ensuring that all staff practice in accordance with professional standards and corporate policies; including those specific to patient safety. <p>The CNO will provide a highly visible, accessible and authoritative presence in their clinical areas. The CNO will be available to patients, their families and staff to provide assistance, advice and support and to address problems and concerns as required.</p> <p>In conjunction with the Director & CMO, the CNO will contribute to the strategic direction of service provision through meeting key performance indicators and successfully delivering agreed strategic and operational goals and objectives.</p> <p>The CNO is accountable jointly with the CMO for managing patient flow efficiently and effectively, and with the Healthcare Governance Manager for all aspects of clinical governance within their remit.</p> <p>As a member of the senior management team within the Directorate, the CNO will act as a professional role model and will take corrective action as required to uphold the standards required of the Falkland Islands Government (FIG) and the profession.</p>			

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Overall Purpose of the Role: (continued)	
<p>The CNO is required to provide professional and strategic advice at the national level for the Falkland Islands.</p> <p><i>The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.</i></p>	
Main Accountabilities:	
<p>Clinical leadership and management</p> <ul style="list-style-type: none"> • Ensures self and others practice is in accordance with the Nursing & Midwifery Council’s standards of conduct. • As an ambassador of the nursing profession, ensures self and others practice to the highest professional standards. • Acts as a role model for nursing staff and clinical staff, responsible for leading, line managing and supporting professional and support staff and for ensuring that each practice in accordance with his/her role, job description and professional parameters. • Responsible for the informal and formal appraisal of direct line report staff and for ensuring that they are trained, supported and developed accordingly. • Ensures that all direct line report staff have clear and agreed performance objectives that support the delivery of the Directorate and the wider FIG objectives. • Responsible for ensuring that the Islands’ Plan and hospital business plans are supported and implemented within areas of responsibility. • Participates in skill mix review, workforce redesign and recruitment and retention strategies to develop and modernise the workforce in conjunction with the Director, CMO & Hospital Manager, as well as leading on training and CPD for the nursing profession. • Responsible for the effective management of staff sickness and absence. <p>Responsibility for Performance, Financial and Physical Resources</p> <ul style="list-style-type: none"> • Within sphere of responsibility, ensure self and line-report staff manage pay and non-pay resources efficiently and effectively, and in accordance with corporate standards, procedures, policies and objectives. Includes formulating and delivering remedial action plans where adverse variances arise. • Works in partnership with Director, Hospital Manager, CMO, Finance, Human Resources and information systems to lead service delivery in a business-like way and to ensure the safe and effective management and leadership of the nursing teams and resources. • The CNO is responsible for ensuring that the environments in which care services are delivered are maintained to high standards of cleanliness and in accordance with other relevant performance standards. • The CNO is responsible for ensuring that all equipment in their department is well maintained and cleaned and replaced in accordance with relevant professional and corporate standards, ensuring accurate records are maintained. • Responsible for implementing effective risk assessment and management within own service areas, working closely with the Healthcare Governance Manager. • The CNO is accountable for implementation of systems for monitoring the quality and safety of patient care and experiences including effective and efficient patient throughput in the theatre environment. 	

Job Title:	Chief Nursing Officer (CNO)
Main Accountabilities: (Continued)	
<p>Responsibility for Patient Care, Safety & Clinical Quality</p> <ul style="list-style-type: none"> Responsible for implementing effective risk assessment and management within own service areas, working closely with the Healthcare Governance Manager. The CNO is accountable for implementation of systems for monitoring the quality and safety of patient care and experiences including effective and efficient patient throughput in the theatre environment. Accountable for ensuring the appropriate and effective development, delivery and monitoring of patient care and service across areas of responsibility using a person-centred model of care. Monitors the quality and timeliness of nursing care and service provision in accordance with relevant professional and corporate standards. Responsible for ensuring that care is delivered in a safe, efficient, effective and timely manner and that plans for the discharge and transfer of patients is within acceptable, safe parameters. Responsible for providing senior nursing advice across areas of the Directorate as required., Where possible, takes all reasonable action to address problems, concerns and complaints as near to 'source' as possible, but also understands when to escalate. Supports colleagues, charge nurses/ sisters to ensure the most appropriate distribution of staffing resources in order to balance risks and to ensure the safe and smooth running of the service. Lead on embedding action plans/ learning arising from adverse events, SUIs, never events, complaints in close liaison with the Healthcare Governance Manager. Participates in clinical audit and ensures effective completion and implementation of the audit cycle. Ensure that local safeguarding training, policies and procedures are adhered to and a culture of safeguarding is promoted across nursing services. Ensure that effective systems in relation to infection prevention and control (IPC) policies and training are promoted and adhered to. <p>Policy & Service Development</p> <ul style="list-style-type: none"> Responsible for ensuring the development of future nurse leaders in the Falkland Islands, with a specific remit to ensure robust succession planning for the Chief Nursing Officer role. Participates with service/specialty teams in the development of policy, processes and business plans at Directorate/Service Level Represents and provides nursing expertise and advice to business and operational discussions, meetings and forums. Responsible for recognising service requirements and ensuring these are communicated to the Directorate/Specialty teams, Hospital Manager, CMO & Director. <p>Communication and Relationship Skills</p> <ul style="list-style-type: none"> Ensures effective communication channels exist between patients and relevant stakeholders at all levels. Ensures patients and their families are treated with dignity and respect and information is conveyed to them in a timely and understandable manner. 	

Job Title:	Chief Nursing Officer (CNO)
Main Accountabilities: (Continued)	
<ul style="list-style-type: none"> Leads on complex investigations, resolutions and action planning. Supports patients and staff in the handling of complaints and works to ensure early and satisfactory resolution of concerns. The CNO takes the lead role, within their clinical departments, for ensuring effective patient and family engagement, ensuring that the views and comments of patients, carers and service users are sought and acted upon. Leads the liaison with NHS organizations related to Training/ rotation opportunities. 	
Analytical & Judgement Skills	
<ul style="list-style-type: none"> Ensures that day to day staffing and resources are deployed within the clinical departments to meet the needs of services. Uses information obtained from patients, families and staff to make changes to the patient environment and care where appropriate or necessary. Investigates clinical incidents and complaints/concerns as required and ensures that effective risk management and incident investigation systems are in place within their clinical departments. Takes every reasonable effort to ensure that issues, concerns, and problems are managed efficiently and effectively. 	
Responsibilities for Data and Information Resources	
<ul style="list-style-type: none"> Responsible for providing accurate and timely records on patient care and performance using paper and IT based systems. Development of audits and analysis of working practices and trends to support improvements in performance in relation to quality and patient experience. Ensure patient confidentiality is maintained and high standards of information governance are adhered to. 	
Audit and Quality Improvement	
<ul style="list-style-type: none"> Ensures that the clinical departments for which they are responsible for and adopt best practice evidence-based standards. Ensure quality initiatives are implemented for nursing across the clinical departments. Responsible for ensuring that areas for which they are responsible implement the quality audits and any associated or successor initiatives to within agreed/required timescales. Promotes an environment where audit and development are valued. 	

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Additional Information	
<p>There is a significant on call element of the post as the lead of a 24-hour service. This includes working out of normal hours on a frequent basis.</p> <p>The post holder should have a significant safeguarding knowledge and ability to work closely and effectively with social services and other departments linked with safeguarding.</p> <p>Criminal Record Checks – This post is regarded as a sensitive post</p> <p>All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an ‘unspent’ conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).</p> <p>Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.</p> <p>Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.</p>	

Person Specification:	Chief Nursing Officer (CNO)		
Criteria	Essential	Desirable	Assessment Method
Knowledge, Skills & Experience			
10 years' relevant post-qualification experience demonstrating significant experience in leadership and management.	✓		A/I
At least 5 years' experience working in a clinical role in an acute hospital environment	✓		A
Evidence of operating in a leadership role including overseeing, assuring or delivering strategic change to secure improved outcomes for patients within available resources	✓		A/I/R
Extensive knowledge of the whole health system to enable appropriate decision making on area-wide issues, taking into account legal, ethical and regulatory requirements associated with large scale change and public consultation	✓		A/I/R
Able to build a shared focus on the model of person-centred outcomes, including fostering good working relationships between diverse professional teams with different plans to achieve the best outcome for the individual and their family	✓		I/R
A thorough understanding of current issues relating to professional nursing practice	✓		A/I/R
Knowledge and delivery of effective governance/accountability systems to secure quality, performance and Value for Money (VFM) improvement at both organisation and system level	✓		A/I/R
Excellent understanding and evidence of successful financial management of large budgets.	✓		I/R
Significant experience of successful people management and effective leadership including effectively leading multi-professional teams	✓		A/I/R
Confident with HR policies and procedures and demonstrable evidence of successfully managing significant numbers of staff.	✓		A/I/R
Experience of leading, implementing and evaluating complex change successfully	✓		A/I/R
Ability to think and act strategically and to articulate a clear sense of direction and vision to a diverse audience	✓		I/R
Effective written and IT communication skills including analysis and presentation of reports	✓		A/I/R
Able to give effective oral presentations when expressing ideas to groups or individuals	✓		I/R
Ability to make positive contribution to H&SS and handle constructive challenge	✓		I/R
Ability to command the respect of clinical staff, academics and managers	✓		I/R
Ability to analyse complex issues and make decisions	✓		I/R

Person Specification:	Chief Nursing Officer (CNO)		
Criteria	Essential	Desirable	Assessment Method
Knowledge, Skills & Experience			
Excellent negotiating / influencing skills and the ability to build effective relationships with a range of stakeholders and in a complex environment	✓		I/R
Ability to relate to groups and individuals at all levels	✓		I/R
Able to work effectively both independently and as part of a team	✓		I/R
Able to offer encouragement and support to others to foster both personal and professional development	✓		I/R
Knowledge of revalidation	✓		A/I/R
Able to offer encouragement and support to others to foster both personal and professional development	✓		I/R
Evidence of Project Management Experience		✓	A/I/R
Wide knowledge of developments associated with the Islands Plan		✓	I/R
Personal Attributes:			
Align with FIGs Core Values – Diverse, Professional, Resilient & Resourceful	✓		A/I/R
Ability to manage competing demands	✓		I
Ability to enable diverse and competing teams and individual staff to focus on person centred outcomes	✓		I
Ability to deliver challenging messages whilst maintaining confidence of the profession	✓		I
Demonstrates appreciation and acknowledgment of the range and complexities of diversity; self-awareness in terms of emotional intelligence, biases and personal triggers; cultural competence – cultural sensitivity and awareness	✓		I
Decisive leader, able to translate strategy and analysis into practical actions	✓		I
Self-confidence and personal drive	✓		I
Effective leadership style with a track-record of implementing change	✓		I
Resilient and calm under pressure	✓		I
Flexibility and capability to response effective to changing service needs	✓		I

Person Specification:	Chief Nursing Officer (CNO)		
Criteria	Essential	Desirable	Assessment Method
Personal Attributes:			
Ability to deescalate difficult situations and agree negotiated outcomes	✓		I
Qualifications & Training			
Registered Nurse on NMC Register	✓		A
Educated to master's degree level, or equivalent work experience at an equivalent level	✓		A
Evidence of continuing personal and professional development	✓		A
Professional leadership /health management qualification/experience	✓		A
Postgraduate qualification in healthcare subject		✓	A
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job in your application form by giving clear, concise examples of how you meet each criterion.			

Method of assessment:

A - Application Form I - Selection Interview

R – Reference

O - Other