

<b>Role</b>	<b>Clinical Lead – Virtual Wards</b>
<b>Responsible to</b>	<b>Virtual Ward SRO and ICB Medical Director</b>
<b>Accountable to</b>	<b>Virtual Ward Steering Group</b>
<b>Hours</b>	<b>0.5-1.0 WTE</b>
<b>Remuneration</b>	<b>To be agreed, dependent on professional background and experience</b>
<b>Term of Appointment</b>	<b>Until March 2024</b>
<b>Notice Period</b>	<b>12 weeks</b>

### **CLINICAL LEAD – Virtual Wards**

SE London has ambitious plans, in line with national expectations, to develop 800-1000 virtual ward beds over the next 2 years and to significantly increase our remote monitoring offer to support residents to stay well at home.

#### **ROLE PURPOSE**

The post holder will be an experienced clinician who can provide leadership, direction and stewardship of the development of virtual wards across South East London.

The priorities for year one are likely to be to:

- Lead on establishing a community of practice that promotes the effective sharing of best practice, champions ideas and innovation and encourages co-production of solutions to shared challenges
- Develop strong relationships with clinical and operational leads across place-based virtual ward teams to provide effective support and challenge, based on robust evidence, to improve clinical outcomes for patients
- Work with place-based virtual ward teams to review virtual ward processes and utilise data to optimise current processes and inform the development of new pathways
- Represent the SEL ICB and our 6 place-based virtual ward teams in regional and national virtual ward forums, influencing policy and direction to the benefit of the SEL population.
- Champion the Virtual Ward Programme with clinical and professional leaders across South East London, including but not limited to leaders supporting primary and community care, secondary care, local authority, digital enablement and workforce redesign.
- Lead on developing a robust clinical evidence base for the effectiveness of different virtual ward models and approaches, and use this evidence to influence development of virtual wards across South East London.

## **Main Responsibilities**

The following are the key requirements identified for this role and the approaches needed for them.

### **Clinical and Professional Leadership**

- To think strategically and as part of a system, demonstrating good knowledge of the challenges currently facing our healthcare and social system as well as the opportunities to work in a more integrated way including across organisational boundaries
- To champion the delivery of care through transformational models to deliver the best outcomes for our patients
- To offer expert clinical and professional experience and advice into any new pathways and ensure that more care is delivered in the community with the appropriate resources
- To provide leadership and expertise to the Virtual Ward Programme and lead the clinical development and delivery of the ICS vision for Virtual Wards, whilst respecting the principle of subsidiarity.
- To be a trusted and respected point of contact for internal and external stakeholders
- To take an active role in the establishment and development of the clinical and professional forums which enhance engagement with, and support for, our front-line teams in the development and delivery of transformational programmes.

### ***Design & Delivery***

- Set directives to embed innovation in virtual ward models at South East London and place level
- Incorporate current health policy and national guidelines into the complex change process
- Work collaboratively to ensure change is implemented within agreed timescales and that risk and issues are appropriately managed
- Systematically assure that patients' views and needs are driving decision making
- Work in partnership with other SEL and place-based clinical and professional leads in the development of detailed implementation plans, taking a lead role in achieving clinical and professional buy-in
- Utilise appropriate methodologies to identify key opportunities and support system wide solutions

### **Contacts and relationships**

- Connect and build trust with colleagues and patients across traditional boundaries, including links into place - developing strong networks and

relationships that work in service of patients over organisations, places or professional groups.

- Positively engage with external agencies and act as advocate for the organisation
- Actively look for potential opportunities with key contacts to improve overall service delivery and performance

### **Clinical/service decision-making**

- Make sound operational and clinical judgements that ensure safe and effective service provision
- Listen with compassion to the needs, hopes and challenges of those they work with and serve, using this understanding to actively involve others in the decisions that affect their lives.
- Support and advise the ICS to gather, verify and assess all appropriate and available information to gain an accurate understanding of the situation.

### **Service delivery and outcomes**

- Ensure that the needs of patients and service users and their carers are at the core of the way SEL ICS delivers services
- Catalyse and embed ways to test and share new and innovative ideas and approaches that improve how we design and deliver care to our patients and population
- Ensure that service delivery is person centred, outcomes focussed and protective of individual service users' dignity
- Support the effective and efficient deployment of resources to achieve agreed outcomes and targets
- Work as a team member developing and maintaining effective working relationships
- Keep up to date with relevant policies and procedures

### **Creativity and innovation**

- Encourage and test new ways of working together, collaborating and learning from each other to achieve our collective ambition to improve the health and wellbeing of our population
- Seek out and embrace different ideas, perspectives and challenges - being able to adapt and change course by continually learning from others around them.
- Take an innovative and creative approach to solving problems
- Consider innovation in the workplace an ongoing responsibility and welcomes change as an integral part of both individual and organisation development
- Act as a positive role model for innovation and a facilitator for change

### **Planning and organising**

- Develop practical and realistic plans to achieve outcomes/objectives
- Consider the wider implications with regards to skills, resources in achieving plans/ outcomes/objectives
- Ensure appropriate resources and levels of capability to deliver priorities
- Take responsibility for delivery of plans, outcomes and objectives which may involve coordinating and organising others

### **Communication**

- Actively contribute to a culture of positive communication
- Support the borough leads to deliver presentations and training internally to staff and externally to partners/ agencies, where appropriate
- Support the borough lead with CQC inspections, service developments and other relevant tasks, where appropriate to the remit

### **Financial Management**

- Effectively manage resources within your control

### **Personal development**

- Continually develop own clinical knowledge and practise with respect to service speciality
- Maintain professional registration relevant to the role (e.g. GMC, NMC, etc.)

### **Equality and Diversity**

- Act in ways that support equality and value diversity
- Help to develop and maintain an organisational culture that supports equality and diversity.

### **Eligibility**

- Candidates must currently work regularly in south east London and utilise their connection and knowledge of the SEL system to ensure the delivery of high-quality care for SEL patients.

### **Important note: Covid Vaccination Requirement**

The Government has formally announced it is pausing the regulations requiring specific healthcare sector roles to be fully vaccinated (1st & 2nd dose) against COVID-19, subject to government consultation. Should the regulation remain in effect and in force after the consultation process, this post may be identified as requiring full COVID-19 vaccination as a condition of employment unless an individual is medically exempt and we will ask for proof of vaccination during the recruitment process.

## Person Specification

### Qualifications

- Registered healthcare professional in the SE London ICS system
- Qualification or evidence of special interest in lead area

### Knowledge

- Knowledge and understanding of health, care and local government landscape, and integrated care agenda
- Knowledge and understanding of population health inequalities and how this impacts people's outcomes and experience of health and care provision
- Understanding of the SE London system and its population

### Experience

- Experience of working within the SEL ICS health and care system
- Making sound operational or clinical judgements that ensure safe and effective service provision
- Proven ability to engage people by the way they communicate and interact, including members of the public, clinical and professional leaders
- Working across boundaries and collaborative working, including with communities
- Experience of using data to drive service improvement

### Attitude

- Ability to enthuse and motivate others
- Commitment to principles of promoting equality and respecting diversity
- Commitment to improving the health, care and wellbeing of SE London's population
- Determination and ability to navigate complexity and ambiguity in an effective way
- Encourage and test new ways of working together, collaborating and learning from each other to achieve our collective ambition to improve the health and wellbeing of our population

### Skills

- Strong interpersonal and communication skills and ability to maintain a positive and constructive profile
- Ability to influence and persuade, articulate a balanced view and encourage constructive debate with the confidence to question and challenge effectively
- Ability to manage multiple stakeholders
- Ability to demonstrate effective system leadership behaviours