

ROLE PROFILE

Clinical Lead

About Us

Rowans Hospice is a charity that provides free care and support to adults and their families living in the Portsmouth and South East Hampshire region who have a life-limiting illness. Established in 1994, our income is generated by ongoing support of the local community, donations, legacies, fundraising and through our retail shops.

Many people think that hospices are all about dying, but through our many different services, we support people to live as well as they can with their illness. From the moment of diagnosis through to bereavement support. Our Living Well Services put an emphasis on living with a life-limiting illness and patients and carers can drop in and gain advice and support to maintain individuals' resilience.

The Hospice is also supported by an assembly of volunteers, from various backgrounds and ages who are crucial in supporting the teams to ensure people live well to the end of their life and attain a good death within a caring and compassionate environment.

Our Values (THRIVE)



Trusting others to keep their commitments
Creating a safe environment for colleagues, partners and service users
Trusting colleagues as competent in their field



Being open when things don't go well, and seeing these as opportunities to improve
Creating loyalty through integrity and transparency
Fairness and openness in how we treat one another



Respecting others' opinions, and strengths that are different to our own
Operating with dignity, humility and compassion in all we do
Respecting confidentiality and boundaries within our work



Increasing our reach of care through working collaboratively and raising the impact of our work
Ensuring all our actions have a positive outcome for patients and colleagues
Understanding the emotional toll that our work has on each other



Recognising and acknowledging achievements, and celebrating success
Investing the time in each other to share stories and experiences
Celebrating the value we bring to our community, and how important our community are to us



Embracing change and innovation, staying relevant to meet the population need and communities we don't reach
Being committed to developing ourselves and creating an environment for progression
Commitment to changing at a sustainable pace, communicating our direction and plans

Your Role

The Clinical Lead will provide senior clinical leadership across Rowans' services, including the In-Patient Unit, Hospice at Home, Living Well Services, Discharge Team, and our Palliative Care Support Hub. The post holder will provide continuity of leadership, decision making, direction setting, and appropriate challenge to the clinical directorate. The role includes both leadership and some direct clinical practice, with in-reach to the Emergency Department alongside our Emergency End of Life Response Service and providing telephone support via the Palliative Care Support Hub to professionals and the public.

The post holder will be responsible for the line management and professional development of Senior Clinical managers; there is a requirement for the post holder to be an experienced and credible clinician with relevant and up to date knowledge of palliative and end of life care issues.

Reporting to the Clinical Director, you will play a key role in delivering Rowans' Clinical Strategy and supporting our Strategic Plan alongside our clinical priorities, ensuring we continue to provide the highest standards of holistic, person-centred palliative care.

We are proud of our CQC Outstanding status, reflecting our compassionate, innovative, and high-quality approach to care.

Job Purpose

This is an exciting opportunity for an experienced Registered Nurse with extensive expertise in palliative care to lead, influence, and develop services at Rowans Hospice.

You will:

- Provide strategic and operational leadership to clinical teams.
- Hold direct line-management responsibilities.
- Drive service development and quality improvement in line with national frameworks.
- Champion person-centred care and support staff wellbeing, resilience, and professional growth.
- Act as a clinical resource and role model, working in partnership with patients, families, NHS colleagues, and community partners.
- Act as an ambassador for the Hospice, ensuring the voice of patients and carers is heard and informs service development.
- Collaborate with NHS, statutory, and voluntary partners to ensure a joined-up approach to meeting the palliative needs of the local community.
- Be the point of escalation for clinical matters, providing advice and support to clinical staff and deputising for the Clinical Director as required.

Key Responsibilities

Clinical Leadership & Governance

- Lead the delivery of safe, evidence-based, holistic palliative care across all services.
- Ensure compliance with CQC, NICE, and clinical governance standards.
- Act as deputy Controlled Drugs Accountable Officer.
- Promote reflective practice, clinical debriefs, and continuous quality improvement.

Operational Management

- Provide day-to-day operational support, ensuring safe staffing and effective rotas.
- Lead recruitment, induction, and performance management of staff.
- Chair clinical management and multidisciplinary team (MDT) meetings.
- Manage complaints, incidents, and safeguarding concerns appropriately with relevant leads.
- Use leadership techniques to challenge professional standards and drive positive change.

Workforce Development & Culture

- Support staff learning, development, and resilience.
- Mentor and develop senior clinical leads and emerging leaders.
- Foster a positive, compassionate, and collaborative workplace culture.
- Ensure staff feel empowered, listened to, and supported to raise concerns and contribute to improvements.

Quality & Compliance

- Monitor and audit clinical outcomes, record keeping, and medicines management.
- Embed robust risk management and health & safety practices.
- Ensure confidentiality and GDPR compliance in line with Caldicott principles.

Strategic & Partnership Working

- Work with the Clinical Director to deliver Rowans' Clinical Strategy and operational priorities.
- Contribute to business planning, KPI development, and budget management.
- Build effective partnerships with NHS Trusts, Primary Care, other Hospices, and voluntary sector organisations.

Person Specification

Essential

- RGN qualification with active NMC registration (Parts 1 or 12).
- Master's level study or equivalent experience.
- Minimum 5 years' experience in specialist/palliative care.
- At least 2 years' experience in a management or senior leadership role.

- Strong leadership and change management skills.
- Excellent communication and interpersonal skills.
- Proven ability to deliver high-quality, evidence-based care.
- In-depth knowledge of symptom control and palliative care philosophy.
- Understanding of third-sector/independent provider care models.
- Emotional resilience and ability to work effectively in end-of-life care environments.

Desirable

- Teaching qualification or equivalent teaching/mentorship experience.
- Experience in clinical leadership mentorship.
- Familiarity with clinical databases (e.g., SystmOne).
- Experience in service development and quality improvement.

Values & Behaviours

We are looking for a leader who will embody and promote our values:

- Compassion, empathy, and respect in all interactions.
- Integrity, honesty, and transparency in leadership.
- Collaboration with patients, families, colleagues, and partners.
- Commitment to continuous learning and improvement.
- Emotional intelligence, resilience, and adaptability.

Additional Information

- Flexibility is required to meet the changing needs of the Hospice.
- Commitment to Rowans Hospice's Code of Conduct, equality policies, and mandatory training is essential.

Please note that this job description is not exhaustive, and you may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Rowan's Hospice is committed to equality of opportunity and to eliminating discrimination. All employees are expected to follow our Code of Conduct and comply with policies and procedures. They must also undertake specific training and assume responsibility for safety relevant to specific roles.