



NHS

**North London
NHS Foundation Trust**



Chief Nursing Officer

Candidate information pack

October 2024

Better Mental Health. Better Lives. Better Communities

HH Hunter
Healthcare

Welcome from the Chief Executive

Hello, and thank you for your interest in becoming the Chief Nursing Officer at North London NHS Foundation Trust.

We are seeking a kind, compassionate and inclusive Chief Nursing Officer to help us realise our ambition to offer cutting-edge local, preventative, co-produced, person-centred mental health and wellbeing support to our service users and communities.

This is an incredibly exciting and important time in our journey as we form North London NHS Foundation Trust, and we are seeking an exceptional **Chief Nursing Officer** who has the energy and passion to make a sustainable and lasting difference to our populations and those we care for. This is a once in a generational opportunity at the heart of our organisation to develop excellent mental health services across North London.

As a member of the Trust Board and executive team, you will share accountability for the overall delivery of quality, performance and financial sustainability, and will role model our values, supporting positive and mutually respectful

relationships at all levels in the organisation, acting with kindness and championing inclusion at all times.

The role requires an individual with a passionate and forward-thinking approach to clinical leadership, quality and improvement.

Our ideal Chief Nurse will have either a mental health or community health nursing background, will need to demonstrate clinical excellence and innovation in healthcare, and possess the ability and charisma to engage staff and stakeholders on a national stage.

For an information conversation about the post, please contact our recruitment partner, Finn McNulty at Hunter Healthcare on 07966 006091 or by email via fmcnulty@hunterhealthcare.com. We look forward to hearing from you.

Yours sincerely,

Jinjer Kandola MBE
Chief Executive
North London
NHS Foundation Trust



About Us

On 1 November 2024, we became the new North London NHS Foundation Trust (NLFT).

This follows several years where Barnet, Enfield and Haringey Mental Health NHS Trust and Camden and Islington NHS Foundation Trust have been working together as the North London Mental Health Trust, with a single Chair, Chief Executive and Executive Team. Our Trust Strategy was launched in May 2023 and in July 2023, our Board took the decision to merge formally and create a new Trust.

We serve a very diverse population of 1.8 million people across the London Boroughs of Barnet, Camden, Enfield, Haringey and Islington. We have a combined annual budget of £670 million and employ 6,000 staff.

We provide all age acute and community mental health services across North London, as well as some services regionally and nationally. These include:

- General Adult Services (Inpatient Services, Crisis Services, Community Services, Talking Therapies)
- Rehabilitation Services
- Children and Young People Mental Health Services
- Older Adult Services
- Learning Disabilities and Autism Services.

Our specialist services include:

- Forensic and Prisons Services
- Substance Misuse Services
- Perinatal and Maternal Mental Health Service
- Specialist Eating Disorders Services
- Veterans' Mental Health Services.

We provide services to an extremely diverse population across the five boroughs of North Central London, each of which contains a range of population groups and communities, with different needs and different preferences on how they engage with services.

The wider socio-economic determinants of health vary significantly, for example in housing, education, and employment status, all of which we know influence mental health. As a consequence, our communities face unequal health and wellbeing outcomes and overall life expectancy.

Reducing these health inequalities is a key focus for this Partnership. We want to be known for our local preventative work with communities to improve the mental health of everyone in North London. This will mean supporting people to be resilient and have good mental health, and we will offer early intervention for those with mental health problems to prevent these problems worsening.

Our Vision and Values

OUR VISION

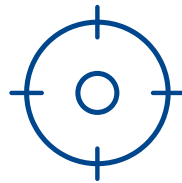
Our Partnership Vision is:

Better Mental Health. Better Lives. Better Communities

OUR VALUES

Our new values have been developed with significant staff input, with over 600 of them attending engagement workshops and feedback sessions and completing surveys. Launched in September 2023, they help us develop the organisation we all want to work for, setting clear expectations about the behaviours we want to see from ourselves and each other, and those we do not want to see.

Our Values are:



We are kind

We are respectful

We work together

We keep things simple

We empower

We are proudly diverse

We show empathy and compassion for one another so we feel supported and safe

We treat one another fairly, with courtesy and honesty, so we feel valued and appreciated

We work as one team across the Partnership and beyond so we feel supported, connected and better able to do our part

We make it easy to do things once, so we are able to focus on doing our job well

We seek ways to improve continuously so we feel motivated and trusted to do our best work well

We celebrate our diversity and ensure inclusivity with opportunities open to all, so we can bring our authentic self to work

Our Five-Year Strategy

Our Purpose

Working with our communities to improve mental health

Our Vision

Better Mental Health, Better Lives, Better Communities

What is the impact?

People are treated in the right place and at the right time for their needs, and are involved in decisions relating to their care

Aim 1:
We will provide consistently high quality care, closer to home

Aim 2:
With our partners in North London and each borough we will ensure equity of outcome for all

What is the impact?

The gap in outcomes between people from different backgrounds will be reduced

Our Strategic Aims

What is the impact?

Staff like the culture at work, they feel they have a consistent team around them, and they have opportunities to develop their career

Aim 3:
We will offer great places to work, providing staff with a supportive environment to deliver outstanding care

Aim 4:
We will be more effective as an organisation by pioneering research, quality improvement and technology

What is the impact?

The care we offer will use the latest best practice to improve outcomes for all



Strategic Objectives 2024/25



Equality, Diversity & Inclusion

To achieve our Partnership Aims and to make a difference for our service users, staff and communities, we need to place deliberate consideration of equality, diversity and inclusion at the heart of our culture. It is important to us that the Partnership moves beyond just complying with our duties to being even more proactive and ensuring equality, diversity and inclusion is evident in all that we do.

We make the following commitments for our service users, staff and communities:

- Our services, both patient-facing and corporate, will be supported and developed to consider the diverse needs of our service users, their families and carers and our staff in everything they do
- Our leaders will be visible, committed to the equality, diversity and inclusion agenda, and actively engaging and listening to service users, staff and our communities, fostering collaboration in the co-production and decision-making about our services
- We will take steps to enhance our understanding of our equality, diversity and inclusion practice
- We will take positive steps to improve representation of diverse groups in our workforce and will ensure barriers to progression for staff in these groups are identified and removed
- We will continually monitor progress and incorporate national benchmarking to improve our understanding of service users, staff and communities



Job Description

JOB TITLE	Chief Nursing Officer
REMUNERATION	VSM incorporating Inner London Allowance
HOURS	37.5
LOCATION & MOBILITY	Your nominal place of work will be the Trust Headquarters at St Pancras Hospital, close to Kings Cross / St Pancras national rail stations. You may however be required to work at other locations as required in response to the demands of the service. This includes travel to meetings, some of which may be outside of the boroughs that the Trust serves
ACCOUNTABLE TO	The Chief Executive
RESPONSIBLE TO	The Chief Executive

JOB SUMMARY

This is a key post in the organisation and is a voting Board Executive Director. The post holder will report directly to the Chief Executive and be a member of the Executive Team.

The role will work closely with the Chair, Chief Executive, members of the Board, the Council of Governors, the Executive Team, and other senior colleagues internally and externally.

The post holder is responsible to the Chief Executive for taking forward all aspects of the Chief Nursing Officer agenda. They will provide expert nursing advice and strategic vision for the future of the nursing and Allied Health Professionals (AHP) workforce within the Trust.

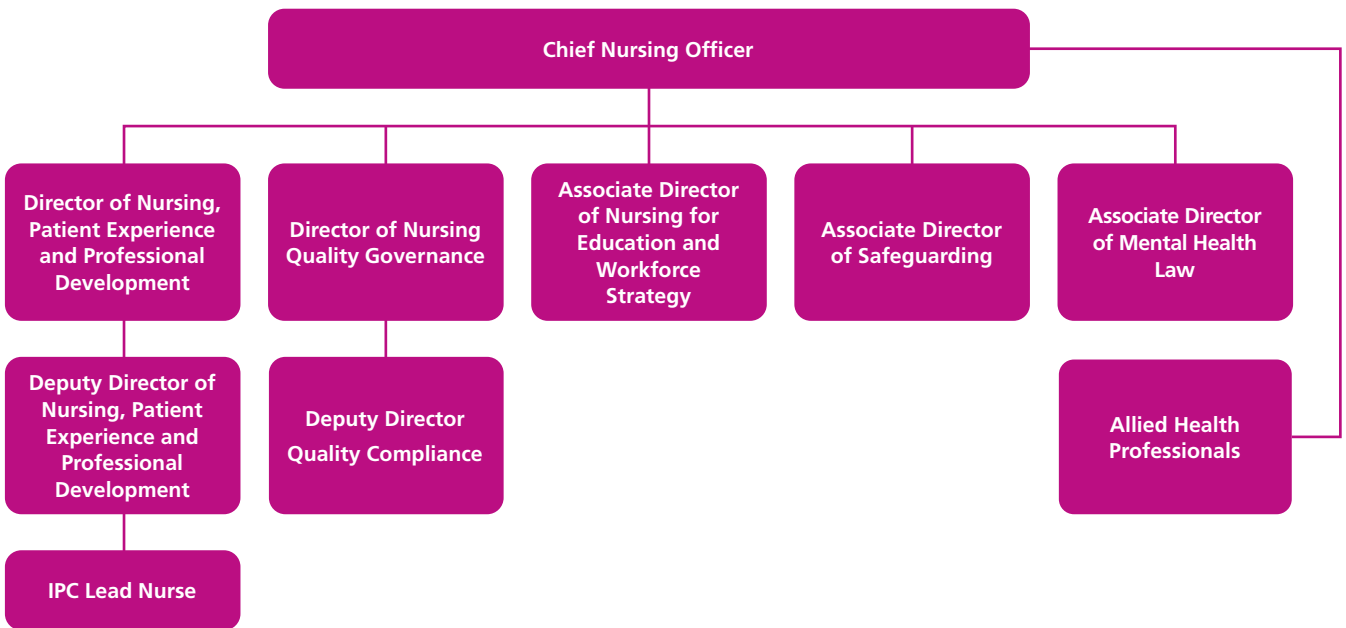
They will be accountable to the Chief Executive for ensuring high quality healthcare is provided across the Trust and provide professional advice to the Chief Executive and the other Board members on nursing and AHP leadership, quality governance and patient safety issues.

They will ensure that the Trust places the quality of care and patient safety at the heart of our work, and that regulatory and risk management requirements are satisfied. They will also ensure the development of quality systems and control processes which will establish safe and consistent service delivery and monitoring arrangements to ensure that remedial action is promptly taken where risk is identified.

The post holder will also ensure NLFT is represented externally through their involvement in strategic and clinical issues affecting the Trust at system, regional and national level.

The post holder will be expected to provide professional leadership and management to develop AHPs, nurses, and support staff across the Trust, have oversight and management responsibilities of mental health law, clinical and non-clinical risk management, patient safety, clinical audit and effectiveness, patient experience and involvement, complaints, infection prevention and control, physical health, safeguarding adults and children and clinical negligence legal claims.

CHIEF NURSING OFFICER ORGANISATIONAL STRUCTURE



KEY RELATIONSHIPS

- CEO
- Chair
- Other Executive Directors
- Other NEDs
- Divisional leadership teams, clinical and non-clinical staff, service users, carers and families and direct reports
- Executive Directors of NCL ICS and other NHS organisations
- Key stakeholders at NHS England and Improvement
- Regulatory bodies including CQC and professional registry bodies, i.e. NMC

KEY RESPONSIBILITIES

Professional Leadership

- Provide professional leadership for all nurses and AHPs within the Trust and create a culture which values continuing professional and practice development and strives for excellence in the delivery of patient care and experience.
- Ensure that all members of the Nursing and AHP workforce are competent, undertake continuous professional development, are appropriately supervised and appraised.
- Establish that the standards of care and service delivered by nurses and AHPs represent current best practice, comply with professional standards and conform to clinical governance guidelines, underpinned by appropriately documented policies and procedures.

- Lead, in conjunction with other members of the executive management team, the development and implementation of workforce plans for nurses and AHPs which balance the need to deliver the highest standards of care and service, whilst delivering value for money.
- Develop, implement, and evaluate strategies to enhance the contribution of nurses and AHPs, ensuring these strategies are consistent with the organisation's overall strategic direction.
- Act as the external link with the Nursing and Midwifery Council, Department of Health and Social Care Chief Nursing offices, commissioning colleagues and regulatory bodies e.g., CQC.

Patient Care

- Lead the development and implementation of strategies to improve the experiences of those who use the services, and their careers, including ongoing satisfaction measures that influence planning and modernisation programmes.
- Ensure that the quality of services is reviewed on an ongoing basis, with investigation into areas of concern, and action taken to address any concerns.
- Develop a culture of innovation and quality in nursing practices to improve services, ensuring staff are fully informed and engaged in the planning and development of services provided to service users and carers.
- Maintain appropriate arrangements that capture concerns or formal complaints registered by service users and/or members of the public and provide meaningful and proactive responses within statutory timescales as applicable.
- Provide leadership in the development and implementation of a quality improvement strategy for NLFT, to provide a 'patient focused' service.

Governance and Assurance

- In conjunction with the Medical Director, lead, develop, maintain, and oversee the delivery of an ongoing strategy for clinical governance across the Trust that optimises patient safety and continued compliance with all clinical standards.
- Be accountable for the oversight and effectiveness of the Trust's integrated governance and assurance framework, ensure that there are robust systems in place to support all aspects of governance and control for risk management and that all systems and policies are applied in accordance with agreed policy.
- Ensure that the Board has sufficient and appropriate advice and information to be able to manage and mitigate all aspects of risk within the Trust. To ensure that risk registers are maintained, reviewed, and used proactively across both Trusts' service and corporate areas.
- Support the effective functioning of the Board by ensuring that the key actions are delivered as required by the Chair and Chief Executive.
- Demonstrate that systems and processes of incident management are in place to monitor, mitigate and address risk across the Trust, to capture and report on Serious Incidents at all levels and to monitor follow up actions. Continuously review performance against plans and take action as necessary.
- Advise the Board and Management Team on all relevant issues pertaining to patient safety and safeguarding, ensuring that regular reports are provided on serious incidents and trends within the Trust.
- Put in place systems and processes to monitor compliance with key external service/clinical standards (e.g. CQC Essential Standards and NICE guidelines) and to monitor the implementation of key clinical reviews undertaken by external bodies.

Corporate

- Work closely with the Chief Medical Officer as the two professional advisors to the Board and contribute actively to the development of strategy and all major development and investment decisions which impact upon the Trust through membership of the Executive Team.
- Develop a cohesive, motivated, and high performing team, ensuring the effective management of functions within areas of responsibility.
- Promote a positive image of the Trust with appropriate external agencies and the public.
- Communicate highly complex, sensitive, or contentious information at all levels within and across organisations, using highly developed negotiation skills persuasion and diplomacy skills.
- Participate in the Director on call rota.

Infection Control

- Fulfil the duties of the Director of Infection Prevention & Control (DIPC) by ensuring that systems are in place to ensure full compliance with the Health & Social Care Act "Hygiene Code."
- Chair the Trust's Infection Control committee, ensure that the policy framework is consistent with statutory and regulatory requirements, and that the infrastructure is adequately resourced and fit for purpose. Ensure the Trust teams actively manage HCAI cases and outbreaks, that all such cases are subject to review to establish root cause.
- Report directly to the Boards on all matters related to infection prevention and control and ensure that the Board receives an Annual Report on infection control.
- Ensure that purchasing, maintenance, training and decontamination arrangements of medical devices adhere to the highest standards.

Research and Development

- Actively disseminate and communicate with clinical teams about advancements that promote high quality care.
- Ensure that strategies and frameworks are in place across the service, which support the participation in audit and research both within the service and outside.

Financial Management

- Share corporate responsibility for the financial performance of the Trust, including the achievement of financial targets. Promote the effective use of the organisation's financial, physical and human resources.
- Accountable for the Nursing, Quality & Governance directorate budget ensuring the effective use, monitoring and management of this budget. This will include prioritisation, budget setting, budget management, supervision of delegated budget management, and control and procurement of capital equipment.
- Comply with the Trust's Standing Orders and Standing Financial Instructions and ensure effective corporate governance.
- Contribute to the Trust's CRES targets and ensure value for money is delivered for all resources within sphere of responsibility.

Human Resources

- Responsible for ensuring an effective system of performance management, including appraisal and personal development for all direct reports, and their staff, including active succession and workforce planning. Ensuring direct reports are aware of their managerial responsibilities for human resource issues.
- Participate in workforce planning for clinical teams to support effective use of the clinical workforce.

External Trusts and Relationships

- Ensure the Trust is represented at relevant meetings of national, regional, and local organisations and professional bodies as required.
- Provide advice and support to the Chief Executive, Joint Chair and the Executive Directors on all matters relating to statutory and legislative requirements relating to Patient Safety and Quality
- Work with other colleagues to deliver on the Anchor Programme across the Trust.
- Lead in building relationships for health and service improvement with NCL partners across the Integrated Care System, including CCGs, other trusts and local councils in Barnet, Enfield, Haringey, Camden and Islington. Develop and foster effective Trust working with other stakeholders, external agencies, and healthcare providers.
- Develop and support a culture which supports active and effective engagement of patients, staff, local community organisations and the public in the business and development of the Trust.

ADDITIONAL INFORMATION

Raising Concerns at Work

You are contractually bound to the duties and expectations set out within the NHS Constitution and therefore should raise any genuine concerns of risk or wrongdoing. If you are a professionally qualified member of staff, you have a further professional duty to put the interests of the people in your care first and to act to protect them if you consider they may be at risk.

In using the term 'in your care' we are referring to those you come across or know about, and not just those that you deliver specific care to or have direct clinical or managerial responsibility for. If you do not report concerns in your workplace, it may bring your fitness to practice into question and place your professional registration at risk. Just as raising concerns represents good practice, 'doing nothing' and failing to report concerns is unacceptable.

Health and Safety at Work Act

You must be aware of the responsibilities placed upon you under the Health and Safety Act 1974 to ensure that agreed procedures are carried out and that a safe working environment is maintained for patients, visitors and employees.

Equality and Respect

We are committed to treating all our staff and patients with dignity and respect. You are responsible for behaving in a way that is consistent with these aims. You must undertake your duties in a manner which promotes equality for all and provides an environment in which the dignity of individuals is respected and free from workplace harassment and bullying.

Professional Conduct

You must comply with your appropriate professional body and code of conduct that is relevant to your profession e.g., NMC Code of Professional Conduct for Nurses, Midwives and Health Visitors, Code of Conduct for NHS Managers.

Responsibility for Data Quality

All staff that record information have a responsibility to ensure that the data is relevant, accurate, complete and captured in a timely manner so that it is fit for purpose. Staff must follow the agreed Trust policies and procedures and be mindful of the seven-information management Caldicott principles when dealing with data belonging to the organisation and person identifiable information.

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

Mandatory Training

All staff are required to attend any training designated by the organisation and/or service as mandatory (compulsory) for the position held or to provide evidence of previous, recent equivalent training at a level appropriate to the post held.

Risk Management

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions. Managers have an additional responsibility to ensure that staff receive appropriate training, that they have a local risk register that is regularly monitored and reviewed with significant level risk reported as per the Trust's procedures.

Infection Control

All staff will be expected at all times to practice in accordance with the infection control standard specified in the policies of the organisation.

Health Promotion

We are committed to helping people live a healthier life. All staff are encouraged to make healthier choices and to be aware of the range of health promotion information and local policies that support the promotion of health and the prevention of ill health e.g. food and nutrition, stress management etc.

Smoking

We have a smoke free policy. Smoking will not be permitted on any of our premises (including the grounds that those premises are sited on) or in any Trust-owned vehicle. Applicants should be aware that it will not be possible to smoke throughout working hours.

Safeguarding Children and Vulnerable Adults

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Familiarisation with, and adherence to the appropriate organisational safeguarding policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults.

Person Specification

QUALIFICATIONS

Essential requirements:

- Registered Nurse – RMN
- Graduate level education and/or professional qualification in an NHS Mental Health provider organisation
- Educated to master's degree level or equivalent demonstrable experience, preferably supported by a formal management/ business qualification

EXPERIENCE AND KNOWLEDGE

Essential requirements:

- Extensive clinical expertise and knowledge
- Extensive experience in an NHS provider organisation at a senior level
- Track record of achievement as a leader with demonstrated significant successes through building relationships
- Significant experience of working with external stakeholders, including Regulators
- Significant experience of working across Executive Senior Management Teams
- Experience of policy and strategy development
- Demonstrate well developed influencing skills coupled with the ability to tackle difficult situations
- Evidenced experience of working across organisational boundaries
- Experience in the delivery of complex work, incorporating multiple inputs and stakeholders with fluctuating and competing priorities
- Evidence of a collaborative management style coupled with improving quality of service provision at a strategic level
- Experience of working with multiple services or organisational divisions with sometimes opposing objectives to gain consensus
- Evidence of significant programme and project management experience
- Experience of successfully delivering change

PERSONAL QUALITIES

Essential requirements:

- Well-developed influencing skills coupled with the ability to manage complex and difficult situations
- High levels of emotional intelligence and resilience
- Politically sensitive and aware
- Commitment to mental health improvement
- Commitment to Equality, Diversity and Inclusivity
- Able to develop successful relationships with internal colleagues and departments as well as externally with a wide range of stakeholders and work with individuals and groups from a range of backgrounds
- Excellent communication skills, both written and formal

How to Apply

All applications must be received by 22 November 2024.

For a confidential discussion please contact our recruitment partner, Finn McNulty, at Hunter Healthcare on: 07966 006091 or by email at fmcnulty@hunterhealthcare.com

All applications must quote the reference NLMHP and include:

- A full curriculum vitae
- A covering letter (no more than two pages) indicating how you meet the selection criteria and articulating why you are interested in the role
- Contact details for four referees (who will not be contacted without your permission)
- A contact email address and telephone no.
- A completed **Diversity Monitoring Form** and **Fit and Proper Person Monitoring Form**.

Please send all documentation by email to Finn McNulty at Hunter Healthcare on: applications@hunter-healthcare.com

Key Dates:

Application Deadline	22 Nov 2024
Shortlisting	27 November
Stakeholder meeting/interviews	16 December





NHS

**North London
NHS Foundation Trust**



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