Job Summary

We are seeking an experienced and inspiring **Sister** to lead the clinical and operational delivery of our Outpatients Department. This role is responsible for ensuring the highest standards of patient care, safety, governance, and service excellence, while driving departmental growth, performance, and efficiency. You will provide strong leadership to multidisciplinary teams, support staff development and quality improvement initiatives, manage resources effectively, and work collaboratively with consultants, clinicians, and key stakeholders to deliver outstanding patient outcomes and an exceptional patient experience in line with organisational objectives and regulatory standards.

Key Duties I Accountabilities

JOB SUMMARY / PURPOSE

- Provide day-to-day clinical and operational leadership of the Outpatients Department, ensuring a seamless, high-quality service for patients, consultants, and stakeholders.
- Drive departmental growth and performance in line with organisational objectives, quality standards, and KPIs.
- Promote efficient patient pathways, maximising clinical value while enhancing patient experience and operational effectiveness.
- Develop and maintain a skilled, flexible workforce capable of meeting service demands and delivering outstanding care.
- Build strong relationships with consultants, multidisciplinary teams, and external partners to support service development and business opportunities.

RESPONSIBILITIES / DUTIES

- Ensure high standards of patient care, safety, and customer service are maintained in line with hospital policies, regulatory requirements, and best practice guidelines.
- Provide visible leadership and professional support to the department, ensuring staff competencies, training, and skill mix meet operational needs.
- Lead quality improvement initiatives, clinical governance activities, audits, incident investigations, and complaints management, implementing effective action plans where required.

- Support the planning, implementation, and growth of new services and clinics in collaboration with key stakeholders.
- Work closely with clinical and operational teams to ensure accurate record keeping, effective patient pathways, and smooth clinic operations.
- Develop a culture of continuous improvement, accountability, and excellence, with a focus on patient outcomes and experience.
- Act as a key liaison between consultants, nursing teams, patient services, and the wider multidisciplinary team
- Ensure patient environments meet high standards of cleanliness, safety, dignity, and infection prevention.

CLINICAL PRACTICE

- Lead and promote evidence-based practice, innovation, and continuous improvement in clinical care delivery.
- Ensure robust systems are in place to monitor, maintain, and improve clinical standards across the department.
- Drive improvements in patient outcomes, patient experience, and service quality through effective governance and benchmarking.
- Support holistic patient care, including education, discharge planning, care coordination, and advocacy.
- Maintain strong relationships with patients, relatives, and carers, ensuring compassionate, safe, and dignified care.
- Ensure compliance with infection prevention, risk management, documentation, and care planning standards.

CLINICAL LEADERSHIP

- Lead, motivate, and develop a multidisciplinary team, creating a positive and high-performing culture.
- Provide clinical and managerial supervision, coaching, and professional leadership to all staff.
- Act as a credible clinical role model, promoting best practice and professional standards.
- Ensure departmental compliance with governance frameworks, regulatory requirements, and professional guidelines.
- Monitor departmental performance through audits, reviews, and regular team engagement, implementing improvements where required.
- Support succession planning and workforce development through competency assessment and performance management.

EDUCATION, TRAINING AND DEVELOPMENT

- Ensure all staff have current development plans, appraisals, and opportunities for professional growth.
- Support senior staff in developing leadership and people management skills.

- Monitor compliance with mandatory and statutory training requirements.
- Identify departmental training needs and support programmes that enhance service delivery and clinical excellence.

- Ensure learning from incidents, complaints, audits, and investigations is shared and embedded into practice.

ORGANISATION AND MANAGEMENT

- Lead the effective management of patient feedback, complaints, risks, and service issues, ensuring timely resolution and continuous improvement.
- Monitor staffing levels, resource utilisation, and departmental performance to meet patient demand safely and effectively.
- Oversee standards of cleanliness, environment, and service provision within the department.
- Contribute to strategic and operational planning to support service development and organisational objectives.
- Ensure compliance with HR policies and support effective workforce management.

FINANCE

- Manage departmental budgets and resources effectively, ensuring services are delivered within agreed financial parameters.
- Support the financial performance of the hospital by identifying efficiencies, cost-saving opportunities, and areas for growth.
- Oversee the management of staffing resources, equipment, supplies, and maintenance requirements.
- Monitor and improve departmental performance against agreed KPIs, including workforce metrics, clinical quality indicators, and patient satisfaction measures.
- Contribute to business planning and the ongoing development of outpatient services.

KEY ACCOUNTABILITIES

- Be accountable for the safe, efficient, and effective operational delivery of patient care within the Outpatients Department.
- Ensure appropriate staffing, skill mix, risk management, and patient environment standards are maintained.
- Provide operational management and leadership for all multidisciplinary staff within the department.
- Work collaboratively to maintain compliance with CQC and other regulatory requirements.
- Uphold clinical governance standards that support safe care, excellent patient outcomes, and a positive patient experience.
- Ensure all people management activities are carried out in accordance with organisational policies and procedures.

About You

MUST HAVES

- First Level Registration.
- Educated to degree level or equivalent, or working towards. Evidence of significant Continuing Professional Development.
- Evidence of management experience/training.
- Assessing qualification
- Able to demonstrate practical application of quality standards within the clinical setting e.g. Care Quality Commission, NICE guidance
- Able to demonstrate effective management of, staff and experience and performance
- Able to promote equality, diversity and rights
- Credible clinical expert
- Evidence of research based practice.
- Organisational skills.
- Fully aware of clinical governance agenda.

NICE TO HAVE

- Experience and knowledge within the specialty or related field.
- Proven management skills.
- Evidence of being up-to-date with current issues relating to professional practice.
- Fully aware of principles of infection control.
- Fully aware of health and safety issues.
- Advanced communication skills.

- Assertive, enthusiastic, dynamic.
- Demonstrate initiative, motivation and ability to put things into practice.
- Ability to keep calm under pressure.

Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues.

Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we 'll discuss with you first.

I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review.

Employee Name: …….

Employee Signature: ……

Date: ……

The Health Act 2008

You will carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You will comply with national standards, policies, guidelines and procedures. For further information, please speak with our Infection Control Specialist.

For clinical colleagues with direct patient contact, this will include (but is not limited to):

- compliance with clinical procedures and protocols, including uniform and dress code .
- the use of personal protective equipment .
- safe procedures for using aseptic techniques .
- safe disposal of sharps.

Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Radar system.

Equal Opportunities
At Horder Healthcare, we are proud to champion and celebrate diversity, equity, inclusion and belonging in all areas of our business. We are committed to creating an environment of mutual respect where equal employment opportunities are available to all applicants without regard to protected characteristics by applicable law.

Safeguarding
You will be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.

Confidentiality
You will make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person .