

JOB DESCRIPTION	
Job title:	Divisional Lead Nurse
Team/Department:	Primary and Community Care Division
Location:	Kingston House/ Woodingdean/Primary care practices/
Hours of work:	As agreed, and in accordance with the contract of employment
Job title the post holder will report to:	Divisional Medical Director
Job titles reporting to the post holder:	Advanced Clinical Practitioners Urgent Care Practitioners Lead nurses (Primary care)
Date the role profile was revised:	April 2025

JOB PURPOSE

To work with the Divisional Medical Director to provide clinical leadership and management within the Primary and community care division (P&CC) to all non-medical clinical staff. The post holder will provide professional support, clinical innovation and support clinical governance to ensure safe and effective delivery of care to patients. You will be an experienced Nurse or Paramedic and as part of the clinical and operational team you will provide senior clinical oversight to the services with the P&CC division and will support the development of the division's integrated care services and the future development of primary care nursing.

You will also be responsible for the supervision and first line management of the Advanced Clinical Practitioners (ACP), Urgent Care Practitioners (UCP) and Lead nurses in primary care practices within the P&CC division providing advice, guidance, motivation and leadership to the team. .

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Leadership

- Utilise interpersonal skills to motivate and engage colleagues with delivering a high-quality service to patients.
- Working with the Operational, Quality and Clinical team to support the delivery of the services within the P&CC division.
- Set quality metrics for the team; personal development objectives using PDR and provide regular supervision and support to direct reports Support the P&CC Triumvirate to make sure all staff understand the vision and objectives of the organisation and services.
- Effectively lead and manage the non-medical clinical workforce in the division, providing visible professional leadership and support.

- Act as a central point of contact and communication for all colleagues in P&CC nursing and non-medical clinical teams.
- Manage and support colleagues in line with IC24 policies and procedures, including supervision, absence management, disciplinary and grievance issues.
- Make sure a high standard of recruitment, selection and induction adhering to policy and procedures and ensuring all relevant documentation and evidence is obtained.
- Accept responsibility for line management of the P&CC division ACPs, UCPs and Lead Nurses in primary care practices, providing one to one managerial supervision, maintaining appraisal systems and supporting any disciplinary and performance management issues.
- Role model our four values of Rice, Innovation, Care and Excellence and our organisational cultural pillars to provide clarity, hold colleagues to account, support them to be their best and celebrate their successes.
- Deliver a meaningful Performance and Development Review (PDR), with SMART objectives that reflect IC24 strategy and Divisional business plan objectives.
- Work closely with the divisional leadership team in driving forward improvements within the division.
- Foster a culture that aligns with IC24's strategic objectives and values people (connecting roles to purpose) through engagement and empowerment.
- Lead and drive a philosophy of continuous improvement across the organisation.
- Engage with external stakeholders fostering collaborative working relationships.
- Ensure the implementation and review of the impact of national policy and guidance relating to patient safety and quality issues.
- Ensure continuing professional development and a culture of learning for yourself and the wider divisional team.
- Deputising for the P&CC triumvirate at internal and external meetings.

Quality

- Ensure patient safety and quality meets the clinical governance structures of IC24 and that the highest standards of patient care and safety are implemented.
- Ensure the P&CC divisional team are informed and responsive to trends and themes in complaints and incidents and participate in shared learning, driving quality improvement processes for all staff.
- Liaise with the central audit team to maintain a robust system for audit activity within the division, ensuring all audits are fed back and lessons are identified from audits to drive training and quality improvement.
- Contribute to the development/review of policies / standard operating procedures as required ensuring these are kept up to date and implemented throughout the division.
- Make sure standards of evidence-based care and practice are monitored and evaluated, and act on the findings and lead delivery of actions to improve standards.
- Ensure all colleagues are up to date with their essential learning and other learning identified for quality improvement purposes.

- Ensure the division is compliant with all Safeguarding policies and procedures and liaise with the organisational Safeguarding Lead to enable an effective learning environment.
- Review and ensure alerts requiring action are acted on.

Financial

- Ensure timely processing and authorisation of colleague timesheets or Quinyx attesting.
- Identify and participate in any cost improvement measures in particular assessing for the impact on quality for the division and that any quality issues are raised.
- Ensure a suitable level of understanding within the division with regards to impact on budgets and revenue.
- Work closely with the Recruitment Team in recruiting into vacant posts and retention initiatives.

Performance

- Regularly review and understand key performance indicators ensuring that patients are receiving timely care appropriate to their need.
- Work closely with Operations team in reviewing clinical rotas and proactively mitigate gaps.
- Regularly review and understand the productivity of the workforce and take action on poor performance.
- Provide effective line management support to ACPs, UCP's and Lead nurses in primary care practices ensuring regular managerial supervision, supervisory support, continuing professional development and annual appraisal.
- Keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

VALUES

Respect

We recognise each other's differences and show consideration for one another and the environment we live in.

Innovation

Our people are made to be brave, and at IC24 we celebrate brave ideas and brave people. Innovation is at the heart of what we do. We develop our own clinical systems, which not only demonstrates innovation but value for money too.

Care

We're committed to providing the best possible care to our patients and our people. We believe in getting our patients the right care. For our people, we have a host of health and wellbeing initiatives to make sure they're supported in the workplace. This includes access to free counselling support.

Excellence

We strive to be the best in everything we do. We give our people access to a host of learning and development opportunities, because an investment in our people is an investment in patient care.

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to

help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements		Essential or Desirable
Qualifications & Training	Clinical Professional Registration at degree level	E
	Clinical Assessment and Minor illness qualification	E
	Independent prescriber	D
	Management / Leadership course, module, qualification or equivalent experience	E
	Evidence of continuing education & professional development	E
	Teaching and mentoring experience or qualification	D
Experience	Experience of working within 111/urgent care	E
	Significant post registration experience	E
	Experience of managing staff	E
	Primary Care Experience	D
	Experience of managing diverse and multiple professional relationships	E
Practical / intellectual skills	Up to date clinical skills	E
	Experience of providing professional support/supervision and motivation of staff	E
	Proven oral and written communication skills with the ability to build and maintain good working relationships	E
	Able to manage difficult situations effectively and to work under pressure	E
	Able to prioritise and meet deadlines, working in an organised way with excellent time management skills	E

Requirements		Essential or Desirable
	Effective negotiation skills	E
	Ability to delegate effectively	E
	Effective team player	E
	Knowledge of working within unscheduled care	D
	Evidence of strong and effective compassionate leadership skills	E
General	Compassionate	E
	Motivator	E
	Flexible	E
	Passionate about quality care	E