

Job title	Chief Nursing Officer
Reports to	Chief Operations and Technology Officer
Primary location	London

## Chief Nursing Officer (London)

### About Health Navigator

*“Next generation healthcare companies will compete on measurable patient and system outcomes and the winners will likely be those who outperform the combination of technology and service delivery. At Health Navigator, we bring together the best available medical, managerial and technical skills resulting in new patient-centric interventions delivered by outcome-based business models and contracts.”*

Joachim Werr, MD, PhD, Founder of Health Navigator

Health Navigator is a next generation healthcare company, combining advanced big-data analytics, AI prediction and patient facing services for improved outcomes for high-risk/high cost patient groups. We focus on the 1% of the population who account for 35%-40% of NHS total resources spent. We are currently working with a number of STPs, CCG’s and Hospital Trusts from the NHS and also engaged in one of the largest scientific trials in this area in the UK. Our head office is in London and we have operations in different locations across the UK. We started in 2016 and have grown to some 30 employees.

We have won multiple awards and nominations including:

- One of the companies selected for the Digital Health London Accelerator Program 2018-19.
- “Highly Commended” in final at Celebration of Innovation Awards 2018, West Midlands Academic Health Science Network.
- Winner of the Self Management category in the Medipex Innovation Awards and showcase for 2017
- Nominated as a finalist in the HSJ Value in Healthcare Awards 2017.

One of our key services is Proactive Health Coaching (PHC) – an AI-powered target patient prediction and nurse-led intervention that helps people manage their health through evidence-based support and coaching, thereby preventing 30-50% of unplanned care. To date, Health Navigator have helped improve lives for more than 30,000 patients and have worked alongside them towards better health and improved quality of life



### What’s the purpose of this role?

Based in London, the Chief Nursing Officer has responsibility for overseeing the delivery of our innovative PHC model of care across all different sites in England and encouraging innovation, creativity and strategic thinking about service provision. A member of the senior management team, the role will be integral to the delivery, improvement and transformation of our nurse-led Health Coaching operations, currently deployed across 7 Acute Trust in England

You will hold professional responsibility and provide strategic leadership for the Health Coach profession within Health Navigator. Your leadership will enable the company to achieve continuous excellence, outstanding patient care, financial sustainability and maintain a strong values-based culture. You will work closely with a wide range of internal and external stakeholders and have a track record of delivering results through partnership working and strong engagement.

## Your key responsibilities

Some of the main responsibilities of the Chief Nursing Officer include but are not limited to:

- Provide professional leadership to all nursing staff, fostering a culture of continued professional development, engagement, quality improvement, operational efficiency and patient care excellence.
- Lead on the development, quality improvement and service transformation of our PHC methodology
- Strengthen consistency in ways of working, ensuring that the teams are working according to the methodology and that they achieve expected results and patients' outcomes.
- Work closely with Health Navigator site leaders and local Trust stakeholders to support maximal performance, collaboration and wellbeing for our patients and Health Coaches.
- Participate in and contribute to the audit and service evaluation processes as necessary, contributing to the company's Clinical Governance framework and research methodology.
- Provide advice as required on all aspects of our PHC methodology, in accordance with Health Navigator's procedures and ethical guidelines.
- Work with the central and local teams to identify opportunities for improvement, planning and implementing service transformation and process redesign when needed.

## Your Professional Experience

### Essential

- Educated at first degree level or advanced qualification in relevant health subject or equivalent
- Solid nursing background with experience in nursing management / operations / leadership at senior level
- Understanding of acute, primary and community care
- Strong experience in nursing operations planning, delivery and performance management
- Record of quality improvement and service transformation in clinical and/or business setting(s)
- Experience in managing complex, multidisciplinary stakeholders
- Knowledge of coaching theory and/or motivational interviewing (formal training/qualification not essential but desirable)
- Project design, project management project evaluation skills
- Experience working with business and/or service providers
- Nursing staff professional development, engagement and training experience
- Ability to combine strategic planning and leadership with an operational "can do" attitude
- Excellent verbal and written communication skills

### Desirable

- Relevant postgraduate qualification
- Experience managing nursing teams across multiple locations, ideally across primary/secondary/community care
- Good understanding of the NHS environment, ideally with an Emergency and/or District Nursing context
- Experience with acute/frail patients and or elderly patients with multiple comorbidities
- Patient recruitment-based services, health coaching and/or behaviour change management
- Understanding of the value of technology, innovation and digital in quality improvement, operations and patient experience

### Other

- Works independently and exercises a degree of judgment and adaptability in own decisions and actions
- Proposes solutions to problems which may sometimes be complex; provides supporting information and analysis
- Identifies improvements (to processes or the business) and refers to other colleagues for next actions
- Builds, develops and maintains relationships within the team.

## Personal Strengths

- Patient empathy and excellent attention to detail
- Innovative thinker
- Professional, credible and responsive
- Perform work with highest levels of confidentiality and integrity
- Ability to manage, prioritise and organise own work load and use initiative

**Salary:** negotiable, depending on experience

## Are you up for the challenge?

If you have any questions or would like to discuss the role more, please contact Gerry Rook on 01904 724466. We are looking forward to hearing from you!

*Note: due to the high volume of applications, we will only respond to candidates who have been shortlisted.*