SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Community Clinical Specialist
REPORTS TO	Team Leader, Hospice Community Team
KEY RELATIONSHIPS	The post holder will work closely with the hospice MDT, and in close partnership with GPs, district nurses, acute and community services, social care partners, voluntary sector organisations and other professionals involved in a person's care.
RESPONSIBLE FOR	This role does not have line management responsibility

JOB SUMMARY

The Clinical Specialist will provide specialist palliative and end of life care assessment , advice and support for people, families, carers and professionals across community settings. The Clinical Specialist will work as an autonomous practitioner as a core part of the hospice multidisciplinary team, providing timely decision-making, effective symptom management, crisis response and coordinated care for people with complex palliative care needs.

MAIN DUTIES AND RESPONSIBILITIES

Clinical practice and assessment

- Act as a first point of specialist clinical advice for new referrals and re-referrals, completing holistic assessments and providing clear, timely documentation.
- Undertake specialist assessments in people's homes, hospice clinics and outreach settings, using clinical judgement to identify risk, complexity and priority.
- Provide expert advice on complex symptom management, palliative care emergencies and the safe evaluation of treatment plans.
- Support people, families and carers with clear information, compassionate communication and timely access to hospice and bereavement support.
- Administer prescribed subcutaneous medication in urgent situations where this is clinically indicated, authorised and within competence.
- Provide timely and within scope of (palliative) practice prescriptions in crisis scenarios (if NMP), and effective liaison with the GP as core prescriber to ensure their ongoing, informed, up to date repeat prescribing and their timely provision of non-urgent prescriptions.

Advice line, crisis response and on-call

- Provide responsive specialist telephone assessment, advice and support through the Specialist Advice Line.
- Use triage and clinical decision-making skills to support rapid access, crisis response and appropriate face-to-face visiting.
- Contribute to the community on-call rota, including out-of-hours, weekend and bank holiday cover.
- Work safely when remote working, lone working or responding urgently, maintaining confidentiality and following hospice policy.

Multidisciplinary working and communication

- Work collaboratively across hospice, primary care, community, acute and social care services to support joined-up care.
- Share relevant clinical information clearly and appropriately to support safe care planning, escalation and continuity.
- Contribute specialist palliative care expertise to internal and external multidisciplinary meetings.
- Use advanced communication skills to support shared decision-making with people, families, carers and professionals.

Leadership, governance and service development

- Support continuous improvement in community palliative care, aligned to hospice strategy, local system priorities and relevant national guidance.
- Lead or contribute to audit, clinical governance, incident learning, policy development and pathway improvement.
- Maintain high-quality written and electronic records, including service activity, incident reporting and clinical documentation.
- Manage own workload effectively and contribute to safe caseload oversight, prioritising referrals, advice requests and crisis response.
- Role model compassionate, inclusive and collaborative practice in line with hospice values.

Education, learning and professional development

- Contribute to palliative and end of life care education for nursing, medical, allied health and wider professional groups.
- Act as a visible resource, mentor and role model for colleagues, students and new team members.
- Maintain professional registration and keep clinical knowledge, prescribing practice and specialist skills up to date.
- Participate in appraisal, supervision, reflective practice, learning opportunities and evidence-based service development.

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with individuals in our care, their loved ones and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to individuals and their loved ones, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 2018.

EQUAL OPPORTUNITES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This document sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:
All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.
The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.
In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

PERSON SPECIFICATION
Community Clinical Specialist

E = ESSENTIAL	D = DESIRABLE

Demonstrating the Hospice Values – Collaborative, Compassionate, Creative		
Compassionate – we are a caring team, kind to each other and put the needs of individuals and their loved ones at the heart of what we do. **Collaborative** – we value working in partnership across our communities and are proactive about nurturing relationships with our stakeholders. **Creative** – we are forward-thinking, adaptable in our changing world and embrace change and innovative ways of working.	**E** **E** **E**	
Qualifications & Training		
Registered nurse or equivalent professional qualification, with relevant palliative care or oncology development and commitment to ongoing professional learning. ❑ Recognised oncology or palliative care qualification, or equivalent relevant experience. ❑ Teaching qualification or evidence of teaching, coaching or facilitation experience. ❑ Non-medical prescribing qualification, or willingness to work towards this.	**E** **E** **E** **E**	
Skills/Abilities/Knowledge		
Ability to work autonomously and collaboratively across hospice, primary care, community and acute multidisciplinary teams.	**E**	
Strong knowledge of symptom control, complex decision-making, risk assessment, crisis response and safe care coordination.	**E**	
Compassionate, inclusive and confident communicator able to support people, families, carers and professionals in complex or sensitive situations.	**E**	
Experience		
Significant post-registration experience in palliative care, end of life care or a related specialty, including autonomous assessment and multidisciplinary working.	**E**	
Other Requirements		
Flexible, organised and digitally confident, with the ability to prioritise workload, contribute to service improvement and work across a 24/7 rota where required.	**E**	

I confirm that I have read the Job Description/Person Specification, and the duties contained therein and accept the conditions of this role.

NAME: **SIGNATURE:** **DATE:**