

SAINT FRANCIS HOSPICE

JOB DESCRIPTION



JOB TITLE	Palliative Care Bank CNS
GRADE	6b fixed hourly rate
HOURS OF DUTY	Variable as and when required
REPORTS TO	Community Team Lead Head of Community Services
KEY RELATIONSHIPS	To work collaboratively with the community palliative care team and referral hub team to provide high quality specialist support, advice and symptom control to individuals with specialist palliative care needs and their carers in their primary care setting.
RESPONSIBLE FOR	N/A

JOB SUMMARY

To work collaboratively with the palliative care team and primary care teams providing high quality specialist support, advice and symptom control to Individuals with specialist complex palliative care needs and their carers in their primary care setting.

To provide specialist telephone assessment and support for healthcare professionals, Individuals and relatives as required via the Specialist Advice Line, whilst documenting with accuracy.

To work both autonomously and as a team member to provide a specialist resource in palliative care and work in close collaboration with acute hospital and other specialist palliative care services and the wider multidisciplinary team.

To provide specialist support, decision-making skills, expert advice/consultancy and education to members of the primary care team to support them with their management and care of people with life limiting illness in the community.

To provide rapid crisis access to specialist advice for professionals, persons in the community and those involved in their care to crisis telephone support, assessment, decision-making, prioritisation of need and face to face crisis visiting as appropriate.

MAIN DUTIES AND RESPONSIBILITIES

CLINICAL EXPERTISE, LEADERSHIP AND TEAMWORKING

Work within community services to respond to referrals and Individuals on the telephone to offer skills of a clinical nurse specialist.

- Provide specialist holistic telephone assessment and support ongoing for healthcare professionals, Individuals and relatives in line with service standards.

- Accurate recording of interactions and information gained for an Individual.
- To work within an allocated Clinical Nurse Specialist role daily to ensure smooth service provision and allow for flexibility of service demand
- To be part of the team, carrying out a holistic telephone assessment and complete all relevant documentation, liaise appropriately with primary health care team to resolve problems identified provide them with a contact details of the service
- Provide expertise in complex symptom control and advise any health care professionals associated with palliative care, helping them to evaluate the effects of prescribed interventions and recognise and appropriately manage palliative care emergencies.
- Offer skilled psycho/social support for Individuals with specialist palliative care needs and their families, providing them with appropriate information about their condition, its management and the services available to support them both pre and post bereavement.
- Take responsibility for assessment and clinical judgement of those persons at home known to the service for referral request for admission to the hospice ward.
- Provide ongoing telephone support to Individuals / families / carers whilst the Individuals is waiting to be seen by other hospice services
- Gather, document and co-ordinate information from other professionals and the specialist care teams relating to Individuals referred to community services
- Fully understand the importance of multi-professional team-working and the ability to champion it within the organisation.
- Have an understanding and awareness of behaviours and interpersonal skills that are vital to effective team working and practice them at all times and ongoing commitment to service and organisation values.
- Possess a proactive and supportive leadership style that encourages team participation in decision-making processes.
- Maintain accurate, up to date documentation in accordance with Saint Francis Hospice policies and within guidelines laid down by the NMC
- Input, record and maintain all form of records (written and electronic), data and statistics onto I- Care and any other data collection systems in place in accordance with hospice policies.
- **EDUCATION AND QUALITY**
- Attend mandatory training as specified by the hospice
- Take responsibility for own professional development, in accordance with appraisal and performance review. Attend study courses in agreement with line manager and maintain current registration of the required qualifications for the post with the NMC.
- Ensure nursing practice in the field of palliative care remains evidence based and ensure active dissemination of relevant findings.
- Participate in research programmes as appropriate using the findings to enhance clinical standards, clinical effectiveness and outcomes.
- Ensure that post registration training meets the requirements necessary to be considered a clinical nurse specialist within the field of palliative care nursing.
- Generate and use appropriate learning opportunities and apply own learning to the future development of practice-attendance at organisational Specialist Updates encouraged.
- Articulate and reflect palliative care skills, enabling others to learn and be responsible for acting as a resource and sharing of knowledge to help others develop increased skills across the organisation.

- **MANAGEMENT**

- Establish and maintain effective lines of communication with hospital, multi services in the community and other organisations to ensure continuity of care.
- Participate in forums for discussion on research and audit programmes, and in clinical governance initiatives e.g. clinical review
- Participate & engage in group clinical supervision and self-evaluation and use this to improve care and practice.
- Responsible for management and organisation and prioritisation of work within core hours on duty as part of organisational service provision.
- **PROFESSIONAL RESPONSIBILITIES**
- To act within the legal and statutory rules relating to nursing practice as laid down by the Nursing & Midwifery Council.
- To be responsible and ensure adherence to professional Revalidation expectations and process.
- To adhere to the policies, procedures, standards and conditions of service of Saint Francis Hospice relating to sickness and absence, conduct, Health and Safety, Data Protection, and any others that are relevant.
- To take responsibility for own professional and personal development which will be monitored in supervision sessions and in the annual appraisal.
- To keep up-to-date with the developments within nursing and in particular in the field of palliative care.

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 and 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 OPPORTUNITIES: 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 documents 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

Palliative Care Bank CNS

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.	E	
Collaborative – we value working in partnership across our communities and are proactive about nurturing relationships with our stakeholders.	E	
Creative – we are forward-thinking, adaptable in our changing world and embrace change and innovative ways of working.	E	
Qualifications & Training		
<ul style="list-style-type: none"> ⌈ RGN with significant post registration experience Oncology /Palliative Care Qualification ENB 237/285 or equivalent Teaching Qualification or equivalent level of experience Degree or equivalent level of experience Significant senior post registration experience at a similar level in palliative care or another associated speciality Counselling qualification/experience Non-Medical prescriber or working towards 	E	
Skills/Abilities/Knowledge		
⌈ Excellent symptom control knowledge	E	
⌈ Knowledge of current issues in palliative care	E	
⌈ Evidence of recent and ongoing professional development in palliative care	E	
⌈ Ability to work autonomously as well as part of a team both within hospice MDT, primary health care services and hospital trust teams	E	
⌈ Motivated and enthusiastic with ability to be flexible, innovative and keen for ongoing service development	E	
⌈ Advanced communication skills and evidence of collaborative working	E	
⌈ Ability to manage own work and work within a corporate caseload	E	
⌈ Good IT skills and knowledge of electronic healthcare systems	E	
⌈ Community based experience		D

<input type="checkbox"/> Flexible approach to team working and an awareness of effective team dynamics		D
<input type="checkbox"/> Good personal support mechanisms	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: