

SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Community Clinical Nurse Specialist
GRADE	7a
HOURS OF DUTY	37.5 hours per week
REPORTS TO	Community Team Leader Head of Community Services Director of Services
KEY RELATIONSHIPS	To work collaboratively with the primary care team to provide high quality specialist support, advice and symptom control to patients with specialist palliative care needs and their carers in their primary care setting
RESPONSIBLE FOR	n/a

JOB SUMMARY

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

To provide specialist telephone assessment and support for healthcare professionals, patients and relatives as required via the Specialist Advice Line

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 24 hour crisis telephone support, assessment, decision-making, prioritisation of need and face to face crisis visiting as appropriate.

To contribute and take forward the development of specialist community palliative care services in line with the Palliative Care Strategy, Cancer Reform Strategy and NICE Guidance.

To undertake evidence based, cost effective non-medical prescribing decisions after making patient assessment/diagnosis ensuring safe prescribing practice within professional and Saint Francis Hospice policies/guidelines. To reflect on clinical appropriateness of individual prescribing decisions and activity.

MAIN DUTIES AND RESPONSIBILITIES

CLINICAL EXPERTISE, LEADERSHIP AND TEAMWORKING

- Work within community services to respond to referrals and patients on the telephone and visiting caseloads within allocated geographical areas as the need dictates in line with community service standards, to offer skills of a clinical nurse specialist.
- Provide specialist holistic telephone assessment and support ongoing for healthcare professionals, patients and relatives in line with service standards.
- To work within an allocated Clinical Nurse Specialist role daily to ensure smooth service provision and allow for flexibility of service demand
- Provide face-to-face holistic assessment and monitoring either at home, hospice outpatient session or within a specialist outreach environment.
- Responsible for initial contact to all new referrals and re-referrals to community services to:
 - carry 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 patients 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.
- Liaise with other hospice services regarding their waiting list and any other matters.
- Take responsibility for assessment and clinical judgement of those persons at home known to the service, referred for admission to Inpatient Unit.
- Administer sub cut PRN injectable medication as prescribed and authorised in the event of an urgent need, being competent to do so; and in the patients home, following assessment and clinical judgement and with appropriate equipment,
- Provide ongoing telephone support to patients / families / carers whilst the patient 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 patients referred to community services
- Promote and facilitate communication within the multi-disciplinary team and in

all other settings utilising advanced communication skills.

- Lead on a specialist area of non-malignant interest and participate in any related meetings, audits and network opportunities using allocated sessions as part of the Saint Francis Hospice Widening Access programme.
- Participate in weekly multidisciplinary meetings internally and as allocated at external acute hospital MDT and ensure that the palliative care service has a high profile with other disciplines and professionals
- Responsibility for attendance and contribution at monthly team meeting when on duty.
- 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.
- Write and maintain service standards, and prepare written reports with regard to services provided, as requested.
- Contribute to the audit, monitoring and development of the community services
- Have a flexible approach to supporting the community services with face to face home assessments & regular on-calls as per rota
- Participate in the community team on-call rota as allocated- this will include overnight (5pm-9am), (NB: calls are triaged by the In-patient unit 23.00-07.00am,)and all weekend/Bank Holiday cover 7 days a week for all persons known to Saint Francis Hospice services and external professionals .The Clinical Nurse Specialist will:-
 - Use the mobile phone and respond to calls urgently, as safe to do so.
 - Be responsible for the on-call bag, laptop, equipment bag when used and any additional items.
 - Be responsible and manage own personal safety as laid down in the Lone Working Policy
 - Ensure working from home environment appropriate for telephone calls and use of laptop
 - Ensuring confidentiality with remote access working
 - Take responsibility to discuss any exceptional demand on call that occurs with Community Team Lead to ensure support post event.

EDUCATION AND QUALITY

- Participate in the development and delivery of an education strategy for nursing and other disciplines relating to all aspects of palliative care in both formal and informal settings.
- Attend mandatory training as specified by the hospice
- Responsible for development and delivery of individual educational sessions within organisational teaching programme and responsive to external requests as appropriate
- 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.
- Be involved and support the Gold Standard Framework Training Programme with GPs, in Care Homes and in any other settings as appropriate and availability allows.
- Review, initiate and 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.
- Commitment in educational opportunities provided to ensure development of use of clinical diagnostics and nurse prescribing skills during face-to-face assessments either onsite or in persons home in accordance with organisational guidelines.
- 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.
- Be responsible as role of mentor for new and more junior staff within the team and organisation.
- Implement and evaluate planned teaching programmes.

MANAGEMENT

- Be responsible for and manage service(individual & corporate combined)case-load of patients whilst ensuring that the palliative care service remains responsive to crisis support, all new referrals and those seeking advice.
- Establish and maintain effective lines of communication with hospital, multi

services in the community and other organisations to ensure continuity of care.

- Initiate and develop nursing policies, protocols, standards and relevant care pathways within the team and ensure that there is a systematic programme of audit in place, planned and reviewed annually.
- Participate in forums for discussion on research and audit programmes, and in clinical governance initiatives e.g. clinical review
- Lead and undertake audits relevant to the service and ensure that audit results presented at local and national forums as appropriate in order to influence practice and demonstrate strong effective clinical leadership as change agents.
- Participate & engage in group clinical supervision and self-evaluation and use this to improve care and practice.
- Support to Team Lead with learning opportunities for cross cover of operational internal/ external meetings as appropriate.
- Responsible for management and organisation of own workload 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 patients, their families 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 patients, 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 1998.

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

JOB TITLE: CLINICAL NURSE SPECIALIST

E = ESSENTIAL	D = DESIRABLE	
Demonstrating the Hospice Values – Support, Fairness & Honesty		
Ability to share ideas and respect others, encouraging everyone to succeed. To be able to treat everyone fairly and be courteous and aware of how your words and actions affect others. To be open and accountable and be able to work with others for the benefit of the local community	E	
Inclusion		
Be able to show a high level of empathy, understanding and appreciation of others with ability to respect different values and beliefs. To be mindful of the wellbeing of self and others. To be able to work effectively across teams, with a positive can do approach.	E	
Qualifications & Training		
<input type="checkbox"/> RGN with significant post registration experience	E	
Oncology /Palliative Care Qualification ENB 237/285 or equivalent		
<input type="checkbox"/> Teaching Qualification or equivalent level of experience	E	
<input type="checkbox"/> Degree or equivalent level of experience	E	
<input type="checkbox"/> Significant senior post registration experience at a similar level in palliative care or another associated speciality	E	
<input type="checkbox"/> Counselling qualification/experience		D
<input type="checkbox"/> Non-Medical prescriber or willing /working towards	E	
Skills/Abilities/Knowledge		
<input type="checkbox"/> Excellent symptom control knowledge	E	
<input type="checkbox"/> Knowledge of current issues in palliative care	E	
<input type="checkbox"/> Evidence of recent and ongoing professional development in palliative care	E	
<input type="checkbox"/> Ability to work autonomously as well as part of a team both within hospice MDT, primary health care services and hospital trust teams	E	
<input type="checkbox"/> Motivated and enthusiastic-ability to be flexible, innovative and keen for ongoing service development	E	
<input type="checkbox"/> Ability to flourish in during organisational and service development	E	
<input type="checkbox"/> Advanced communication skills and evidence of collaborative working	E	
<input type="checkbox"/> Ability to manage own work and work within a corporate caseload	E	
<input type="checkbox"/> Good IT skills and knowledge of electronic healthcare systems	E	
<input type="checkbox"/> Community based experience		D
<input type="checkbox"/> Flexible approach to team working and an awareness of effective	E	

team dynamics		
<input type="checkbox"/> Good personal support mechanisms	E	
<input type="checkbox"/> Experience of undertaking audits and use in improving practice		D
Other Requirements		
Should have the ability to travel efficiently and effectively to a person's home address across various locations within the hospice community catchment area	E	
Able to work flexibly as part of a rota providing 24/7 service	E	