SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Hospice Response Service Nurse
GRADE	SFH 12/ Comparable to NHS band 6
HOURS OF DUTY	37.5 hours per week, working shifts across an 8am–8pm, Monday–Sunday service. Hours may vary during mobilisation and recruitment.
REPORTS TO	Hospice Response Service clinical lead / designated manager
KEY RELATIONSHIPS	Hospice Response Service multidisciplinary team, including the Advanced Nurse Practitioner, Clinical Nurse Specialist, Healthcare Assistants, Speciality Doctor and consultant Hospice Community Team, Hospice at Home, Advice Line and Referrals Hub Hospital palliative care teams, A&E and ward teams GPs, district nurses, urgent community response and frailty teams London Ambulance Service, social care providers, patients and those important to them
RESPONSIBLE FOR	There will be some line management duties for HRS Healthcare Assistants, including appraisals and 121s.

JOB SUMMARY
To work as part of the Hospice Response Service, providing skilled, compassionate and timely specialist nursing support to people with advanced, progressive illness whose condition is becoming unstable. The postholder will undertake holistic assessment, symptom management, hands-on care and advance care planning in people's homes and care homes, helping to prevent avoidable A&E attendance or admission and supporting earlier discharge from hospital. Working within a small multidisciplinary team, the postholder will provide continuity through each episode of change and coordinate safe transfer of ongoing care to the most appropriate service.

MAIN DUTIES AND RESPONSIBILITIES

- Undertake timely, holistic assessments in people's homes, care homes, A&E and other agreed settings, identifying deterioration, dying, risk and priorities for care.
- Plan, deliver and evaluate individualised physical, emotional, social and spiritual care with the person and those important to them.
- Provide rapid community step-up support when a person becomes unstable, including people not previously known to the hospice, to help avoid unnecessary 999 calls, A&E attendance or hospital admission.
- Work with hospital palliative care, A&E and ward teams to identify people who can safely return home with Hospice Response Service support and facilitate earlier supported discharge.
- Recognise and respond to changing symptoms and clinical risk, escalating promptly and seeking senior clinical or medical advice when required.
- Support evidence-based symptom management, medicines optimisation and the safe use of syringe pumps within professional competence and agreed policies.
- Undertake advance care planning and sensitive conversations about prognosis, deterioration, dying and preferred place of care, respecting individual choice and cultural needs.
- Maintain continuity throughout the episode of instability, contributing to daily multidisciplinary review and coordinating safe handover to Hospice at Home, the Hospice Community Team, primary care or another appropriate service when the person is settled.
- Communicate and work collaboratively with GPs, district nurses, urgent community response, frailty teams, the London Ambulance Service, social care providers and the wider hospice team.
- Teach, enable and support families and carers to provide care safely and confidently at home.
- Work autonomously within scope of practice while contributing to a responsive multidisciplinary caseload of up to ten people.
- Maintain accurate, contemporaneous electronic clinical records and use hospice and partner information systems appropriately.
- Follow lone-working, safeguarding, infection prevention, manual handling, medicines management and health and safety requirements in community and hospital settings.
- Contribute to service mobilisation, pathway development, audit, quality improvement and collection of activity, equality, experience and outcome data to demonstrate impact and support future development.
- Participate in induction, supervision, reflective practice, case-based learning, mandatory training and continuing professional development.

- Practise in accordance with the Nursing and Midwifery Council Code, maintaining registration and revalidation requirements.
- Maintain clinical competence, recognise the limits of practice and take responsibility for continuing professional development.
- Protect confidentiality and information security and comply with hospice policies, incident reporting and governance arrangements.

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.
- Adhere to the policies 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.
- Take responsibility for own professional and personal development which will be monitored in supervision sessions and in the annual appraisal system.
- To be responsible for any equipment provided by the hospice for the role in the community and the safekeeping of such items when not in use.

LINE MANAGEMENT RESPONSIBILITIES

- To provide direction and support to HRS Healthcare Assistants within HRS, including appraisal completion and121s.
- To provide ongoing support to the development of Healthcare Assistant's development and competencies, with a focus on wellbeing and promoting an inclusive culture.

ADDITIONAL RESPONSIBILITIES

- Some information received or supplied during the course of duty will be of a confidential nature – confidentiality is not to be breached and is a disciplinary matter.
- Ensure that computerised data is managed within the requirements of the Data Protection Act.
- Report accidents/incidents or potential hazards and to work in accordance with the Hospice's Health and Safety at Work Policy.

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.

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 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 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 & VAPING: 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.

PERSON SPECIFICATION

Hospice Response Service Nurse

E = ESSENTIAL	D = DESIRABLE

	Demonstrating the Hospice Values – Compassionate, Creative, Collaborative		
	Consistently demonstrates the Hospice values in decisions, behaviours, communication and person-centred care. **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	
	Qualifications & Training		
	Registered Nurse with current NMC registration; degree or equivalent experience.	E	
	Commitment to further palliative care study.	E	
	Post-registration qualification or study in palliative care.		D
	Non-medical prescribing qualification or willingness to undertake		D
	Skills, Abilities & Knowledge		
	Excellent holistic assessment, clinical reasoning, prioritisation and symptom-management skills, with appropriate use of senior support.	E	
	Ability to recognise deterioration and dying, manage risk and escalate concerns appropriately.	E	
	Excellent written and verbal communication, including sensitive conversations and advance care planning.	E	
	Ability to work autonomously in homes and care homes while contributing effectively to a multidisciplinary team.	E	
	Working knowledge of evidence-based palliative care and current developments.	E	
	Able to use electronic clinical records and digital systems confidently.	E	
	Experience		
	Relevant post-registration experience in palliative, community, acute or urgent care.	E	
	Experience of leading or line managing others		D
	Experience of multidisciplinary and multi-agency working.	E	
	Urgent care, A&E or rapid response experience.		D
	Teaching, audit or quality-improvement experience; familiarity with SystmOne or EMIS.		D
	Other Requirements		
	Compassionate, inclusive, forward-thinking and adaptable, with a commitment to person-centred care and widening access.	E	

	Able to work flexibly across a seven-day service and participate in agreed shifts.	E	
	Access to a vehicle and appropriate business-use insurance, with ability to travel efficiently across the hospice catchment area.	E	