

SAINT FRANCIS HOSPICE

JOB DESCRIPTION



JOB TITLE	Clinical Specialist
GRADE	7a
HOURS OF DUTY	37.5 hours per week
REPORTS TO	Team leader Head of Community Services
KEY RELATIONSHIPS	Team members Internal Department staff Head of Community Services Director of Care & Community Services CEO Individuals and their loved ones General Practitioners Community District Nursing teams Other External healthcare service providers in connection with provision of care and support to those individuals referred to Saint Francis Hospice The General Public
RESPONSIBLE FOR	This role does not have line management responsibility

JOB SUMMARY

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

To provide specialist telephone assessment and support for healthcare professionals, individuals and loved ones 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 Saint Francis Hospice 5 year Strategy, NHS Ambitions for Palliative Care and End of Life and NICE Guidance.

To undertake evidence based, cost effective non-medical prescribing decisions after undertaking a person's assessment/diagnosis ensuring safe prescribing practice within professional and Saint Francis Hospice policies/guidelines local policies and guidelines. Reflecting on clinical appropriateness of individual prescribing decision activity.

MAIN DUTIES AND RESPONSIBILITIES

CLINICAL EXPERTISE, LEADERSHIP AND TEAMWORKING

Work within community services to respond to referrals and individuals and carers 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, in line individuals, carers and loved ones 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 onsite session or within a specialist outreach environment.

Responsible for initial contact to all new referrals and re-referrals to community services to:

- initiate holistic telephone assessment and complete all relevant documentation
- liaise appropriately with primary health care team to resolve concerns identified
- provide individuals with 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 palliative care or end of life needs as well as loved ones, 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 the hospice ward.

Administer subcutaneous injectable medication as prescribed, in the person's place of residence as authorised in the event of an urgent need, being competent to do so; and following assessment and clinical judgement and with appropriate equipment.

Provide ongoing telephone support to individuals under hospice care/ loved ones/carers whilst the person 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

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.

Embrace the importance of multi-professional team working and the ability to champion it within the organisation.

Be aware of behaviours and interpersonal skills that are vital to effective team working and always practicing them with ongoing commitment to service and organisation values.

Possess a proactive and supportive leadership style that encourages team participation in decision-making processes.

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

Accurately, document and report incidents relating to GDPR, medications, accidents or other event, ensuring learning opportunities explored and prevent reoccurrences.

Maintain accurate, up to date documentation in accordance with Saint Francis Hospice policies and within guidelines laid down by your professional body e.g NMC

Input, record and maintain all form of records (written and electronic), data and statistics onto icare and any other data collection systems in place in accordance with hospice policies

Participate and maintain service standards, and prepare written reports regarding 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 hospice ward 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:-

- o Use the provided mobile phone and respond to calls urgently, as safe to do so.

- o Be responsible for the laptop, equipment bag when used and any additional items.
- o Be responsible and manage own personal safety as laid down in the Lone Working Policy
- o Ensure working from home, environment appropriate for telephone calls and use of laptop
- o Ensuring confidentiality with remote access working
- o 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 professional body e.g NMC. · Ensure practice in the field of palliative care remains evidence based and ensure up to date.

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 specialist within the field of palliative care as a clinician.

Commitment to educational opportunities provided, ensuring development 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 utilise appropriate learning opportunities, applying own learning to future development of practice-attendance at organisational or external updates.

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 in the 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, 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 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 ·

Undertake and lead audits relevant to the service and ensure that audit results presented at local and national forums as appropriate to influence practice and demonstrate strong effective clinical leadership as change agents.

Embrace new concepts and ways of working, generating improvement for team and individuals/loved one's experience.

Participate & engage in group clinical supervision/reflective practice and self-evaluation and use this to improve care and practice.

Maintain yearly appraisals and monthly supervision with line manager

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.

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 always worn 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 Specialist

E = ESSENTIAL	D = DESIRABLE	
Demonstrating the Hospice Values – Collaborative, Compassionate, Creative <i>This section is mandatory do not change</i>		
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	
Leadership skills		
Ability to lead with honesty, integrity and care. Be able to develop, empower and delegate effectively to achieve change and generate a positive, inclusive workplace. Be accountable for actions and bring creativity and innovation to inspire and motivate others. Be active in the creation and delivery of the Hospice strategy for the benefit of individuals and their loved ones, staff and our local community.	E	
Qualifications & Training		
☐ RGN with significant post registration experience	E	
Oncology /Palliative Care Qualification ENB 237/285 or equivalent		D
Teaching Qualification or equivalent level of experience	E	D
Degree or equivalent level of experience	E	
Significant senior post registration experience at a similar level in palliative care or another associated speciality		D
Counselling qualification/experience		
Non-Medical prescriber or willing /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	
☐ Ability to flourish in during organisational and 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
Flexible approach to team working and an awareness of effective team dynamic	E	
Good personal support mechanisms	E	
Experience of undertaking audits and use in improving practice	E	
☐ Ability to work efficiently and effectively under challenging conditions	E	
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	

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: