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| **Job title**: **Specialist Nurse** |
| **Band: 22** |
| **Group: Hospice at Home** |
| **Work location: Longfeild Hospice, Minichinhampton** |
| **Responsible to: TBC** |
| **Responsible for: Registered Nurses, Senior Health Care Assistants,**  **Health Care Assisants, Administrators** |

# Job purpose

To coordinate the day to day activities of the Hospice at Home Service via practical community nursing and office based activity. Accepting and processing referrals, ensuring appropriate and timely services are delivered. Providing leadership, support and guidance, and working with H@H administrators, H@H care staff and external agencies with the aim of providing high quality care in patients homes.

Preventing unnecessary admission to acute or residential care settings and enabling patients to be cared for and die at home. Ensuring a robust professional service by contributing to the out of hours service, working on a rota basis to provide cover 7 days per week.

## Main duties and responsibilities

**Line Management**

* Responsible for the recruitment and induction and probation of new HCA’s and RN’s
* To Line Manage HCA’s and RN’s and manage employee relations issues, liaising with HR where appropriate
* To undertake regular performance reviews with the HCA’s and accompany them on visits to ensure performance standards are maintained.

**Clinical**

* To work directly with H@H team members in the community setting, monitoring standards and performance and assessing competency
* To provide clinical advice and support to the Administrators in the planning and booking of care, ensuring a match of clinical needs with appropriate H@H staff
* To liaise and communicate effectively with patients and carers, to be confident in dealing with challenging or distressing situations
* To liaise with GP’s, District Nurses, Hospital teams, Continuing Healthcare and other providers to support the provisions of high quality care
* To act as a clinical resource, planning, implementing and evaluating End of Life nursing care delivered to patients in their own homes
* To be a link nurse and liaise with the Carer and User Involvement Lead in developing services for Carers within H@H
* Responsibility for H@H on call service. Providing 7 days service 365 days a year

**Administration**

* To work with Administrators to support the rostering of staff and allocation of care based on clinical need
* To ensure effective communication between members of the H@H team and other health and social care providers so that patient care is coordinated and seamless
* To maintain accurate electronic records regarding all aspects of service provision including patient records and staff documentation

**Governance**

* To contribute to the production of policies, guidelines and protocols to ensure improvements in the quality of patient care, are safe, clinically effective and based on evidence of best practice
* To support the governance structures within hospice at home, including the development and assessment of competencies, outcome measures, audits and surveys
* To support data collection to analyse service delivery including capacity and demand
* To support the timely reporting of incidents ensuring an appropriate review, documenting learning and actions
* To ensure risks are minimised through identifying any potential risks and ensuring that polices and health and safety practices are adhered to
* Contribute to the setting and monitoring of standards including proposing actions required to improve the quality of services
* You will monitor the standards of care and professional practice delivered to H@H patients and their carers, through a structure governance and assurance framework.

**Education and Training**

* To support the mentoring process for new staff ensuring that they have attained relevant skills and competency during their induction and probationary period
* To ensure own clinical knowledge, awareness and attitudes related to palliative care are continually updated and reflective of leading edge practice
* To support the acquisition and development of skills of the H@H nursing team through close working relationships providing support, education and supervision
* To accept and seek supervision from line manager on a regular basis and as appropriate to partake in the appraisal system
* To attend internal and external meetings and conferences, where necessary
* To actively promote the use of End of Life Care Initiatives by raising awareness among health care staff about the needs of clients and their families and carers
* To participate and contribute to the Hospice education programme offered both on-site and off-site as a representative of the Hospice both formally and informally
* To be responsible for developing personal skills in micro-teaching sessions to utilise within the clinical team to teach practical skills relating to nursing care

**Professional**

* To maintain confidentiality of information about patients, staff and other hospice business at all times and to abide by the Code of Conduct
* To attend network / multidisciplinary team / Primary and Secondary Care meetings as requested, to represent hospice community services and disseminate and cascade information
* To demonstrate a proactive, creative and problem solving approach to the planning and organisation of the service in conjunction with the Head of Hospice at Home
* To work closely with the wider hospice team to ensure that there is excellent communication between the teams with regard support and care of patients in the community
* To ensure that the duties and responsibilities of the post are at all times carried out with due regard to the organisations Equal Opportunities statement

# Key contacts

* Contact and liaison with staff within the organisation
* Patients and their carers/family members
* Community nursing teams
* Other specialist and supportive palliative care professionals
* Other hospice support team
* Regional and National groups

The job description sets out the main duties of the post at the date when it was drawn up. The duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence.

# Person Specification

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| **Attributes** | **Criteria** | **\* How measured** |
| **Experience** | * Proven experience within a health/social care environment * Recent experience of working in a community setting * Experience of working with carers * Line Management experience * Experience of writing briefing notes / reports * Evidence and experience of coaching and mentoring * Experience in use of SystmOne | A  A  A/I  A  A/I  A/I  A |
| **Qualifications and training** | * Registered Nurse with the Nursing and Midwifery Council. Experience in relevant speciality * Educated to degree or working towards * Evidence of a teaching/assessing qualification   **Desirable**   * Evidence of clinical specialist qualification in palliative care or oncology | A  A  A  A |
| **Knowledge, skills and abilities** | * Knowledge of patient services in palliative care * Understanding of clinical governance * Knowledge and experience of clinical supervision and individual performance review * Competent and confident user of MS office products such as Word, Outlook + Excel * Excellent communication and interpersonal skills * Well developed organisational skills and experience of balancing conflicting workloads/priorities * Ability to work collaboratively and network * Presentation and Teaching skills * Expert clinical skills   **Desirable:**   * Sound knowledge of research and audit | I  I  I  A  I  I  I  I  A/I  A |
| **Job circumstances** | The role is based at Longfield Hospice, Minchinhampton but may involve working out in the community. **Requirement to cover at weekends and up to 10.30pm on weekdays.** | |

**\* A: application April 2024**

**I: interview**

**E: exercise**