Greenwich & Bexley Community Hospice

**Job Description**

***Job Title:***Palliative Care Associate Clinical Nurse Specialist

***Establishment:*** Greenwich & Bexley Community Hospice

185 Bostall Hill

Abbey Wood

London, SE2 0GB

# **Responsible to:**Team Leader for Community (in community)

***Accountable to:*** Matron Community Services

***Contract:***

## **Job Summary**

### The Associate Clinical Nurse Specialist delivers and facilitates evidence-based palliative and end of life care to patients with any diagnosis and to their carers/families. He/she will establish and develop relationships with those involved in delivering health and social care to patients at the end of life and their families/carers in all settings

### Provide information and specialist advice on all facets of palliative care (eg symptom management, practical and emotional support), to patients, their families/carers and other professionals involved in their care. Actively disseminate best practice through example, education and training, professional development and learning, participation in nursing research and audit, publication and conference presentations.

### Work as a member of a cohesive multi-professional palliative care team.

As part of the specialist nursing team, participate in delivery of out of hours telephone advice (24 hours) and contribute to the seven day a week visiting service. *(When working in community setting).* In the Hospital, is part of a 7 day service to cover weekends and Bank Hoidays 9-5.

Key Responsibilities**:**

**Clinical Practice & Leadership**

To provide a high standard of holistic and individualised patient care to patients with palliative and end of life care needs by:

* Acting as a role model for others to emulate, exhibiting high standards of professional behaviour and competence and providing leadership, support, advice and education to colleagues caring for people at the end of life in all settings.
* Making assessments of patients and carers, identifying their psychological, physical, social, practical and spiritual needs in accordance with Hospice philosophy and demonstrating and applying a knowledge of the options for achieving control of symptoms to develop a plan of care to meet their needs with support of other members of the CNS team
* Acting as a reflective practitioner, applying evidence based practice and critical thinking to all practices and processes of care.
* In consultation and with support of the multiprofessional team and those professionals who are involved in the patient’s care, reviewing patients independently, initiating changes as required.
* Working collaboratively day with other professionals involved in the patient’s care in any setting, to provide a co-ordinated, high quality service. This will involve working with statutory, independent, charitable and voluntary agencies in health and social services.
* Prioritising own workload according to the day to day needs of the service and seeking support where required.
* Providing guidance, support, advice and information to patients and their family / carers throughout their illness. Know when to refer on to other professionals for additional guidance, support, advice and information.
* Promoting patient autonomy, providing information, empowering them and acting as an advocate so that the individual is able to make informed choices about their own care.
* Participating in the 7 day a week visiting service working Saturday and/or Sunday to cover a rota for community patients when competencies achieved *(NB When working in the community only)*
* Participating in the Team’s 24 hour telephone on call service from home, providing specialist advice to professionals in the hospital or community and to patients and carers/families on the caseload when competencies achieved. *(NB When working in the community only)*
* Participating in developing guidelines and protocols to deliver a quality comprehensive, evidence-based and patient-focused service for patients and families
* Ensuring that all necessary documentation is completed whether on the electronic patient record, (EPR), or paper-based and that appropriate data is collected
* Participating in own clinical supervision.
* As required by the Modern Matron for Community Services, (*if working in community)*, or the Nurse Consultant *(when working in hospital),* representing the Hospice at external groups to further develop palliative care in Bexley, Greenwich, SE London and nationally.

# **Communication**

* Fostering positive working relations with all members of the Hospital, Hospice, Social Care and Primary Healthcare teams.
* Participating in multidisciplinary meetings relating to the care of patients and their families/carers as required.
* Promoting and practicing excellent communication skills with patients, family and members of the multi-disciplinary team.
* Helping patients formulate an individual care plan by promoting the use of Coordinate My Care within service and with external colleagues in primary and secondary care
* Contributing positively to the development of Greenwich and Bexley Community Hospice as an anti discriminatory organisation, actively promoting equality and diversity.

# **Quality**

* Monitoring standards of care and reporting issues back using Hospice clinical governance structures.
* Within the multidisciplinary team, working to ensure that patient dignity is respected at all times both before and after death, including acting as the patient’s advocate.
* Participating in Hospice, PCT and Hospital forums for discussion of research and audit programmes, including contributing to the design and management of practice based audit.

# **Grief & Loss**

* Supporting colleagues in managing loss including providing support for distressed patients, bereaved relatives, students and staff.
* Supporting and educating colleagues in issues surrounding tissue and organ donation.
* Supporting people who are bereaved and Identifying those who are at risk in bereavement, or as they anticipate loss, where required referring them on to appropriate professionals within the team and externally.

# **Education & Training**

* Identifying, assessing and helping to meet the information needs of the patient and their family/carers
* Identifying own and other’s learning needs, liaising with the Nurse Consultant or Modern Matron for Community and attending training seminars, courses and study days as appropriate, attend mandatory training yearly.
* Participating in teaching members of the MDT, through practice, modelling, teaching, and mentorship, ensuring that colleagues are supported to develop their skills in end of life care and to enhance their professional development.
* Acting as a preceptor to novices taking up roles within the field of specialist palliative care, and as a mentor to nurses undertaking further studies in palliative care or educational visits/placements with the Team.
* Participating in delivering Hospice’s, Rolling Education and external education programmes

**Research and Audit**

* Participating in audit of services on a regular basis so that patient care is continuously reviewed and improved.
* Using up-to-date research / evidence to deliver patient care, disseminating this knowledge to all members of the multi-professional team.
* Identifying areas of practice within the speciality that would benefit from audit or research and in liaison with the Lead Nurse for Hospice outreach services initiate such enquiry, sharing findings outside the Team through presentations, publication and teaching.
* Being aware of current clinical/research trials being conducted within own specialist area and to be able to inform patients about these.

**Additional Information**

* The post holder will work within the NMC’s Code of Conduct.
* To actively promote the Hospice and its services.

**General Statements**

* The post holder will work within their professional code of conduct, eg NMC, GMC, CIPD, AHP codes.
* Be familiar with and adhere to all Hospice, Trust and relevant Oxleas *(community*) and Lewisham and Greenwich NHS Trust *(hospital)* policies and procedures.
* The post holder may be required to work in and from any Hospice or associated Company premises.
* This job description is intended as an outline of the general areas of activity and will be amended from time to time in the light of the changing needs of the organisation. It will then be reviewed in association with the jobholder(s).

Confidentiality/Data Protection/General Data Protection Regulations

* The postholder is expected to maintain the complete confidentiality of all material and information to which he/she has access and process and in particular the confidentiality of all personal data stored, in line with the requirements of the General Data Protection Regulations 2018 (and preceeding Data Protection Acts) and professional bodies.
* Any requests for clinical information disclosure must be approved by Caldicott Guardian.
* The postholder must, if required to do so, process records or information in a fair and lawful way. He/she must hold and use data only for the specified, registered purpose for which it was obtained and disclose data only to authorised persons.

Corporate Governance

* The postholder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation, standards of business conduct, codes of openness and accountability.

Equal Opportunities/Diversity

* The postholder must comply with and promote Equal Opportunities and Diversity and accordingly must avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of sex, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion or belief, disability, political opinion, gender reassignment or trade union membership.

Health and Safety

* Under the Health & Safety at Work Act (1974), it is the responsibility of the postholder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work. This includes co-operating with the organisation and

taking personal responsibility for safety as outlined in the Hospice Health & Safety Policy and the Health & Safety at Work Act 1974 and fire regulations.

* This job description is not exhaustive and may be reviewed and changed by discussion with post holder to meet the needs of the service.
* This post observes personal duty of care in relationship to equipment and resources, and is not required to be a budget holder.

**Person Specification**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Education and Qualifications** | * Registered Nurse * Degree in relevant area or completing within next 6 months. * Evidence of further study in Palliative Care | * Masters level study in appropriate area * Advanced Communications Skills Course (MacGuire or similar) * Teaching qualification * Independent prescriber * Clinical assessment skills qualification |
| **Experience** | * Evidence of having worked in a senior role in a specialist palliative care setting. * Experience of palliative care practice in a variety of settings including hospital, hospice and/or community * Experience of delivering Teaching/ Training | * Experience of working with multiple stakeholders |
| **Skills, Knowledge and abilities** | * Knowledge of Use of Tools for Advanced Care Planning (at the End of Life) * Awareness of health and safety procedures and how they affect people in the workplace. * Ability to give advice to other professionals while appreciating issues of role overlap and the limits of own knowledge * Understanding of loss and grief and its impact on individuals and families and their social networks * Working knowledge of relevant statutory and voluntary agencies and organisational structures * A knowledge of the issues related to provision of specialist palliative care in a variety of settings (care homes, home, hospital) and an understanding of some of the challenges that may arise. * Knowledge of current legislation and policy relevant to end of life care. * Excellent communication and presentation skills * Participation in audit or research. * Computer literacy with knowledge of Windows based applications * A valid UK driving licence and access to own car for daily use | * Research skills * Able to demonstrate effective working with members of a variety of professional groups at varying levels of seniority across a number of different organisations |
| **Aptitude, Personal Characteristics** | * Ability to work independently and as a member of the multi-disciplinary team * Able to manage time and meet deadlines * Assertive and developed influencing or persuasive skills. * Excellent problem–solving skills * Approachable and adaptable. * Motivated and enthusiastic. * Ability to manage the emotional impact of working with the dying and bereaved: able to be calm in the face of distress and negative emotions * Demonstrable commitment to anti-discriminatory practice and equal opportunities * A flexible approach to work including an ability to work evenings and weekends. * Ability to undertake training and direct own learning. |  |