Job Description:
Lead Nurse Co-ordinator - Practical Care Team (PCT)

Department: Care Services, Community
Responsible to: Lead for Outreach Services
Reports to: Advanced Nurse Practitioner / Nurse Practitioner
Key working relationships: Multi professional team, Nursing Assistants
Salary grade: CA4
Hours of work: Up to 37.5 hours per week worked on a shift basis
Criminal Record Disclosure required (DBS): Enhanced with adult barring

Our Vision
A world where everyone can face death informed, supported and pain free.

Our Mission
Pioneering standards in expert support and care, for anyone facing death and bereavement.

Our Values
Our values define who we are and how we act. We are:

Human: We treat people with understanding, patience, respect and above all dignity. We are the welcoming smile, the talk over a cup of tea, the human touch.

Courageous: We stand firm, we do not flinch in the face of hard news, but always with humanity, sensitivity and respect for our community.

Energetic: Whether we're out running a fun run or at the hospice greeting our patients, we bring the energy and optimism to make the most of every day.

Connected: We are not an island, we thrive on partnerships and working with others, we believe we are better and stronger together.

Expert: We are looked up to by our community and our peers as the organisation to go to for knowledge, training, best practice and latest techniques.
JOB PURPOSE

As a registered Nurse Co-ordinator you'll work as part of an integrated multidisciplinary team delivering high quality care to patients referred to St Catherine's Hospice, and their families.

This nursing role demands sound, evidenced based clinical knowledge of end of life care plus clear and effective communication skills. You'll participate in the hospice's learning and development and governance programmes in collaboration with other members of the team. You'll have the ability to work independently as well as part of a team. Using team work and cooperation, you'll contribute to a positive, supportive and professional working environment.

You will work both independently and under the supervision of Lead nurse to deliver a compassionate, effective and patient centred rapid response to patient palliative care needs, in the patients' homes.

Assess referrals for patients to the Practical Care Team (PCT) to ensure the referral criteria is met, individually assessing the patient’s requirements, formalising and implementing a plan of care, allocating resources accordingly.

To manage shifts and the PCT efficiently and effectively on a daily basis.

You will ensure flexibility, continuity and consistency of service and staff development through the sharing of knowledge, good practice and learning.

MAIN DUTIES AND KEY RESPONSIBILITIES

Clinical service

- To provide a high standard of holistic and individualised patient care to patients using the hospice services by:

- To lead and co-ordinate the PCT by assessing, planning, implementing and evaluating individual patients’ care in partnership with the key worker and other members of the multidisciplinary team.
- Receiving and verifying Continuing Care Healthcare assessments and record funding decisions,
- To include arranging planned packages of care, developing nursing/caring practices within the team and monitoring the standards of care and outcomes on a regular basis.
- Promoting and monitoring good practice through direct observation to ensure all clinical procedures are followed at all times.
- Acting as a reflective practitioner, applying evidence based practice and critical thinking to review all practices and processes of care.
- Maintaining a concept of nursing which incorporates physiological, social and spiritual components in accordance with Hospice philosophy.
- Through practice, modelling, teaching, mentorship and management, deliver staff support and training, ensuring that all staff are competent to meet the requirements of their job description and role, as well as to enhance their professional development.
- Managing staff performance in conjunction with the Lead Nurse through leadership, monitoring and giving feedback.
- Managing staff sickness in conjunction with the Lead Nurse, by following the managing sickness and absence policy.
• Promoting and maintaining effective liaison, communication and relationships with all of the multi-disciplinary team in and out of hours and ensuring effective liaison and collaboration with external services and other agencies part of the Multidisciplinary Team, independently assess patient’s needs, identifying their goals, and work with patients and families towards achieving them in accordance with the Hospice Philosophy. provide high standards of holistic and individualised patient care, embracing the hospice's vision and values.

• To supervise, support and work alongside nursing assistants, administrators and volunteers.

• To participate in planning, implementation and evaluation of individualised care packages for patients and their carers, with their involvement, and review their needs from admission to discharge or death.

• To carry out independent or joint assessments of allocated patients and their families in all care settings. To establish a therapeutic relationship with patients and relatives, enabling their active involvement in informed decision making, if that is their wish.

• To ensure appropriate and timely referrals to other internal or external health or social services.

• To communicate clearly and professionally during assessment, implementation and evaluation of all aspects of patient care and treatment.

• To offer pre and post bereavement support to carers.

• To liaise with the admission/discharge co-ordinator and other members of the multi professional team to ensure effective and safe hospice admission and discharge plans.

• To liaise and communicate with community colleagues, nursing home, CHC staff and hospital staff to raise awareness and promote hospice services.

• To promote the principles and practice of palliative care as an extension of the hospice into the community.

• To follow hospice procedures and guidelines for the ordering, administration and recording of drugs and other clinical supplies.

Team/Self Management

• Provide line management to the PCT nurse coordinator

• In conjunction with the PCT nurse coordinator provide line management to the PCT Working closely with the Lead Nurse and the PCT care coordinators to ensure an effectively and efficiently managed service.

• Managing and appraising members of the PCT, developing their full potential including providing support for Individual Learning Plans.

• Under the supervision of the Lead Nurse, ensuring that change is effectively managed.

• Effectively managing manpower and material resources within job remit (e.g. planning off-duty, coordinating leave to ensure safe and effective patient care is maintained throughout the service at all times) and effectively managed within the allocated budget.

• Providing information to commissioners and providers on demand and capacity of services

• Supporting and giving direction to volunteers in the service.

• Taking a lead role in supporting and facilitating the orientation and teaching of new and existing staff, colleagues and students.

• Taking remedial action to diffuse complaints and potential complaints from patients, relatives, carers reporting to a more senior member of staff as appropriate

• Participating in the orientation and induction programme of all new staff to support them to achieve their potential.
• Taking responsibility for identifying and reporting practices and areas of work that have risk management implications and actioning changes in practice
• To follow the hospice and Nursing & Midwifery Council (NMC) standards on Medicines Management.
• To follow hospice procedures for incident/accident reporting, including escalation.
• To work collaboratively with immediate colleagues and members of other disciplines.
• To ensure that all relevant information is recorded and documented in the hospice's professional notes system - electronic and/or paper.
• To attend and participate in appropriate patient related and team meetings.
• To take lead responsibility in the event of an emergency.
• To ensure that adequate supplies of stock and equipment are ordered and maintained.
• To foster positive working relationships with other internal or external health care professionals.
• To engage with and contribute to the performance development process for self and junior colleagues e.g. nursing assistants.

Communication
• Leading and participating in any ongoing discussions and handovers relating to the care of patients and their families/carers.
• Promoting and practicing excellent communication skills with patients, family and members of the multi-disciplinary team.
• Providing written communication with other agencies, including letters, referrals and sharing care plans.
• Working with the Lead Nurse to ensure effective communication channels and relationships within the MDT, including chairing team meetings.
• Contributing positively to St Catherine’s Hospice as an anti discriminatory organisation, actively promoting equality and diversity.
• Effectively using computer systems, including crosscare Word, Excel, EPR and E-mail to create reports and share information.

Quality and Service improvement
• To ensure personal awareness of new developments in palliative care.
• To participate in nursing and inter-disciplinary audit projects and research.
• To be a role model and expert practice resource for all colleagues.
• To participate in the hospice Clinical Governance procedures.
• To ensure adherence to hospice and professional policies and procedures.
• To participate in service development initiatives as required.

Development
• To ensure personal compliance with hospice compulsory training requirements.
• To act as a role model for employees and volunteers, participating in personal development initiatives as appropriate.
• To assist in orientation of new colleagues, volunteers and visitors.
• To participate in mentoring of colleagues and student nurses.
• To keep abreast of advances in nursing practice and research and take responsibility for your personal continuous professional development and registration.
• Through the performance development process, to plan your continuing professional and self-development, attending in-house study days and courses as appropriate.
• To proactively maintain the appropriate level of clinical competence as identified within the hospice's competency framework.
• To participate in clinical supervision, debriefing and reflective practice sessions
To support colleagues, volunteers and students in managing bereavements, including the ‘day after death’ meetings and provide support for distressed patients, bereaved relatives and visitors.

To support and educate colleagues in tissue and organ donation matters.

This is an outline job description designed to give an overview of the responsibilities of the role. We expect the job holder will work flexibly, responding to organisational need and changes as they occur. You will also contribute to the wider corporate and organisation needs of St Catherine's such as supporting our fundraising efforts.

Policies and Procedures
In addition to your professional code of conduct, you must familiarise themselves with, and adhere to St Catherine's policies and procedures as listed in your team induction schedule, including the following:

- Information Governance
- Data Protection
- Risk Management
- Raising a Concern
- Complaints
- Safeguarding
- Mental Capacity
- Health and Safety at Work
- Equal Opportunities
- Infection Control
- HR Management
- Incident Management

You have a duty to undertake the relevant e-learning modules as detailed in the Compulsory Training programme.

If you manage staff and/or volunteers it is your responsibility to ensure that your team are made aware of and understand the policies and procedures relevant to their work.

Information governance and confidentiality
Employment by St Catherine's often involves access to personal information relating to patients, carers, staff, volunteers and supporters. This information is confidential and must not be disclosed to anybody, other than when acting in a official capacity. Non authorised use, access of records or disclosure of personal or confidential information is a dismissible offence, and in the case of computerised information could result in prosecution for an offence or action for civil damages under the Data Protection Act 2018.

Safeguarding and Mental Capacity Act
All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Health and Safety at Work Act
You have personal responsibility to take care of your own health and safety and that of others who may be affected by your actions at work. Ensure you observe the Health and Safety procedures, and carry out your work as instructed.
**Infection control**
All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable ‘Health Care Associated Infection’.

**Conduct**
Employees are ambassadors for St Catherine's, each responsible for promoting, maintaining and upholding the reputation of St Catherine's at all times in line with our values.
# Person Specification
## Lead Nurse Co-ordinator PCT

### Education, Qualification and Training

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>• A good standard of education: minimum GCSE English &amp; Maths or equivalent</td>
<td>• Evidence of professional development in the speciality of palliative care</td>
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<tr>
<td>• Registered Nurse qualification with relevant nursing experience</td>
<td>• Diploma in Palliative Care/Oncology/Community or working towards</td>
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<td>• Experience in team management</td>
<td>• Understanding of chc process.</td>
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<td>• Full driving licence and access to car for business use</td>
<td>• Mentorship qualification</td>
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### Knowledge, Skills, Ability and Experience

<table>
<thead>
<tr>
<th>Essential</th>
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<tr>
<td>• Ability to plan, implement and evaluate care</td>
<td>• Some post qualification experience (at least 3 months), general nursing experience</td>
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<td>• Good communication skills, both oral and written</td>
<td>• Previous palliative care experience</td>
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<td>• Drug calculation skills and awareness of the NMC Standards of Medicines Management</td>
<td>• Community experience</td>
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<td>• Strong interpersonal skills</td>
<td>• Previous acute medical ward experience</td>
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<td>• Ability to work independently and as part of a team</td>
<td>• Experience of working in settings other than hospital</td>
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<td>• Organisation skills: to organise self and workload</td>
<td>• Oncology experience / knowledge</td>
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<td>• IT skills and a willingness to undertake supportive training to use Crosscare - a computerised notes documentation system essential to the role</td>
<td>• Previous acute medical ward experience</td>
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<td>• <em>Up to date evidence of minimum level competency in:</em> Communication, Clinical practice / Leadership Education and Training, Grief, Loss and Bereavement, Quality, Management * RCN competencies</td>
<td>• A knowledge of hospice and national initiatives relating to palliative care</td>
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<td>• IV skills</td>
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<td>• Sound knowledge of hospice and palliative care approach and philosophy</td>
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<td>• Ability to direct /supervise nursing assistants, students and volunteers.</td>
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<td>• Ability to mentor junior team members/ teaching skills</td>
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<td>• Ability to motivate others</td>
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<td>• Ability to operate in a multi-disciplinary environment</td>
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<td>• Ability to demonstrate awareness of</td>
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<td>Essential</td>
<td>Desirable</td>
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<tr>
<td>• Professional, confident and compassionate approach to work</td>
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<td>• Flexible approach to change, innovation and progress in the work environment</td>
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<td>• High standard of diplomacy, integrity and reliability</td>
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<td>• Open minded and able to embrace change for benefit of patient care.</td>
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<td>• A positive assertive attitude to all aspects of work and development</td>
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<td>• Resilient practitioner with the ability to work under pressure</td>
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<td>• Willingness to undertake further study related to role.</td>
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<td>• Self-awareness of strengths and weaknesses and professional boundaries</td>
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<td>• Willingness to provide patient centred care within the organisational pathways of care</td>
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<td>• Demonstrates commitment to St Catherine's vision and values.</td>
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