

Job Description:

Clinical Nurse Specialist - Community

Department	Care Services
Responsible to	Deputy Director of Care Services
Reports to	Community Manager/Matron
Key working relationships:	Integrated nursing teams, medical teams and all members of the multi professional teams
Salary grade	CA6
Hours of work	Up to 37.5 hours per week worked on a shift basis, part-time hours considered
Criminal Record Disclosure required (DBS)	Enhanced with barring (adult)

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

Working as part of an integrated team of nurses, you'll contribute to the overall care of patient and families referred to St Catherine's within the community setting. Specialising in the advisory and Care Coordinator component of this support you will have shared clinical responsibility for the patients with Senior Clinical Nurse Specialists and Medical Team.

This key senior role demands expertise in specialist palliative care, and experience in senior management and leadership. They will lead and manage a multi professional team and have responsibility, with the Multi-disciplinary Team (MDT), for assessing, care planning, implementation and evaluation whilst delivering responsive, compassionate and effective patient centred care to the patients in the Hospice.

As a team member you will contribute to a positive supportive working environment with an emphasis on team work and cooperation. You will participate in a rota system providing a 7 day a week face to face and telephone service for patients and their families and, in the out of hours rota providing telephone advice and support. This may include visiting out of hours in exceptional circumstances.

Working collaboratively with the Community Manager, the Deputy Director of Care Services and other hospice leads and managers, you'll help develop and deliver strategic objectives.

When required, the postholder will also provide support and work with patients and families on the ward and the Living Well Centre/Nurse-led clinics/community engagement projects.

It is anticipated that the work plan will be 20% management and teaching, 80% clinical (patient facing)

MAIN DUTIES AND KEY RESPONSIBILITIES

Clinical service

- Support the St Catherine's advice line .
- Manage and co-ordinate all aspects of the patient pathway through our services, to include ensuring that we continue to provide high standards of holistic and individualised patient care, embracing the hospice's vision and values.
- Ensure that every patient receives a comprehensive nursing assessment and has individualised care plans to reflect their patient centred care needs.
- To be responsible for the continued co-ordination of the content and delivery of your allocated patients' care plans, and assure that patients are getting the right service from St Catherine's.
- Support the Community Manager/Matron in the line management of the Senior Staff Nurses and Healthcare Assistants by taking delegated management and leadership responsibility for other grades of staff and participate in the performance management cycle.
- In liaison with other nurse practitioners, to ensure the overall quality and provision of nursing care of patients and families referred to St Catherine's in the community setting and their needs are met.
- To promote the principles and practice of palliative care as an extension of the hospice into the community.
- To work across a range of settings, including community visits e.g. home / care home / community hospitals), telephone conversations and patients in outpatient services.
- To assess the needs of patients and their carers and identify their respective physical, psychological, social, cultural and spiritual needs.
- Be responsible for assurance of standards and clinical governance, standard setting and audit.

- To assess people's information needs and provide relevant information to meet those needs.
- To work within a team framework, collaborating with colleagues and members of other disciplines.
- To use a proactive and sensitive approach with patients and relatives to enable involvement in advance care planning.
- To offer bereavement support to carers in collaboration with the patient and family support team, or refer them onto the appropriate service.
- To provide appropriate nursing interventions.
- To participate in the out of hours rota to provide telephone advice and exceptional visits if indicated.
- To contribute to patient management, governance and liaison by attending Gold Standard Framework (GSF), hospital and other practice based meetings.
- To liaise and communicate with community, nursing home and hospital staff in order to raise awareness and promote hospice services.
- To foster positive working relations with the Primary Healthcare Team and with other health care professionals in the delivery of community based palliative care.

Team/Self Management

- Provide effective leadership to the team, act as an ambassador for best practice and with honesty and integrity.
- Provide professional/clinical (nursing) leadership to Associate Palliative Care Nurse Practitioners Senior Staff Nurses and other grades of staff, acting as a point of expertise, providing advice and support.
- Deputise, as directed, in the absence of Senior Specialist Nurse.
- Work with the Senior Specialist Nurse/Therapist and Community Manager/Matron to review and develop policies and processes and ensure team compliance.
- Work with Senior Specialist Nurse/Therapist to take responsibility for assurance of standards, governance, and audit.
- 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 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. Senior Staff Nurses

Allocated Lead Responsibility

For those working in the community these roles will also take lead responsibility (for a specific length of time) for one of the following areas (to be agreed):

- Working in partnership with dementia programmes .
- Working with care homes .
- Participation in formal education programmes .
- Development of and input into audit and research programmes .
- Input into Clinical Governance framework.
- Other.

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 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 an 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 1998.

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

Clinical Nurse Specialist - Community

Education, Qualification and Training	
Essential	Desirable
<ul style="list-style-type: none"> • Relevant professional qualification and registration. • Appropriate degree level qualification / working towards. • Post registration degree level qualification in palliative care or oncology. • Evidence of continued professional development. • Advanced communication qualification • Advanced physical assessment .qualification- or willingness to undertake. 	<ul style="list-style-type: none"> • Masters degree in palliative care or similar, or willingness to undertake. • Degree/degree modules in leadership/management, or willingness to undertake. • Teaching qualification. • Mentorship qualification. • Research qualification. • Leadership qualification. • Independent nurse prescriber (or willingness to undertake).
Knowledge, Skills, Ability and Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Substantial post registration experience and expertise in palliative care. • Advanced physical and risk assessment skills. • Comprehensive and demonstrable individualised care planning and advanced care plan experience. • Demonstrable advanced communication skills. • Ability to work independently and as part of community and extended teams • Sound community awareness. • Excellent interpersonal skills with the ability to effectively communicate in writing, in person and by telephone. • Listening negotiation and influencing skills. • Experience of developing and teaching others. • Demonstrable mentorship skills. • Demonstrable computer literacy with knowledge of Microsoft (or similar) databases, use of email and an aptitude to learn computer packages essential to the role. • Demonstrable knowledge and awareness of quality and governance. • Experience of ensuring continuous 	<ul style="list-style-type: none"> • People management experience including performance management, workforce planning and recruitment. • Experience of ensuring continuous improvement. • Triage of referrals. • Rotational working. • Good presentation skills. • Experience of delivering formal education. • Experience of contributing to the development of governance frameworks. • Experience of working with care homes. • Experience of working with dementia programmes. • A knowledge of hospice and national initiatives relating to palliative care. • Nurse prescribing experience.

improvement.	
Attitude and Behaviours	
Essential	Desirable
<ul style="list-style-type: none"> • Ability to effectively manage teams. • Operational management ability. • A positive attitude to all aspects of work including supporting and embracing change and managing uncertain situations. • Quality focused 'customer care' ethos. • Resilient practitioner and decision maker. • Ability to travel independently throughout the locality and access to suitable vehicle for business purposes. • Ability to work on own initiative, independently and as part of a team. • Confident and self aware of own limitations and professional boundaries. • Resilient practitioner with the ability to work under pressure from time to time. • Ability to foster positive relationships. • High standard of diplomacy, integrity and reliability. • Professional, confident and compassionate approach to work. • Demonstrable commitment to St Catherine's vision, mission and values. • Ability to operate in multidisciplinary environment. 	<ul style="list-style-type: none"> • Proactive, influential and motivational leader.