

# Role Profile



**St Nicholas Hospice Care** is recognised as a great place to work, to learn and to grow. Where everyone matters, where everyone is encouraged, energised and enabled to play their part in delivering our vision.

<b>Job role</b>	Clinical Nurse Specialist
<b>Reports to</b>	Head of Community Services / Hospice Nurse Advanced Practitioner
<b>Responsible for</b>	Hospice Senior Nurses, Hospice Nurses, Hospice Care Assistants
<b>Location</b>	Whilst your normal place of work is St Nicholas Hospice Care, Hardwick Lane, Bury St Edmunds, Suffolk, IP33 2QY you will also be required to work at such other place or locations within the Bury St Edmunds, West Suffolk and Thetford area as we may reasonably determine.
<b>Job Purpose</b>	To 'make living with dying better' through teaching/coaching to other healthcare professionals, clinical leadership, caseload management of complex palliative patients and working in collaboration with a larger multi-disciplinary team to provide excellent palliative care to those in West Suffolk and South Norfolk.

## What the job involves

### Leadership

- Act as a role model demonstrating high standards of care and providing clinical leadership to others.
- Promote a culture that supports self-management. Develop and deliver specialist education and training to other professionals involved in patient care.
- Lead the development, management and promotion of the service ensuring the delivery of high quality, safe and cost-effective care.
- Collate and evaluate data to provide evidence of productivity, outcomes and quality.
- Lead on the implementation and monitoring of adherence to relevant clinical guidelines.
- Demonstrate expertise in multi-professional meetings, both internally and externally. Excellent communication skills

## **Innovation**

- Develop new skills in response to emerging knowledge and techniques.
- Instigate and manage change within a complex environment.
- Influence the development of others through education and training.
- Promote patient and public experience feedback to influence innovation and change.

## **Expertise**

- Demonstrate high level clinical, technical and research skills through breadth and depth of knowledge and continued study to improve with emphasis on reflective practice.

## **Excellence (clinical)**

- Put quality at the heart of practice by delivering evidence-based individualised and personalised care through holistic needs assessment, planning and evaluation of care
- Liaise with medical consultants and doctors and agree oversight of patients onto the inpatient unit. Undertake all supportive plans with the ward Registered hospice nurse and assist in their development of the care as necessary. Actively integrates theory and practice.
- Promote self-management
- Act as a Key Worker for a clinical caseload, working to co-ordinate care and provide easy access for ongoing support for patients and professionals.
- Allocate caseload work appropriately whilst maintaining clear accountability and ensuring regular evaluation of care.
- Make professional autonomous decisions for which you are accountable.
- Admit and discharge patients from own caseload and refer patients to other healthcare/social care professionals.
- Promotes the service and clinical excellence by publishing and presenting innovations, audit and research locally and nationally.

## **Special Features of the job**

- The service provides care 24/7, 365 days per year and clinical roles are rostered to provide this coverage. There may be exceptional circumstances in which the job holder will be expected to change a scheduled rota at short notice in times of clinical staffing crisis. Exceptional individual arrangements may however be agreed and sanctioned by the Nurse manager in conjunction with HR department. Last minute changes to shifts in order to sustain quality safe patient care would be initially requested on a voluntary basis and only as a last resort would they be imposed on any individual.
- At the heart of our strategic vision, our “One Team” approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team. This may mean working in other areas of the hospice as required
- It will be expected that the post holder hold a full, valid driving license and has access to their own car.

## **Personal Development**

- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.

## People Management

- Providing leadership, management and development of all staff and volunteers within area of responsibility through effective;
- Workforce planning, recruitment and selection
- Departmental communication and staff support
- Performance management
- Staff development including regular 1-2-1's, and annual appraisals
- Staff support including health and safety and wellbeing awareness
- Facilitation of a culture of learning and respect for difference, support the ward staff in developing their knowledge.
- Support the Developmental Specialist Nurse Roles and offer mentorship and guidance as required.

## Governance

- To ensure that the hospice complies with Care Quality Commission, national and professional standards. This includes management of incidents and complaints.

# What we want from you

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- Adult Registered Nurse
- Diploma or first level degree in related subject
- A proven commitment to continuing professional and personal development
- Ideally a post-basic qualification in palliative care and mentorship certificate
- Clinical experience within palliative care ideally with non-malignant disease experience
- Experience of working with staff across organisational and professional boundaries
- Reflective practice
- Excellent clinical skills
- Experience of teaching and coaching
- Excellent knowledge of palliative care theory and practice
- Quality focused with an innovative approach to solve complex problems
- Ability to make decisions and take initiative
- Ability to develop relationships within a multi-disciplinary team

**April 2022**