

# Role Profile

because  
you matter

**St Nicholas  
Hospice Care**

A Registered Charity No. 287773

**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>	Hospice Senior Nurse – Community (including Hospice Extra Support Team)
<b>Reports to</b>	Clinical Nurse Specialists
<b>Responsible for</b>	Hospice nurses, Hospice associate practitioners, Hospice Care assistants, Volunteers
<b>Location</b>	Whilst your normal place of work is St Nicholas Hospice Care, Hardwick Lane, Bury St Edmunds, 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>	<p><b>Equip</b> patients, families, carers and other healthcare professionals with the confidence and knowledge of how to deal with complex palliative and end of life issues through both formal and informal education sessions.</p> <p><b>Provide</b> direct clinical nursing support in a variety of settings, be a leader in providing multi-disciplinary supported coordinated care. Demonstrate clinical leadership through decision making and line manager responsibilities. Act as a keyworker for an allocated caseload promoting patient centred holistic care. Work autonomously and part of a team, lone working required.</p> <p><b>Strive</b> - Participate in research and audit in relation to palliative care and work with the hospice in the development of local palliative care provision.</p>

## What the job involves

### Clinical

- To work within a team providing specialist palliative care to patients, within the community setting and the hospice.
- To Support internal and external healthcare professionals with the provision and support of palliative patients through signposting, providing advice and through informal and formal education sessions.

- To undertake in-depth holistic assessments of patients with palliative care needs, regardless of their diagnosis, and plan care to meet patient outcomes.
- To provide information, advice, psychological and spiritual care to patients, their families and carers, liaising and referring on as necessary to appropriate healthcare professionals in the hospice, hospital and community
- To visit patients and families when a specialist consultation is needed
- To provide telephonic support to patients, families and other professionals provided day and night.
- To attend and participate in multi-disciplinary palliative care meetings around patient care management, and present patients at the community MDT and at caseload reviews and Gold Standard Framework meetings.
- Provide a rapid response service for patients needing urgent specialist care.
- Providing care as needed such as drugs, position changes and interventions, if appropriate to improve the comfort of the patient, or advising others to do so
- To represent the hospice and patients at meetings, as required
- To maintain and promote effective and efficient working and communication with all involved in the patient, to ensure appropriate sharing of information
- To provide support and expertise to other professionals, as required, acting as a role model and a resource providing expert knowledge and support.
- To comply with all Hospice policies and clinical guidelines

### **Management responsibilities**

- To be a line manager to junior staff, ensuring monthly 1:1 conversations are had and documented and that sickness is monitored and yearly appraisals are completed.
- To work as part of a team to ensure the priorities of the service are met especially in times of absences and high demand.
- To adapt to the pressures of changing demands, day to day
- To manage patient caseloads, ensuring good communication, planning and reviews.
- To participate in education and training
- To maintain patient statistics, and comprehensive patient records. Making sure that other nurses are able to carry on with the caseload easily in your absent, when needed
- To participate in the development of clinical standards, research and clinical audit, working within the Clinical Governance Framework of the Hospice and in palliative care in general.
- To work autonomously making decisions, but seeking advice from colleagues or/and senior clinical team, as needed.

### **Personnel responsibilities**

- To participate in professional staff placements and lay persons to the community service.
- To support recruitment and induction of new staff and volunteers
- To participate in mandatory education and training and develop own skills and knowledge

- To recognise indications of staff stress and to facilitate staff support.

### **Educational responsibilities**

- To update own specialist skills and knowledge in cancer and palliative care, through continuous professional development identifying own educational needs as required
- To demonstrate a research-based approach to nursing and work in conjunction with the multi-professional team towards applying this to practice.
- To participate in teaching internal and external education programmes.
- To participate in monthly clinical supervision sessions/reflective practice.

### **Special Features of the job**

- Post holders may be required to work across all the various locations: community care including groups and clinics provided at outreach centres and Sylvan ward.
- The service provides care 24/7, 365 days per year and clinical roles are rostered to provide this coverage.
- Whilst rosters are created in advance 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.

### **Organisational (all staff)**

- Act as an ambassador for the charity and encouraging others to do the same.
- Work closely with colleagues in Fundraising and Marketing to promote the charitable activities of the hospice and participate in fundraising as required.
- 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.
- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- To ensure effective use of resources.
- Promote and foster the Hospice’s reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- To work at all times within the policies and guidelines of the Hospice, participate in the ongoing review and update of the policies and guidelines within the community team and act within NMC guidelines at all times.
- Undertake any other duties which may be reasonably required.

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

## **What we want from you**

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- Nurse Registration
- Willingness to working towards a post-registration qualification in cancer/palliative care or long term conditions/or relevant subject
- Evidence of continued professional development
- Proven post registration experience
- Demonstrable palliative or end of life care experience
- Experience of holistic assessment and end of life symptom management
- Experience of multi-disciplinary team working
- Experience of working unsupervised, managing different patients and making decisions related to complex care planning
- Proven ability to successfully work with people and handle difficult and complex situations
- Ability to work under pressure, manage own stress and emotional responses and be aware of stress in others
- Ability to use a range of IT systems and software, including Word, Excel, PowerPoint, Office 365 and electronic patient record systems (such as SystemOne) as well as virtual systems e.g. Zoom, MS Teams
- Proven ability to reflect and critically appraise own performance
- Ability to motivate self and others and to lead by example
- Able to effectively resolve professional and ethical issues
- Ability to prioritise issues and tasks and manage own workload
- Oral/written communication and interpersonal skills
- Willingness to adopt St Nicholas hospice care 'One Team approach'
- Driving license, use of own car, business insurance

**Jan 2022**