

# 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 Nurse
<b>Reports to</b>	Ward Sister
<b>Responsible for</b>	Hospice Care Assistants and Volunteers
<b>Location</b>	Based at the main Hospice, Bury St Edmunds with requirements to work at other locations within the West Suffolk and Thetford area including community settings.
<b>Job Purpose</b>	The post holder is responsible for delivering a high standard of care to all patients within the Hospice Inpatient Unit. This will be based upon evidence-based practice in line with legal requirements, statutory rules and Hospice policies relating to practice and the NMC Code of Conduct

## What the job involves

### Clinical Intervention

- Demonstrate sound clinical and nursing competencies, skills and knowledge in looking after palliative and end of life care within the NMC Code of Conduct and Hospice Policies.
- Identify areas for clinical development and ensure personal professional development plan is undertaken to support improvement in practice. Work with mentorship and support as necessary and declare areas requiring development.
- Plan and provide direct nursing care and support within the IPU. This role will be integral to the future success of St Nicholas Hospice Care (SNHC) and the development of new initiatives and new ways of working, including nurse led beds (NLBs).
- Develop care and discharge plans in liaison with the ANP, Specialist Nurse and Doctors
- Undertake ward management duties as 'shift' leader when required and as part of leadership development programme, ensuring quality nursing care and coordinated interdisciplinary care is provided in line with patient and family best interests.

- Demonstrate how to be a key worker with Healthcare Assistants for allocated individuals each shift, demonstrating nursing leadership in delivering episodes of care each shift within a multidisciplinary approach.
- Puts quality at the heart of practice by delivering evidence based individualised and personalised care through holistic needs assessment, care planning and evaluation of all care interventions; determines and follows agreed care pathways.
- Demonstrates learned skills and competence linked to theory and deliver evidenced based work considering best interest and best practice.
- Assesses people's information needs and provides relevant information to meet those needs and empowers the individual.
- Promotes self-management, undertaking risk assessment to determine those patients who can self-manage, following education, those who will need guided support and those who will require on-going, face to face support in coping with life limiting illness and its treatment.
- Acts as a role model for excellent communication skills and hospice care; to include managing emotional distress for patients and relatives in appropriate cases.
- Provides hospice clinical expertise, advice and support across service/agency boundaries; refers to other professionals and sign-posts to other agencies as appropriate.
- Evaluate and assess how improvements to nursing and clinical practice can be achieved.
- Maintains accurate patient record systems through thorough electronic nurse documentation on SystmOne and other platforms as required.

### **Leadership and people management:**

- Identifies the strengths of leadership capabilities and the variation of management abilities.
- Demonstrates accountability and responsibility and delegates appropriately considering resource and need.
- Undertakes HCA management and ensures 1:1s, learning portfolios, objectives and development is recorded and supported.
- Contributes to the delivery of education and training to other professionals involved in patient care.
- Acts on own initiative to ensure the ward environment, Supports and contributes to the development and promotion of SNHC, ensuring the delivery of high quality, cost-effective care.
- Supports patient and community involvement within the sphere of practice.
- Ensures accurate and thorough data collection to provide evidence of activity, outcomes and quality

- Takes professional responsibility for ensuring effective communication between all service providers across the care pathway.
- Actively participates in multi-professional meetings, acting as a person's advocate and representing nursing views.
- Ensures that people affected by life-limiting illnesses know the full range of resources and services available through SNHC and the wider community/locality.
- Develops skills in conflict resolution and negotiation skills when dealing with difficult or challenging situations.
- Supports the development of patient focused education, including training to self-manage due to consequences of treatment.
- Line manages junior members of team; supports and promotes PPD.
- Acts as mentor or preceptor coaching junior staff members and students

#### **Professional Development:**

- Develops clinical, technical and evaluation skills through breadth and depth of knowledge.
- Develops and uses clinical expertise, clinical acumen, creative reasoning and experience to improve care; seeking help from others as needed.
- Evaluates nursing practice and suggests changes as appropriate; using patient experience to influence change.
- Takes personal responsibility for life-long learning and personal development through reflective practice, appraisal and actively engages with the learning and development opportunities offered by SNHC.

#### **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 2 – 3 months 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. Exceptional individual arrangements may however be agreed and sanctioned by the HR Director.
- 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.
- It will be expected that the post holder holds a full, valid driving license and has access to their own vehicle for work purposes.

# What we want from you

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- Adult Registered Nurse
- Diploma or first level degree in related subject
- Able to take the initiative
- 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
- Working with staff across organisational and professional boundaries
- Reflective practice
- Good clinical skills
- Experience of teaching and coaching
- Good knowledge of palliative care theory and practice
- Quality focused with an innovative approach to solve complex problems
- IT literate including electronic patient records
- In-depth understanding of multi-disciplinary issues and commitment to inter-disciplinary working
- Understanding of all clinical areas within the Hospice and flexibility to rotate as required
- Ability to work effectively and well within a multi-disciplinary team with diplomacy at all times
- Good time management
- Ability to motivate and support others
- Ability to work under pressure
- Sensitive to the needs of those affected by life-limiting illness
- Committed to providing high quality care
- Resilience during times of change
- Knowledge and enthusiasm for specialist palliative care
- Ability to work flexibly including unsocial hours as required
- Commitment to the work and Values of St Nicholas Hospice Care

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