

Role Profile

because
you matter

St Nicholas
Hospice Care

A Registered Charity No. 287773

St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job role	Community Palliative Care Team Lead
Department	Community Support Team
Reports to	Head of Nursing and Quality
Location	Bury St Edmunds Head Office and Clinical Site

Background Information

St Nicholas Hospice Care provides end of life care both in the community and onsite, at Hardwick Lane supporting patients living with a terminal illness, and their loved ones.

Our vision is: ***Everyone in our communities has choice, dignity and support when facing dying, death and bereavement***

As a registered charity, our services are provided free of charge to our beneficiaries, with much of our funding provided by voluntary donations, gifts and wider activities where our Fundraising and Retail teams have strong connections and participation with the local community.

As part of the clinical team, this post holder is responsible for the provision of operational and clinical leadership across the Community Palliative Care Team, providing support for patients and their families who may have complex physical, psychological or spiritual needs, related to a palliative diagnosis. The Community Palliative Care Team Lead is a senior registered nurse with specialist and advanced knowledge, skills and qualifications in palliative care and related areas. Working as part of the wider multi-disciplinary team, the team lead provides overall team leadership support and advice regarding symptom management and control and provides information and support to enable care planning, usually in a community setting. The Community Palliative Care Team Lead is a senior Registered Nurse who has completed additional, advanced training, in order to prepare them for the role and reports directly to the Head of Nursing and Quality.

Job Purpose

- Provide operational management and leadership for the Community Palliative Care Team (CHT)
- Be accountable to the Head of Nursing and Quality, demonstrating a values-based leadership approach to support the effectiveness of the Community Palliative Care service.
- Lead the CNS teams providing clinical leadership and line management.
- Lead on and develop the provision of individualised specialist palliative and end of life care for patients in their own home.
- Lead the community hospice at home support team.
- Demonstrate advanced clinical decision-making skills and professional autonomy in practice.
- Independently manage a small caseload of patients with complex palliative and end of life care needs.
- To have oversight of the wider caseload across the team.
- Support junior colleagues to develop clinical expertise.
- Equip patients, families, carers and healthcare professionals with the skills and knowledge to support palliative and end of life care, through formal and informal education.
- Act as a role model demonstrating the role of Senior Clinical Nurse Specialist
- Actively support and model the SNHC Values: **Compassion**, **Accountability**, **Respect** and **Equity**.

Key Accountabilities & Responsibilities

Clinical

- Through a reduced caseload: assess, plan, implement and evaluate specialist nursing interventions for patients with highly complex palliative care needs.
- Working autonomously, integrate theory and practice to develop plans of specialist and complex treatment and care, based upon clinical assessment.
- Work with high level of autonomy to manage a caseload of patients, using clinical judgement and experience to identify outcomes and results.
- Demonstrate high level knowledge and understanding of disease processes and integrate this knowledge into the assessment and management of patients.
- Demonstrate high level knowledge and understanding of the psychological responses to terminal illness and develop skills to assess and manage these in practice, referring to specialist services, as required.
- Comprehensively assess pain and other symptoms with the use of appropriate tools, ensuring an understanding of clinical history and physical examination to support clinical diagnosis
- Using high level clinical knowledge and experience ensure proactive anticipation of clinical need and the development of plans to support this
- Demonstrate extensive knowledge of therapeutic treatment methods and uses of medications to treat patients, with reference to relevant national guidance and protocols.

- Demonstrate expertise of a range of therapeutic options, which may be available to support the management of symptoms, including medication and non-pharmacological measures such as complementary therapies
- Review and monitor interventions and management plans, including medication and non-pharmacological interventions, communicating appropriately with patients, carers and MDT colleagues regarding any changes made.
- Use specialist expertise and clinical knowledge to effectively consider prescribed medication, working closely with MDT colleagues to effectively management symptoms and ensure continuity of care.
- In partnership with MDT members, review assessments in response to changing needs, ensuring that information about these changes are shared appropriately, including changes to patient priorities and wishes
- Support the autonomy and independence of patients, ensuring the provision of holistic and person centred care, with awareness of the principles of the Mental Capacity Act (2005)
- Demonstrate understanding of issues relating to safeguarding adults, and the ability to support and direct colleagues, as required.
- Demonstrate advanced communication skills to respond to the needs of patient and families and to enable open discussion, including facilitating discussion around advance care plans, death and the dying process
- Demonstrate an ability to problem-solve, to enable patients and families to find resolution to their concerns, signposting to other professionals or services, as appropriate.
- Work closely as part of the multi-disciplinary team by engaging in and leading on, regular clinical meetings, which support patient care and care planning, demonstrating support for learners and junior colleagues
- Act as a resource for junior colleagues.
- Facilitate support for carers, recognising their value in the care of patients facing palliative and end of life care
- Demonstrate understanding of clinical risk and safeguarding concerns, and an ability to use clinical reasoning to mitigate or escalate this and to act as a resource to support junior colleagues
- Maintain accurate and contemporaneous patient records.
- Provision of initial bereavement support and awareness of services for onward referral/signposting.
- Actively participate in and deliver clinical supervision

Leadership and management

- Provide full operational leadership within the Community Hospice Team, including direct and indirect management of individuals and resources, including managing sickness absence, compassionate leave, study leave, return to work interviews and rosters.
- Manage effective service delivery by anticipating need and priorities with available clinical resource and responding effectively to this, ensuring that changing clinical and operational priorities are managed, in partnership with West Suffolk Alliance systems and partner organisations.
- Provide line management support to identified individuals.
- Undertake staff development (incorporating delegated responsibility) for regular 1-2-1's, and annual appraisals.
- Ensure staffing rota (working with Clinical Administration Manager) provides Community Hospice Team nursing cover 365 days per year; providing adequate staffing and skill mix.

- Proactively identify when shortfalls occur or are likely to occur, taking appropriate remedial action, escalating concerns to the Head of Nursing and Quality
- Work closely with the Head of Nursing and Quality to manage the Community Palliative Care Team budget, within limits of Delegated Authority, leading the effective and efficient use of physical and financial resources, making recommendations regarding supplies, equipment and staff time
- Act as a role model demonstrating high standards of care and clinical leadership at all times.
- Identify and manage performance issues including attendance, professional conduct, capability etc.
- Collect and critically analyse and interpret data relating to clinical activity and staffing.
- Ensure that systems are in place to predict, reduce, prevent and manage clinical risk
- Provide a clinical triage service, as required.
- Work collaboratively with other services to support the continuum of care for patients across West Suffolk, including representing the Head of Nursing and Quality, when required.
- Work autonomously to manage and develop palliative out-patient clinic sessions, in settings across West Suffolk and Thetford and support junior colleagues to gain confidence in these settings
- Lead on a 'one clinical team' approach, having developed own skills to deliver care across settings to support business continuity
- Provide senior clinical support and advice during out of hours periods, in the absence of senior colleagues, escalating concerns outside role and responsibilities, as appropriate
- Act as a senior clinical resource for junior colleagues during out of hours periods, ensuring that clinical resource is allocated appropriately and clinical risk mitigated or escalated, as appropriate
- Use data to analyse clinical performance, activity and outcomes and lead on strategies to support quality improvement
- Seek patient feedback proactively and collate responses as per organisational guidance in order to develop services
- Participate in the Clinical On Call Manager rota, providing operational support and decision making for clinical teams
- Alongside senior colleagues, participate in performance and activity reviews which form part of the governance and assurance structure.

Education and Research

- Review own training and education needs based on feedback from appraisal, audit and changes to national guidance
- Completion of opioid conversion workbook and supporting others in practice with safe practice
- Actively maintain current knowledge across specialist palliative care by reading and undertaking informal learning opportunities
- Plan and lead on the development and delivery of educational programmes to enhance the learning of others, including professionals, patients and carers
- Work with learners, acting as Practice Assessor, as appropriate, offering feedback to support practice
- Engage in regular Continued Professional Development opportunities to ensure that own clinical practice remains current
- Work towards achievement of additional Level 7 modules to support professional development
- Where possible, participate in research opportunities across palliative care

Key Working Relationships

- Colleagues – working collaboratively, sharing information
- Patients and families - providing person centred support
- Members of the public – providing information, support and guidance on services and activities
- External Healthcare professionals and MDT members
- NHS and other care providers- working in partnership

Job Scope

Decision making level	Day to day operational management and leadership of the Community Palliative Care Team, to include decisions relating to clinical safety and risk management, deputising for the Head of Nursing and Quality within the scope of the role. Understanding of decision making outside areas of responsibility and escalating to the Head of Nursing and Quality when required, adopting a solution-based approach.
Financial resources	Delegated authority for in-budget costs to a maximum of £1,000
Other resources	Expenses to be reimbursed Use of pool cars available, within current policy Uniforms provided, as per policy
People management	Line management of CNS's Support of students on placement Support of volunteers
Legal, regulatory and compliance responsibility	NMC Code to be adhered to at all times Awareness of regulatory requirements identified by CQC

Person Specification

Knowledge, qualifications and experience

Essential:

- Adult Registered Nurse (active NMC registrant)

- Relevant diploma or degree in Nursing
- Level 7 Master's level study (eg: Advanced Communication Skills, Clinical Assessment).
- Evidence of continued professional development
- Significant post registration experience in palliative care or oncology
- Significant knowledge and experience of palliative care caseload management

Desirable:

- Line management experience
- Completion of Master's degree
- Non-medical prescribing qualification

Skills and abilities

- Understanding of the value of multi-disciplinary team working
- Significant experience of working autonomously
- Robust understanding of own professional and clinical boundaries
- Awareness of own emotional responses and ability to respond to these appropriately
- Ability to reflect and critically appraise own performance
- Ability to motivate self and others and to lead by example
- Able to recognise and consider professional and ethical issues, seeking support as appropriate
- Driving license, use of own car, business insurance

Other

- Post holders may be required to work across a number of locations in West Suffolk and Thetford
- Some unsocial hours work is involved in this post; the service operates 365 days per year.
- This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the line manager and post holder.

Standards and Expectations

Policies and Procedures

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality/ Data protection

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

Health and safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

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.

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 Infection.

Equality and Diversity

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job description

This Job Description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

May 2024