

# 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.

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| <b>Job Role</b>   | Hospice Senior Nurse                          |
| <b>Department</b> | Community Support Team                        |
| <b>Reports to</b> | Clinical Nurse Specialist                     |
| <b>Location</b>   | Bury St Edmunds Head Office and Clinical Site |

## Background Information

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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 colleagues have strong connections and participation with the local community.

As part of the clinical team, Senior Community Hospice Nurses support patients and their families, who may have physical, psychological or spiritual needs, related to a palliative diagnosis. Senior Community Hospices Nurses are registered nurses with increasing knowledge and skills in palliative care and related areas. Working as part of the wider multi-disciplinary team, they provide support and advice regarding symptom management and control and provide information and support to enable care planning, usually in a community setting. Senior Community Hospices Nurses work under the direction of Clinical Nurse Specialists.

## Job Summary

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- Work under the direction of the Clinical Nurse Specialists (CNS) and closely with multi-disciplinary colleagues, to provide high quality and individualised specialist palliative and end of life care for patients in their own homes and other settings

- Under the direction of the CNS, demonstrate clinical decision-making skills and professional autonomy in practice, with an awareness of own learning and development needs
- With the support of the CNS, manage a caseload of community-based patients with needs of an appropriate level of complexity, who are experiencing palliative and end of life care
- 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.
- Actively support and model the SNHC Values: **Compassion, Accountability, Respect and Equity.**

## Key Accountabilities & Responsibilities

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### Clinical

- Assess, plan, implement and evaluate nursing interventions, integrating theory with practice.
- Work under the direction of the CNS to manage a caseload of patients, with an appropriate level of need.
- Actively participate in case review and multi-disciplinary team meetings, to support patient care and care planning
- Demonstrate knowledge and understanding of the clinical presentation of disease processes and integrate this knowledge into the assessment and management of patients experiencing palliative and end of life care, seeking the support of the CNS, as required
- Increase understanding of the range of therapeutic options, which may be available to support the management of symptoms, including medication and non-pharmacological measures, such as complementary therapy
- Respond to changing clinical needs, ensuring that information about these changes are shared appropriately with senior colleagues.
- Demonstrate sound communication skills to respond to the needs of patients and families to enable open discussion around Advance Care Planning and difficult conversations
- Assess and support the need for additional information required by patients and families ensuring that this is provided in the most appropriate medium for each individual
- Demonstrate the ability to problem-solve within own competence and seek advice and support as appropriate
- Participate in multi-disciplinary team meetings which support patient care and care planning
- Recognise the need to support carers and their value in the care of patients facing palliative and end of life care
- Demonstrate understanding of the principles of safeguarding
- Demonstrate awareness of clinical risk and escalate this appropriately
- Maintain accurate and contemporaneous clinical records

- Develop increased understanding of medications used in palliative care, working closely with senior colleagues
- Provide initial bereavement support for patients on caseload and demonstrate awareness of services available to provide onward support
- Actively participate in clinical supervision
- Develop understanding of caseload of patients, working with senior colleagues as required

### **Leadership and Management**

- Act as a role model demonstrating high standards of care and clinical leadership relevant to own role, at all times
- Demonstrate understanding of the value of collaborative working, ensuring close working with other services to support the continuum of care for patients across West Suffolk and Thetford
- Line management of Hospice Care Assistant(s)
- Support a 'one clinical team' approach, working with senior colleagues to develop own skills to deliver care across settings, to support business continuity
- Have a good understanding of clinical quality and work towards this at all times

## Key Working Relationships

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

## Job Scope

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|------------------------------|--|
| <b>Decision making level</b> | Decisions are made within own competence.  |
| <b>Financial resources</b>   |  |
| <b>Other resources</b>       | Use of pool cars available, within current policy Editorial responsibility for website content |
| <b>People management</b>     | Line management of small number of non-registered staff.                                       |

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| <b>Legal, regulatory and compliance responsibility</b> | NMC Code to be adhered to at all times<br>Awareness of regulatory requirements identified by CQC |
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## Person Specification

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### Knowledge, qualifications and experience

- Adult Registered Nurse (active NMC registrant)
- Relevant diploma or degree in Nursing
- Evidence of continued professional development
- Post registration experience in palliative care or oncology
- Previous knowledge and experience of caseload management

### Skills and abilities

- Understanding of the value of multi-disciplinary team working
- 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

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Any other role specific requirements, e.g. required to work shifts/evenings/weekends, some unsocial hours, travel etc.

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# Standards and Expectations

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## **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.

## **Values**

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**

March 2024