

# 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.

<b>Job Role</b>	Out of Hours Clinical Nurse/Paramedic Specialist (Senior)
<b>Department</b>	Community Support Team
<b>Reports to</b>	Head of Nursing & Quality
<b>Location</b>	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, Senior Clinical Nurse Specialists (CNS's) support patients and their families who may have complex physical, psychological or spiritual needs, related to a palliative diagnosis. CNS's are registered nurses with specialist and advanced knowledge, skills and qualifications 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 CNS's are senior Registered Nurses who have completed additional, advanced training, in order to prepare them for the role.

# Job Summary

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- Lead on the provision of individualised specialist palliative and end of life care for patients in their own home out of hours.
- Demonstrate advanced clinical decision-making skills and professional autonomy in practice.
- Undertake the duties of Non-Medical Prescriber to support patient care.
- Manage a responsive caseload of patients with complex palliative and end of life care needs and respond to their needs out of hours.
- 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

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### Clinical

- Assess, plan, implement and evaluate nursing interventions for patients with complex palliative care needs.
- Integrate theory and practice to develop plans of specialist treatment and care.
- Work with high level of autonomy to manage a caseload of patients, using clinical judgement and experience to anticipate need and outcomes.
- 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
- 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.
- Prescribe medication within own level of competence to support symptom management, in collaboration with MDT colleagues to 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 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 an 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.
- Work within local lone working processes
- Provision of initial bereavement support and awareness of services for onward referral/signposting.
- Actively participate in clinical supervision

### **Leadership and management**

- Act as a role model demonstrating high standards of care and clinical leadership at all times
- Act as line manager for Junior CNS's
- Provide a clinical triage service, as required.
- Work collaboratively with other services to support the continuum of care for patients across West Suffolk and Thetford including the Early Intervention Team to support early access timely out of hours access to support and symptom control.
- Actively participate in service improvement work alongside senior colleagues, identifying and developing programmes of change.
- 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
- Lead on work which demonstrate clinical quality outcomes
- Design and participate in clinical audit, to demonstrate outcomes
- Seek patient feedback proactively and collate responses as per organisational guidance in order to develop services

### **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

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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>	All costs are to be referred to the Head of Service
<b>Other resources</b>	Expenses to be reimbursed Use of pool cars available, within current policy Uniforms provided, as per policy
<b>People management</b>	Line management of Junior CNS's Support of volunteers
<b>Legal, regulatory and compliance responsibility</b>	NMC/HCPC Code to be adhered to at all times Awareness of regulatory requirements identified by CQC

# Person Specification

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## **Knowledge, qualifications and experience**

### Essential:

- Adult Registered Nurse (active NMC registrant)  
OR  
Registered Paramedic with Health Care Professions Council (active registration)
- Relevant diploma or degree in Nursing/Paramedic sciences
- Qualification as Non-Medical Prescriber (V300)
- Evidence of continued professional development
- Significant post registration experience in palliative care or oncology
- Significant knowledge and experience of palliative care caseload management

### Desirable:

- Completion of Masters level study (eg: Advanced Communication Skills, Clinical Assessment).
- Line management experience

## **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

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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

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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.**