

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	Clinical Nurse Specialist
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, Junior Clinical Nurse Specialists (CNS's) support patients and their families who may have physical, psychological or spiritual needs, related to a palliative diagnosis. CNS's are registered nurses with specialist 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. Junior CNS's are senior Registered Nurses who have completed additional training in order to prepare them for the role.

Job Summary

- Participate in the provision of individualised specialist palliative and end of life care for patients in their own home.

- Demonstrate sound clinical decision making skills and increasing autonomy in practice.
- With support, manage a caseload of patients with palliative and end of life care needs.
- 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 Junior Clinical Nurse Specialist.
- Actively support and model the SNHC Values: **Compassion**, **Accountability**, **Respect** and **Equity**.

Key Accountabilities & Responsibilities

Clinical

- Assess, plan, implement and evaluate nursing interventions for patients with palliative care needs.
- Begin to integrate theory with practice to develop plans of treatment and care.
- Work autonomously and within own scope of practice to manage a caseload of patients, escalating non-routine matters to senior colleagues.
- Demonstrate some knowledge and understanding of the clinical presentation of disease processes and integrate this knowledge into the assessment and management of patients
- Increasingly demonstrate 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.
- Assess pain and other symptoms with the use of appropriate tools, ensuring an understanding of clinical history and physical examination.
- Demonstrate knowledge of therapeutic treatment methods and uses of medications to treat patients.
- Demonstrate 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 therapies
- In partnership with MDT members, review assessments in response to changing needs.
- 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 advancing communication skills to respond to the needs of patient and families and to enable open discussion, including facilitating discussion around advance care plans and difficult conversations
- Assess and support the need for additional information required by patients and families, ensuring that this is person centred.
- 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 regular clinical meetings.
- 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.
- Maintain accurate and contemporaneous patient records.

- Develop understanding of the medications used in palliative care, to support practice.
- Actively participate in clinical supervision.

Leadership and management

- Act as a role model demonstrating high standards of care and clinical leadership at all times
- Provide a clinical triage telephone service, as required
- Act as line manager for Senior Hospice Nurses
- Work collaboratively with other services to support the continuum of care for patients across West Suffolk and Thetford
- Work closely with senior colleagues to deliver palliative out-patient clinics session in settings across West Suffolk and Thetford.
- Identify and participate in service improvement initiatives and processes.
- Support a 'one clinical team' approach, developing own skills to deliver care across settings to support business continuity
- Provide clinical support and advice during out of hours periods for junior colleagues in the absence of senior colleagues, escalating concerns outside role and responsibilities, as appropriate
- Manage own caseload with regular support from the senior colleagues
- Participate in work which demonstrates clinical quality outcomes eg: clinical audit
- 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
- Actively maintain current knowledge across specialist palliative care by reading and informal learning opportunities
- Participate in the development and delivery of educational programmes to enhance the learning of others, including professionals, patients and carers
- Provision of formal and informal training to internal and external colleagues
- Work with learners, acting as Practice Assessor, as appropriate
- Engage in regular Continued Professional Development opportunities to ensure that own clinical practice remains current
- Work towards achievement of additional Level 6 and Level 7 modules to support development into a Senior CNS post
- Engage with opportunities for clinical supervision.
- Where possible, participate in research opportunities across palliative care

Key Working Relationships

- 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

Decision making level	Decisions are made within own competence.
Financial resources	All costs are to be referred to the Head of Service
Other resources	Expenses to be reimbursed Use of pool cars available, within current policy Uniforms provided, as per policy
People management	Support of junior colleagues and learners Support of volunteers Line management of Senior Hospice Nurses
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
- Evidence of continued professional development
- Significant post registration experience in palliative care or oncology
- Knowledge and experience of palliative care caseload management

Desirable:

- Post-registration qualification in cancer/palliative care, long term conditions, or a relevant subject (eg: Advanced Communication Skills, Clinical Assessment) at BSc level

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.

March 2024