

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

Bank Hospice Nurse

Department

Ward

Reports to

Ward Sister

Location

Bury St Edmunds Head Office and Clinical Site

Background Information

St Nicholas Hospice provides end of life care both in the community and onsite in Bury St Edmunds, 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 and from the local community.

Our Hospice Nurses provide skilled clinical interventions for patients on Sylvan Ward, primarily focused upon supporting symptom management and end of life care, with an emphasis on multidisciplinary working. We value and demonstrate an holistic approach to care and support, recognising the importance of psychological, social and spiritual care needs.

Job Summary

- The provision of specialist palliative and end of life nursing care, primarily on Sylvan Ward.
- The delivery of a holistic model of care, which supports the psychological, emotional, social and spiritual needs of the patient.
- Participation in the assessment, planning, implementation and evaluation of person-centred nursing care for patients.
- Awareness of the importance of supporting family members through periods of death, dying and bereavement.
- Working effectively with MDT colleagues, delegating duties according to the skills and knowledge of junior team members.
- To actively support and model the SNHC Values: **Compassion**, **Accountability**, **Respect**, **Equity**

Key Accountabilities & Responsibilities

Clinical Care

- Plan and provide direct nursing care for patients on Sylvan Ward, ensuring that interventions are based upon assessment and evaluation.
- Demonstrate sound clinical competencies, skills and knowledge in relation to specialist palliative and end of life care.
- Ensure that clinical quality is evident within care delivery, by adhering to evidence based interventions, working to SNHC clinical guidelines and best practice.
- Provide clinical support and advice by telephone, during out of hours periods, acting within the limits of own expertise and experience and signposting for advice, as required.
- Working with MDT colleagues, develop plans of care to support patient discharge.
- Effectively delegate care within the scope of expertise of MDT colleagues and with an understanding of registered nurse accountability.
- Promote patient safety with the use of dynamic risk assessment, mitigating identified risk and escalating this as appropriate.
- Support and promote patient autonomy by working in partnership to agree care needs and treatment plans, with an awareness of the principles of the Mental Capacity Act 2005.
- Demonstrate collaborative working by seeking the support of internal and external clinical expertise, as appropriate.
- Maintain accurate and timely patient documentation at all times.
- Demonstrate a compassionate and values-led approach to care delivery and MDT interactions, at all times.
- Demonstrate high level communication skills, recognising the impact of loss, grief and bereavement upon the patient and their family, utilising the skills across the MDT to support these.
- Communicate effectively with all members of the multi-disciplinary team.
- Demonstrate an awareness of risk and ability to act upon this by managing this and reporting, as appropriate.
- Ensure awareness of clinical risk management processes, including the use of RADAR to log incidents for investigation.

Leadership and management

- Act as a professional role model at all times.
- Utilise opportunities to share clinical expertise, knowledge and skills with colleagues and learners, both formal and informal.
- Act as a Shift Co-ordinator to direct clinical care and support operational decision-making such as planning patient admissions and supporting discharges.
- Demonstrate willingness to participate in initiatives which support team working and resilience, such as reflective practice and group supervision.

Professional Development

- Consider learning and development needs and participate in opportunities to support these
- Demonstrate willingness to participate in initiatives which support own practice and wellbeing, such as clinical supervision and reflective practice.
- Undertake any reasonable additional responsibilities which enhance own learning and practice, and which support the clinical team and patient care.

Key Working Relationships

- Patients and family members - providing practical and emotional support and guidance.
- General public – providing information, support and guidance on services and activities.
- STNH Colleagues and volunteers – working collaboratively, sharing information.
- NHS, health and social care, and other care providers – networking, working in partnership, especially with local hospitals and continuing healthcare.

Job Scope

Decision making level	Clinical decision making, based on clinical reasoning, evidence-based practice and SNHC policies. Operational decision making during out of hours periods, ensuring that all matters beyond scope of responsibility are escalated appropriately.
Financial resources	
Other resources	
People management	

Legal, regulatory and compliance responsibility	Current NMC registration Awareness of regulatory requirements (CQC) and compliance with these Awareness of escalation of issues outside current role and responsibilities
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Person Specification

Knowledge, qualifications and experience:

Essential

- Adult Registered Nurse (Active NMC registrant)
- Relevant Diploma or Degree in Nursing
- Able to demonstrate commitment to continuing professional and development.
- Enthusiasm for specialist palliative care

Desirable

- A qualification in palliative care or long term conditions, or willingness to work towards this.
- Teaching and Assessing qualification (ENB 998, Practice Assessor, or similar)
- Clinical experience and experience of palliative care
- Good knowledge of palliative care theory and practice

Skills and abilities:

Essential

- Excellent communication skills.
- Awareness of the principles of palliative care and a commitment to work towards these
- Awareness of the principles of safe use of medication, including the management of controlled drugs
- Understanding and awareness of safeguarding principles
- Proven ability to support team members at all levels
- Ability to recognise and learn from mistake
- An open approach to learning and development
- Willingness to challenge poor practice
- Understanding of the value and importance of volunteers
- Contemporary evidence-based clinical skills and knowledge
- Willingness to extend own practice by learning

- Ability to remain calm during times of heightened emotions and use skills to de-escalate these situations
- Willingness to learn skills which support a 'one team' approach to care, to support business continuity
- Working with staff across organisational and professional boundaries
- IT literate, including Outlook emails, iRota and electronic patient records (SystemOne).
- Good understanding of high quality care
- Ability to problem solve to support clinical and organisational need.
- Ability to work full roster (including unsocial hours)
- Robust understanding of equity, diversity and inclusion, recognising the needs of others without judgement or prejudice.

Other

- Undertake any other duties which may be reasonably required within the role
- Willingness on occasion to demonstrate flexibility regarding rostered shifts, to support service need.
- This role profile may change and the duties listed are not exhaustive, but such change will only be made following consultation between the line manager and the 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.

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