

Role Profile



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	Hospice Nursing Associate
Department	Ward
Reports to	Ward Manager
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 Nursing Associates 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 a holistic approach to care and support, recognising the importance of psychological, social and spiritual care needs.

Job Summary

To work within the multi-disciplinary team (MDT), providing physical, psycho-social and spiritual care to patients and their families admitted to the Ward.

Take responsibility as a Registered Nursing Associate and be accountable for own actions or omissions and always act in the best interests of patients under the direction of the Registered Hospice Nurse. Recognising and working within the limits of training as defined by the NMC Code of Conduct for Nurses, Midwives and Nursing Associates.

Key Accountabilities & Responsibilities

Clinical care

- Implement palliative and end of life care. Contribute to the planning, delivery and evaluation of interventions.
- Have knowledge of common symptoms and methods of symptom control.
- Demonstrate clinical excellence and maintain consistently high standards of individualised care and bereavement support under guidance of a Registered Hospice Nurse.
- Communicate highly emotive information clearly, sensitively and unambiguously with staff, patients, families and professionals by face to face, telephone and/or electronic means.
- Maintain close liaison with the Registered Hospice Nurses.
- Enable patients and their carers with palliative care needs to have informed choices, based on accurate evidenced information.
- Contribute to the planning, delivery and evaluation of interventions.
- Work effectively with community professionals, support services and members of other hospice and palliative care teams, ensuring effective communication between all service providers.
- Follow Hospice procedures and statutory regulations relating to custody and administration of drugs.
- Be responsible for identifying and acting on any safeguarding risk to patients and their families in accordance with relevant policies and procedures.
- Assist in maintaining own and others health, safety and security.
- Integrate research based evidence in all aspects of palliative care into clinical practice.
- Ensure all written and verbal communication is constructive, effective, accurate and appropriate, following Hospice procedures and NMC guidelines.
- Maintain confidentiality of information at all times.

Leadership and Management

- To participate in the development of clinical standards and clinical audit, working within the clinical governance framework of the Hospice.
- To supervise and instruct others in the delivery of care.
- To undertake appraisals, interviews and assist with managing incidents, as needed.
- To attend relevant meetings, providing effective communication to ensure continuity of patient care.
- To recognise indications of staff stress and to facilitate staff support.
- To supervise and participate in the induction of all new staff.
- To take on a mentor role to new staff, as requested.
- To participate in professional placements and lay person visits to the ward.
- To recognise the value of volunteer contribution and play an active part in their support & development where appropriate.

Professional Development

- To maintain an awareness of research and relevant findings and in conjunction with the multi-professional team, work towards this being applied to practice.
- To participate in education programmes as required.
- To give feedback from attended education programmes/study days to the multi-professional team.
- To devise with the line manager a personal development plan in line with the Hospice objectives and personal needs.
- To maintain and increase personal clinical skills.

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	• Support the Hospice Nurse with clinical decision making, based on clinical reasoning, evidence-based practice and SNHC policies. • Support the Hospice Nurse with 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	• Line management of small number of junior colleagues (less than 5)
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 to senior nursing colleagues

Person Specification

Knowledge, qualifications and experience

- Adult Registered Associate Nurse
- Able to demonstrate commitment to continuing professional and development.
- Enthusiasm for specialist palliative care
- Clinical experience and experience of palliative care
- Good knowledge of palliative care theory and practice

Skills and abilities

- 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 mistakes
- 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 support Hospice Nurse 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

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

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.**

September 2025