

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	Hospice Senior Nurse
Department	Ward
Reports to	Ward Sister
Location	Bury St Edmunds Head Office and Clinical Site

Background Information

St Nicholas Hospice Care Senior Hospice Nurses support patients, their significant others who have complex physical, psychological and spiritual needs that are related to their palliative diagnosis.

Senior Hospice Nurses are registered nurses who work with the wider multi-disciplinary team to provide information and advise on pain control, symptoms and psychological support for patients and their significant others and they spend time explaining information about their illness and its management as well as plan for their future care.

The Senior Hospice Nurse also provide formal and informal education to internal staff and provide expertise, education and support to external agencies. The senior nurse supports junior colleagues and learners in practice and fulfils a deputising role for the Ward Sister.

We have a 'One Team' approach to clinical care delivery and all clinical staff are expected to be able to work across the community and ward environments.

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.
- Demonstrate leadership, working effectively with all MDT colleagues, delegating duties according to the skills and knowledge of team members.
- Undertake delegated management functions in support of the Ward Sister.
- Provide a deputising role for the Ward Sister during periods of absence.
- To actively support and model the SNHC Values: **Compassion, Accountability, Respect, Equity**

Key Accountabilities & Responsibilities

Clinical

- 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.
- Demonstrate the ability to anticipate patient, family and carer's needs and work with colleagues to plan to achieve this.
- Ensure that clinical quality is evident within care delivery, by adhering to evidence based interventions, working to SNHC clinical guidelines and best practice.
- Demonstrate understanding of quality outcomes, evidenced by clinical audit, and actively contribute to this process to monitor standards of care.
- 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 lead and 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, engaging in discussion which may involve complex and distressing information, 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 high level understanding of risks to patient safety and the ability to act upon this by immediate mitigation, management and escalation of this, as appropriate.

- Demonstrate understanding of organisational clinical risk management processes, including the use of RADAR to log and investigate incidents and learn from errors.

Leadership and Management

- Undertake a deputising function for the Ward Sister during periods of absence, demonstrating high level professional role modelling.
- In collaboration with the Ward Sister, plan and participate in the professional development of colleagues and their learning, via mentorship and clinical assessor programmes.
- 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, ensuring that all learning opportunities are shared with junior team members.
- Proactively work with the Ward Sister to plan to meet patient and family demand and capacity, by safe rostering and allocation of duties.
- Undertake line management duties for Ward staff, as delegated by the Ward Sister
- Work autonomously to deliver Ward management responsibilities delegated by the Ward Sister.
- Utilise opportunities to formally extend and share knowledge by engaging in Link Nurse activities.
- Lead and participate in processes which support improvement programmes, including clinical governance and quality improvement activities, such as clinical audit.
- Lead and participate in initiatives which support team working and resilience, such as reflective practice and group supervision.
- Demonstrate the ability to reprioritise need within the service, particularly during period of high demand.
- Demonstrate the ability to problem solve effectively using existing policies and processes, escalating to senior staff when required.

Professional Development

- Work with the Ward Sister to identify and plan the learning and development needs of Ward staff and participate in opportunities to support these
- 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.
- Support the Ward Sister to plan and deliver training events for staff.
- Ensure that own practice and development is reviewed and updated by continuous professional development.

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 core and out of hours periods, ensuring that all matters beyond scope of responsibility are escalated appropriately Deputising for the Ward Sister, as required.
Financial resources	In budget, within levels of delegated authority.
Other resources	Able to use pool cars, as appropriate and as per policy. Expense may be claimed, as per SNHC Policy. Uniforms to be provided, as per SNHC Policy.
People management	Line management of staff.
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

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
- Willingness to working towards a post-registration qualification in cancer/palliative care, or long term conditions/or relevant subject.
- Evidence of continued professional development.
- Proven post registration experience.

- Demonstrable palliative or end of life care experience.
- Experience of multi-disciplinary team working.

Desirable

- Qualification in palliative care or long term conditions, or willingness to work towards this.
- Teaching and Assessing qualification (ENB 998, Practice Assessor, or similar)

Skills and abilities:

Essential

- High level 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 errors and share learning
- 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.
- Proven ability to successfully work with people, and handle difficult and complex situations in a calm manner.
- Ability to work under pressure, manage own stress and emotional responses and be aware of stress in others.
- Proven ability to reflect and critically appraise own performance.
- Ability to motivate self, and others, and to lead by example.
- Able to effectively resolve professional and ethical issues, linking with others when required.
- Ability to prioritise issues and tasks and manage own workload, directing the coordination of care as needed.
- Oral/written communication and interpersonal skills.
- Willingness to adopt St Nicholas hospice care 'One Team approach'.

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.**

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