

## Job Description – Hospice Nurse

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- Reports to:** Hospice Specialist Nurse or Hospice Senior Nurse
- Responsible for:** Hospice Care Assistants, Departmental volunteers, Administrators
- Location:** Whilst your normal place of work is St Nicholas Hospice Care, Hardwick Lane, Bury St Edmunds, Suffolk, IP33 2QY you will also be required to work at such other place or locations within the Bury St Edmunds, West Suffolk and Thetford area as we may reasonably determine.

### Job Purpose:

- To plan and provide direct support in a variety of clinical settings. This role will be integral to the future success of St Nicholas Hospice Care (SNHC) community focused services.
- To be 'shift' leader ensuring quality nursing care and coordinated interdisciplinary care is provided in line with patient and family best interests.
- To take the role of key worker for an allocated caseload demonstrating nursing leadership in delivering episodes of care within a multidisciplinary approach.

### Key Responsibilities

#### Clinical Intervention

- Puts quality at the heart of practice by delivering evidence based individualised and personalised care through holistic needs assessment, care planning and evaluation of all care interventions; determines and follows agreed care pathways.
- Actively integrates theory and practice
- Acts as a Key Worker for a clinical caseload under the supervision of a senior practitioner, working to proactively manage care and provide easy access for ongoing support.
- Assesses people's information needs and provides relevant information to meet those needs through a variety of solutions e.g. the use of information prescriptions; supports people to understand and evaluate complex and new information, to enable them to determine their own future.
- Promotes self-management, undertaking risk assessment to determine those patients who can self-manage, following education, those who will need guided support to self

manage and those who will require on-going, face to face support in coping with life limiting illness and its treatment.

- Acts as a role model for excellent communication skills and hospice care expertise, to include managing emotional distress for patients and relatives in appropriate cases.
- Provides clinical expertise, advice and support across service/agency boundaries; refers to other professionals and sign-posts to other agencies as appropriate.
- Supports the nursing contribution to service development, ensuring the pursuit of excellence in care.
- Promotes the service and clinical excellence through innovation, audit/evaluation and research.
- Maintain accurate patient record systems

### **Leadership and people management:**

- Allocates work appropriately maintaining responsibility for delegated work.
- Demonstrates leadership through clinical expertise, delivering high standards of person-centred care and using the underpinning philosophy of co-creating care with people affected by life-limiting illnesses.
- Contributes to education and training to other professionals involved in patient care.
- Supports and contributes to the development and promotion of SNHC, ensuring the delivery of high quality, cost-effective care.
- Supports patient and community involvement within the sphere of practice.
- Ensures accurate and thorough data collection to provide evidence of activity, outcomes and quality
- Takes professional responsibility for ensuring effective communication between all service providers across the care pathway.
- Actively participates in multi-professional meetings, acting as patient advocate and representing nursing views.
- Ensures that people affected by life-limiting illnesses know the full range of resources and services available through SNHC.
- Develops skills in conflict resolution and negotiation skills when dealing with difficult or challenging situations.
- Supports the development of patient focused education, including training to self-manage consequences of treatment.
- Line manages junior members of team.
- Acts as mentor or preceptor coaching junior staff members and students

### **Innovation:**

- Develops new skills in response to emerging knowledge and techniques.
- Works across professional boundaries using creative reasoning and problem-solving
- Supports and manages change.

### **Professional Development:**

- Develops clinical, technical and evaluation skills through breadth and depth of knowledge.
- Develops and uses clinical expertise, clinical acumen, creative reasoning and experience to improve care; seeking help from others as needed.
- Evaluates nursing practice and suggests changes as appropriate; using patient experience to influence change.
- Takes personal responsibility for life-long learning and personal development through reflective practice, appraisal and actively engages with the learning and development opportunities offered by SNHC.

### **Special Features of the job**

- Post holders may be required to work across all the various locations: community care including groups and clinics provided at outreach centres and Sylvan ward.
- The service provides care 24/7, 365 days per year and clinical roles are rostered to provide this coverage. Whilst rosters are created 2 – 3 months in advance there may be exceptional circumstances in which the job holder will be expected to change a scheduled rota at short notice in times of clinical staffing crisis. Exceptional individual arrangements may however be agreed and sanctioned by the HR Director.
- Last minute changes to shifts in order to sustain quality safe patient care would be initially requested on a voluntary basis and only as a last resort would they be imposed on any individual.
- It will be expected that the postholder hold a full, valid driving license and is able to drive a hospice 'pool' car or their own car if preferred.

### **Personal Development**

- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.
- All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.

- Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

## **Health and Safety**

- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Employees of SNHC are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

## **People Management**

Providing leadership, management and development of all staff and volunteers within area of responsibility through effective;

- Workforce planning, recruitment and selection
- Departmental communication and staff support
- Performance management
- Staff development including regular 1-2-1 and annual appraisals
- Staff support including health and safety and wellbeing awareness
- Facilitation of a culture of learning and respect for difference

## **Governance**

To support the Clinical Services Director to facilitate:

- Audit and monitoring
- Policies and guidelines/safe operating procedures are developed and implemented in association with Hospice Committees.

## **General**

- Act as an ambassador for the charity and encouraging others to do the same.
- Work closely with colleagues in Fundraising and Marketing to promote the charitable activities of the hospice and participate in fundraising as required.
- At the heart of our strategic vision, our “One Team” approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.
- Ensure that all within the team have a grasp of the Hospice’s structure, values and purpose and have opportunities for involvement in its further development
- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.

- Promote and foster the Hospice's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Undertake any other duties which may be reasonably required.
- The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of SNHC and paid staff are required to underpin this in their attitude and actions.
- All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
- The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
- This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

**References:**

Recruitment Policy  
Learning and Development Policy  
Disciplinary Policy  
Health and Safety Policy

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Job Description dated: May 2014