

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.

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| Job Role | Physiotherapist |
| Department | Independent Living |
| Reports to | Head of Supportive Services |
| 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.

St Nicholas Hospice Care Physiotherapists support patients, their families and carers who have complex physical, psychological and spiritual needs that are related to their palliative diagnosis. As part of the multi-disciplinary team our Physiotherapists aim, via specialist input, to maintain and/or improve physical function, minimise or eliminate complications and alleviate discomfort/pain, breathlessness, fatigue and anxiety. They are experts in Advance Care Planning and visit/asses patients on the inpatient unit, as outpatients and within the community.

Job Summary

- To provide specialist holistic physiotherapy assessment and rehabilitation of patients with diverse and complex presentations or multiple pathologies, using advanced clinical reasoning skills to diagnose therapeutic and clinical need.
- To manage a clinical caseload of palliative patients with varying levels of complexity; prioritising, reviewing, signposting and discharging as necessary.
- To be a resource of specialist Physiotherapy knowledge, advice and support to hospice staff, volunteers and the wider community.
- To develop and lead empowering patient focused self-management therapeutic groups, undertaking and collating outcome measures and feedback as appropriate. Reviewing and re-evaluating group aims and objectives as necessary.
- Influence palliative rehabilitation practice in a variety of care settings as part of the wider patient/carer support team. Promote and influence the use of the model of Rehabilitative Palliative Care within the hospice and in the wider community Establish a model that seeks to enhance personal independence and choice.
- Contribute to the service model to equip patients and carers rehabilitation needs as they experience dying, death and grief.
- Actively support and model the SNHC Values: **Compassion, Accountability, Respect and Equity**

Key Accountabilities & Responsibilities

- Act as a role model demonstrating high standards of enabling specialist palliative rehabilitative care and providing clinical leadership to others to do the same.
- Promote a culture that supports self-management independence and embeds patient and community involvement within the sphere of practice.
- Contribute to and deliver specialist education and training to other professionals involved in patient care. Contribute to the development of patient and community focused education, including coaching patients and their families and carers.

- Demonstrate expertise in multi-professional meetings, acting as patient advocate and representing SNHC views from a palliative rehabilitation perspective.
- Ensure that people with life-limiting illnesses are aware of the full range of resources and services available, including close liaison with statutory and private sector OT and Physiotherapy services.
- Act as an autonomous and accountable professional, demonstrating high level clinical practice, technical and research skills through breadth and depth of knowledge and ability to intervene effectively in the most complex patient and family circumstances.
- Prioritise and manage own clinical caseload, admit and discharge patients, make referrals and reports and recommendations verbally and in writing to the wider MDT, external agencies and services as required.
- To maintain accurate and timely clinical notes.
- Use evidence based knowledge and advanced clinical reasoning to undertake highly complex clinical assessment, in a relevant location eg. nursing/residential home, hospice or in patients own home, identifying needs, treatment aims and goals in collaboration with the individual patient and MDT in a range of highly complex conditions.
- Specialist knowledge and assessment of equipment to assist in promoting and maintaining independence for as long as possible, educating staff and families where necessary, reviewing and re-evaluating as required.
- Use effective communication skills to negotiate, review and re-evaluate treatment programmes, goal setting with a diverse range of patients often in a sensitive manner including empathy, discussion, motivation and reassurance.
- Oversee and evaluate Physiotherapy treatment programmes, monitoring/supervising junior staff/volunteer input and adapting as necessary.
- Influence and promote a rehabilitative approach to palliative physiotherapy to equip general therapists in local hospitals and community settings.
- Be a source of specialist knowledge to local therapists and professional services and agencies, working collaboratively.
- Act as a mentor demonstrating clinical expertise in rehabilitative palliative care coaching staff and students.
- Provide line management support for staff, as required.
- Actively integrate theory and practice, ensuring plans of care and interventions that are quality assured, evidence based, personalised, evaluated and monitored.

- Promote a professional practice model based on holistic assessment of patient strength and resilience, empowering individuals and groups in self-management and self-determination.
- To be involved in recruitment and interviewing of staff as appropriate.
- Collate and evaluate data to provide evidence of productivity, outcomes and quality.
- Participate in the continual evaluation and development of practice through research projects and/or audit occurring in the therapy division within the field of Physiotherapy.
- Participate in service review in order to drive service improvement.
- Promote patient and public experience feedback to influence innovation and change.
- Contribute to the implementation and monitoring of adherence to clinical guidelines.
- Develop new skills in response to emerging knowledge and techniques, keeping abreast of research findings and new models of practice.
- Ensure that people with life-limiting illnesses are aware of the full range of resources and services available. Working closely with statutory and private sector Occupational and Physiotherapy services
- Demonstrate advanced health coaching and communication skills to manage conflict when dealing with difficult or challenging situations such as patient, family or carer expectation.

Key Working Relationships

- Patients, families and carer – providing practical problem solving, goal focused support. Teaching new skills where necessary.
- General public – providing information, support and guidance on services and activities
- Colleagues – working collaboratively, with internal and external staff and volunteers, sharing information, skills and advice.
- NHS and other care providers – networking, working in partnership with hospital and community staff, GP's, District Nurses, social services, care agencies.
- Senior Leadership team – conducting audit, incident and complaint reviews

Job Scope

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| Decision making level | |
| Financial resources | |
| Other resources | |
| People management | Mentoring of junior staff Line management of rehab assistant Support of volunteers |
| Legal, regulatory and compliance responsibility | HPC registration is current and revalidation is completed Ensuring all that work is carried out is Safe, Caring, Responsive, Effective and Well Led Involvement with CQC inspections |

Person Specification

Knowledge, qualifications and experience

Essential

- Degree or Diploma in Physiotherapy
- HPC Registration
- Evidence of CPD
- Good knowledge of palliative care theory and practice
- Excellent core rehabilitation assessment and treatment skills
- Excellent communication and caseload management skills
- Experience of multi-disciplinary team working
- To have a full, current driving licence.

Desirable

- Advanced Communications Skills Training
- Leadership training/qualification
- Evidence of Master's degree/level study
- Additional qualifications in therapeutic interventions e.g. acupuncture, core counselling

Skills and abilities

- Ability to teach and coach patients, carers and colleagues
- Ability to reflect and adapt practice to suit individuals needs
- Proven experience of developing and delivering therapeutic groups
- Ability to work autonomously
- Ability to motivate and support others
- Willingness to work flexibly to meet patient need
- Experience of supervision and appraisal of rehabilitation support staff and volunteers,
- Experience of advanced care planning
- Ability to use a range of IT systems and software, including Word, Excel, PowerPoint, Office 365 and electronic patient record systems (such as SystemOne) as well as virtual systems e.g. Zoom, MS Teams

Other

- Post holders will 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 Director of Personnel.
- The post holder will need to hold a full, valid driving license and be willing to use their own vehicle for business use

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