

MARY ANN EVANS HOSPICE

JOB DESCRIPTION & PERSON SPECIFICATION

Mary Ann Evans Hospice
Eliot Way, Nuneaton, Warwickshire, CV10 7QL

t. 02476 865440 e. maehenquiries@geh.nhs.uk

Job Title: Clinical Services Staff Nurse (Registered Nurse)

Responsible to: Clinical Services Team Lead

Hours: Up to 37.5 hrs per week

Salary: NHS Agenda for Change Band 5

Developed: September 2019, updated May 2022

Job Summary:

The post holder will be responsible for the delivery and coordination of patient care within both the hospice environment and community. This will involve working within our community Hospice at Home team and within our Day Services (Well-being centre) across the seven day week.

The post holder will be responsible for assessing, planning, implementing and evaluating patient's care needs including encouraging reablement and well-being models of care. At all times ensuring patients and their carers receive the right hospice care, at the right time and in the right place facilitating a person-centred approach.

The post holder will support the Clinical Services Team Lead and supervise staff and volunteers, to ensure that all palliative and end of life care delivered is safe, caring, responsive, effective and well-led. This contributes to Mary Ann's compliance with all aspects of Care Quality Commission (CQC) national standards and related legislation.

The post holder will work with the Clinical Services Team Lead in developing service provision and undertaking specific key worker responsibilities.

Hospice Values: I Matter

Mary Ann is committed to ensuring a healthy work-life balance for staff given the nature of the environment and care services provided. In 2017, staff across all the Mary Ann shops and within the hospice were invited to attend a two session "I Matter" process looking at what they felt were the important qualities to ensure a healthy work balance and how they felt valued at work. The outcome of this engagement with staff identified the following as key personal elements:

- being listened to
- appreciated
- respected
- trusted

Staff also looked at their individual responsibility also to help others feel valued, how they appreciated having freedom to grow and the importance of self-awareness.

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Communication was a vital ingredient running through the whole process.

Mary Ann is committed to ensuring “I Matter” stays at the centre of its ethos for all its workforce and staff have equally committed themselves to the process.

I ndividual	M atter, important	A ppreciated	T rusted	T ime invested	E ngagement	R espected
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Key working relationships:

- Clinical Services Team Lead
- Head of Clinical Operations
- Senior Care Support Workers
- Rapid Response team
- Data and Referral Administrator
- Family Support Team
- Complementary Therapist
- Volunteers
- Hospital and Community staff, including specialist palliative and end of life care practitioners.

Principle Duties & Responsibilities:

1. To be responsible for assessing, planning, implementing and evaluating patient’s care needs and that plans of care are person- centred and holistic.
2. To supervise, direct and manage the work of all staff and volunteers contributing to undertake patient care so that professional and consistent standards of care are maintained at all times.

Specifically:

- a) To ensure that the assessment, planning, implementation and evaluation of patient need are undertaken as required, using evidence based practice.
 - b) To ensure that holistic care is provided in accordance with approved policy and procedures and assessed needs.
 - c) Adopt or implement a team approach to care, recognising the role of the wider team, allocating work to them according to Mary Ann policy.
 - d) To establish priorities and programmes of care for individual patients and support those who matter to them i.e. family carers.
3. To develop and ensure good communication with all staff liaising with patients, relatives, carers and all other professionals at Mary Ann and other health and social care teams, ensuring quality and continuity of patient care.
 4. To be confident with communication skills enabling important discussions with patients, families and professional colleagues in respect of preferences and wishes relating to palliative and end of life care.
 5. To represent Mary Ann at fundraising, public and professional events to help promote Mary Ann services as necessary.

Clinical and professional responsibilities

6. Be a competent practitioner demonstrating evidence based clinical skill and expertise, completing holistic patient and carer assessments, acting as a mentor, resource and advisor to other colleagues, patients and carers.
7. Administer medication and treatment as prescribed in accordance with personal competency, NMC’s and Mary Ann’s policies and guidelines.
8. Ensure high standards of documentation and clinical records are maintained at all times which pay due regard to timeliness of completion, information governance standards and Caldicott principles and have the ability to use electronic record systems e.g. Lorenzo, EMIS.

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9. To demonstrate a continuing commitment to professional development by keeping abreast of current developments in nursing practice and participate in appropriate learning and development opportunities.
10. To contribute to the development of high standards of individual care ensuring that clinical practices are evidence based and bench marked against best practice.
11. To recognise emotional and distressing situations and provide support for self and team by undertaking clinical and reflective supervision.
12. To work within the NMC code of professional conduct, local and national guidance in respect of palliative and end of life care and standards set by the Care Quality Commission.
13. To participate in Mary Ann's quality and clinical governance processes e.g. audit, risk assessments, reporting and root cause analysis of significant incidents.
14. Work flexibly across the organisation and through all departments and sites as required to support the delivery of Mary Ann's care services.
15. Participate in MDT discussions ensuring following up on any interventions identified.
16. Update EPaCCs register with relevant information, patient preferences and wishes in a timely manner where available and consent to access/share is gained.
17. Provide and offer bereavement support to carers in collaboration with Family Support and Bereavement Team.
18. To liaise professionally with other health care professionals both internally and externally in the provision of patient care.
19. On a rotational basis, in the capacity of "co-ordinator" take responsibility for being the nominated Fire Marshall, ensure all care services are operating effectively and deal with any problems which may arise throughout the working day, escalating issues to the Team Lead which are out of scope for your role.
20. Contribute to the recruitment of staff, volunteers and students and the day to day management of staff e.g. absences including anticipating cover where necessary.
21. Work in conjunction with the clinical service leads in implementing and reviewing clinical practices to ensure that they are evidence based, cost effective and support processes of change demonstrating responsibility, professionalism and integrity.
22. Act as a role model to staff and volunteers.

Managerial Responsibilities

23. To meet monthly with CSTL/Team for exchange of information and discussion.
24. To deputise for the CSTL at meetings etc. as required.
25. To ensure all activity or patient related outcomes data are accurately completed in a timely manner and confidentially.
26. To ensure equipment and environment is safely maintained, participating in maintaining a healthy and safe environment in accordance with organisational health and safety policy and procedures including infection prevention and control.
27. To contribute to the formation and development of policies and procedures specific to the clinical services.
28. To participate in short and long term planning of clinical services.
29. To undertake appraisals of Care Support Worker colleagues and others as directed by CSTL.
30. Promote an open and honest culture reflecting a "can do" attitude.

Education, Professional Development & Training

31. Take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self-development and personal responsibility for life-long learning, self-development, and reflection and revalidation portfolio.
32. Undertake training to develop additional skills as necessary within Mary Ann's competency framework, in relation to specific hospice and /or practice development projects.
33. To participate in induction and training programmes for new staff/students/volunteers/ work experience.
34. To supervise, teach, mentor and develop staff, student nurses and medical students and encourage individual skills.
35. Participate in informal and formal education as required.

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36. Take responsibility for ensuring the timely completion and/or attendance for all statutory and mandatory training requirements as outlined by Mary Ann policy.
37. Contribute to Mary Ann being a research active organisation and ensure Good Clinical Practice training for research compliance is completed.
38. Participate in clinical supervision and reflective practice as per Mary Ann policy.

Standard Requirements of all Mary Ann Staff:

1. To be flexible and adapt to the needs of the department and your team.
2. To maintain strict confidentiality and adhere to data protection policies at all times.
3. To observe and maintain security procedures and to be aware of responsibilities towards Health & Safety, Mary Ann Policies & Procedures and COSHH.
4. Mary Ann operates a strictly no-smoking policy whilst on duty and across premises.
5. Exercise responsible stewardship of hospices resources at all times.
6. Attendance at meetings, events and activities may require the post holder to work beyond the normal hours/days of work on occasions – flexibility is essential.
7. To have an understanding and demonstrate regard for Mary Ann's values, vision, mission and strategic aims.
8. Travel in the Warwickshire area, and on occasions within the UK, to fulfil role and attend/participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies.
9. To maintain an effective and collaborative working relationship with other members of staff and volunteers.
10. To participate in an annual performance appraisal, where the job description will be reviewed and objectives agreed.
11. Take responsibility for ensuring the timely completion and/or attendance for all statutory and mandatory training requirements relevant to role as outlined by Mary Ann Policy.
12. To participate in surveys and audits as required by the service in relation to your role.
13. Conform to conventional standards of professional uniform and business dress when representing Mary Ann.
14. To accept temporary redeployment within any part of Mary Ann should the need arise ensuring organisation goals and objectives are met.

This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible or prescriptive document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of Mary Ann.

Signed Employee:

Date:

Signed Line Manager:

Date:

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Person Specification:

	Essential	Desirable
<p>Qualifications & Training Professional and post basic qualifications. Specialised training required for this post.</p>	<ul style="list-style-type: none"> Qualified and registered healthcare practitioner 	<p>Degree in related field or willing to consider developing</p> <p>Good Clinical Practice training for* research compliance</p> <p>Teaching and mentoring qualification*</p> <p>Accredited or post registration professional development in palliative care related field*</p> <p>Advanced Communication Skills course. *</p> <p>Physical Health Assessment.</p> <p>Independent Prescribing.</p> <p><i>*If the above are not held then candidates need to be willing to undertake – to be negotiated as part of personal professional development plan.</i></p>
<p>Experience Type and level of job related experience required (expressed as additional/or alternative to qualifications above).</p>	<ul style="list-style-type: none"> Ability to lead and manage a range of staff Able to work autonomously and as part of team Evidence of excellent communication skills Experience of CQC compliance and evidencing regulations in practice 	<p>Previous experience working in a palliative care/end of life care environment</p> <p>Experience of service development</p> <p>Experience and commitment to continuous organisational improvement and ability to act as a change agent</p>
<p>Skills & Knowledge Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</p>	<ul style="list-style-type: none"> Clinical nursing skills in palliative and end of life care Ability to take the lead in a multi-disciplinary setting, making clinical and operational decisions and manage a caseload Excellent planning and organising skills People management skills including: <ul style="list-style-type: none"> Motivation of staff Team building Decision making Conflict management Problem Solving Clinical leadership Initiating, adapting to and managing change IT skills Excellent interpersonal skills communication with patients, health and social care professionals and the wider multi-professional team encompassing verbal and written skills Conversant with CQC regulations and implications on safe, effective, caring, responsive, well-led services Must be able to demonstrate an understanding of the need for confidentiality in all aspects of the work environment 	<p>Able to write succinct and informative report</p> <p>Evidence of effective teaching and mentoring</p> <p>Understanding of current issues and initiatives relating to palliative care</p>

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	<ul style="list-style-type: none"> • Must be able to demonstrate an ability to organise self and others effectively 	
<p>Aptitudes & Attributes <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative.</i></p>	<ul style="list-style-type: none"> • A personal approach • Self-motivated and have initiative • Have an excellent telephone manner • Resourceful and creative • Ability to relate to the multi-disciplinary team in the hospice setting • Willing to continue with professional development within palliative care and leadership/management • A high level of accuracy and attention to detail • Ability to prioritise tasks, appropriately delegate and manage time effectively • Able to recognise coping strengths for themselves and others 	
<p>Other Job Requirements <i>Physical/health requirements including levels of exertion, working conditions. Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i></p>	<ul style="list-style-type: none"> • Wear uniform when in clinical practice • Dress in a manner that conforms to accepted formal code of business dress • Hold a current clean driving licence and daily access to a vehicle to enable travel as required • Flexible approach to work including weekend working where necessary • Ability to work in non-smoking environment • Ambassador for the organisation 	