

JOB DESCRIPTION & PERSON SPECIFICATION

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

tel. 02476 865440 email. maenquiries@geh.nhs.uk

Job Title: Nursing Associate

Responsible to: Clinical Services Team Lead

Accountable to:

Hours: 37.5 hours

Salary: NHS Agenda for Change Band 4

Developed: February 22, Updated: October 2023

Mary Ann Evans Hospice

Mary Ann Evans Hospice is an adult community hospice in North Warwickshire. As an independent charity we provide palliative and end of life nursing care and support to patients with life limiting illnesses and those that matter most to them.

Our services include Hospice at Home, Wellbeing Centre, Family Support and Bereavement, Lymphoedema care and Rapid Response

Our care is compassionate and inclusive for all who access our services.

Job Summary:

The Nursing Associate (NA) has a key role within our community team working across both the Hospice at Home Team and within the Wellbeing Program. The community team consists of registered nurses (Clinical Service Team Leads), nursing associates, senior care support workers, care support workers and complimentary therapist. The NA will support patients, families and carers within both the patient's own home and the hospice setting to improve their quality of life. They will encourage both a reablement and well-being models of care and at every opportunity optimise patient and carer satisfaction by always facilitating individual's preferences and a personalised care approach.

The post holder will work with the Clinical Service Team Leads and contribute to developing service provision. They will support the Registered Nurse by ensuring the clinical services are providing specialised palliative and end of life care, which is safe, caring, responsive, effective and well-led.

As an integral member of the clinical team, they will be responsible for day-to-day activity in relation to patient care within agreed policies and procedures, across all services provided by Mary Ann Evans Hospice. This will include supporting and supervising junior staff, students and volunteers.

Mary Ann Values: I Matter

The Hospice is committed to ensuring a healthy work-life balance for staff given the nature of the environment and care services provided. The Hospice, its staff and volunteers are all committed to ensuring "I Matter" stays at the centre of its ethos.

<i>I</i> n <i>dividual</i>	<i>M</i> a <i>tt</i> <i>er</i> <i>i</i> m <i>port</i> <i>ant</i>	<i>A</i> p <i>pr</i> <i>e</i> <i>c</i> <i>i</i> <i>a</i> <i>t</i> <i>e</i> <i>d</i>	<i>T</i> r <i>u</i> <i>s</i> <i>t</i> <i>e</i> <i>d</i>	<i>T</i> i <i>m</i> <i>e</i> <i>i</i> n <i>v</i> <i>e</i> <i>s</i> <i>t</i> <i>e</i> <i>d</i>	<i>E</i> n <i>g</i> <i>a</i> <i>g</i> <i>e</i> <i>m</i> <i>e</i> <i>n</i> <i>t</i>	<i>R</i> e <i>s</i> <i>p</i> <i>e</i> <i>c</i> <i>t</i> <i>e</i> <i>d</i>
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Key Working Relationships:

- Head of Clinical Operations
- Clinical Services Team Lead
- Clinical Services Staff Nurses
- Senior Care Support Workers
- Care Support Workers
- Complementary Therapist
- Volunteers – therapy and hospice
- Referrals and Data Coordinator
- Family Support and Bereavement Team
- Day Service Co-Ordinator
- Community staff, including palliative and end of life care practitioners.

Principle Duties & Responsibilities:

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1. To support the Clinical Services Team Leads (CSTL) by providing a confident presence to which individuals can turn for assistance and support and be an advocate for the patients with palliative care needs within Mary Ann's clinical services settings.
2. To assist the Registered Nurse in the assessment, planning, implementation and evaluation of patient care, using evidence-based practice.
3. To ensure that holistic care is provided in accordance with approved policy and procedures and assessed needs.
4. Adopt or implement a team approach to care, recognising and including the role of Family Support, Wellbeing co-ordinator, complementary therapy, therapeutic activities, cook and the volunteers allocating work to them according to Mary Ann policy.
5. To establish priorities and programmes of care for individual patients and support those who matter to them i.e., family carers using interventions such as CSNAT-I.
6. To develop and ensure good communication with all staff liaising with patients, relatives, carers and all other professionals at Mary Ann and in the community, ensuring quality and continuity of patient care.
7. 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.
8. To represent Mary Ann at fundraising, public and professional events to help promote Mary Ann services as necessary.

Clinical

1. Provide holistic, compassionate, safe and effective care and support to patients, their families and service users in a range of care settings under the direction of a Registered Nurse, without direct supervision in line with an agreed plan of care and within role competencies.
2. Actively engage with individuals, their families and / or carers and contribute to care planning, by establishing their needs, wishes, preferences and choices and incorporating these into care planning, taking into consideration the person's capacity for decision making at each contact.
3. Safeguard and protect vulnerable adults and children.
4. Safe handling and administration of medications and treatments as prescribed in accordance with role competencies, NMC's and Mary Ann's policies and guidelines.
5. Ensure high standards of documentation and clinical records are always maintained 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. EMIS.

6. 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.
7. To contribute to the development of high standards of individual care ensuring that clinical practices are evidence based and bench marked against best practice.
8. To recognise emotional and distressing situations and provide support for self and team by undertaking clinical and reflective supervision.
9. To work within the NMC code of professional conduct for Nursing Associates in the context of nursing and interdisciplinary team working.
10. To work within local and national guidance in respect of palliative and end of life care and standards set by the Care Quality Commission.
11. To participate in Mary Ann's quality and clinical governance processes e.g., audit, risk assessments, reporting and root cause analysis of incidents/near misses.
12. Work flexibly across the organisation and through all departments and sites as required to support the delivery of Mary Ann's care services.
13. Participate in multi-disciplinary discussions ensuring following up on any interventions needed enabling "right care, at the right time in the right place". Also, to attend community hub MDT's and hospital/community specialist palliative care MDT.
14. To liaise professionally with other health care professionals both internally and externally in the provision of patient care.
15. Work in conjunction with the Community Team Leads and Head of Clinical Operations 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.
16. Act as a role model to staff and volunteers.

Managerial Responsibilities

1. To meet monthly with CSTL/Team for exchange of information and discussion.
2. To ensure all activity or patient related outcomes data are accurately completed in a timely manner and confidentially.
3. 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.
4. To contribute to the formation and development of policies and procedures specific to the clinical services.
5. To participate in short- and long-term planning of clinical services.
6. Promote an open and honest culture reflecting a "can do" attitude.
7. Support Clinical Team Leads with staff and volunteer appraisals.

8. To contribute to recruitment processes when required i.e. be an interview panel member.

Education, Personal Development & Training

1. 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.
2. Undertake training to develop additional skills as necessary within Mary Ann's competency framework, in relation to specific hospice and /or practice development projects.
3. To participate in induction and training programmes for new staff/students/volunteers/ work experience.
4. To supervise and support the development of staff, student nurses and medical students and encourage individual skills.
5. Participate in informal and formal education as required.
6. Take responsibility for ensuring the timely completion and/or attendance for all statutory and mandatory training requirements as outlined by Mary Ann policy.
7. Contribute to Mary Ann being a research active organisation and ensure Good Clinical Practice training for research compliance is completed.
8. Participate in clinical supervision and reflective practice as per Mary Ann policy.

Standard Requirements of all MAEH Staff:

1. To be flexible and adapt to the needs of the department and your team.
2. To maintain strict confidentiality and always adhere to data protection policies.
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 and vaping whilst on duty.
5. Exercise responsible stewardship of hospices resources always.
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, students and volunteers.
10. To participate in an annual performance appraisal, where the job description will be reviewed, and objectives agreed.

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.

11. To participate in surveys and audits as required by the service in relation to your role.
12. Conform to conventional standards of professional uniform and business dress when representing Mary Ann.
13. 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 principal 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 the hospice.

Signed Employee:

Date:

Signed Line Manager:

Date:

Person Specification:		
	Essential	Desirable
<p>Qualifications & Training <i>Professional and post basic qualifications. Specialised training required for this post.</i></p>	<ul style="list-style-type: none"> • Registered Nursing Associate on the NMC register. • Nursing Associate Foundation Degree qualification • Level 2/GCSE or equivalent English and Maths or Functional Skills 	<ul style="list-style-type: none"> • Placement experience working within the 4 fields of nursing – learning disability, mental health, paediatrics, and adult general care.

<p>Experience <i>Type and level of job-related experience required (expressed as additional/or alternative to qualifications above).</i></p>	<ul style="list-style-type: none"> • Previous experience related to end-of-life care. • Experience of working in teams under appropriate supervision as part of the multi-disciplinary team • Evidence of excellent communication skills 	<ul style="list-style-type: none"> • Community nursing experience. • Experience of supervising/supporting people.
<p>Skills & Knowledge <i>Type and level of job-related experience required. (Expressed as additional/or alternative to qualifications above).</i></p>	<ul style="list-style-type: none"> • Clinical nursing skills in palliative and end of life care • Excellent planning and organising skills. • 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. • Must be able to demonstrate an ability to organise self and others effectively. • Understands and acts in line with the NMC professional standards for practice contained with The Code and NMC Standards of Proficiency 	<ul style="list-style-type: none"> • Understanding of current issues and initiatives relating to palliative care.

	<ul style="list-style-type: none"> • Understands the scope of the role of the Nursing Associate in the context of nursing and interdisciplinary team and the organisation and how the role may contribute to service development. • Ability to recognise when escalation to another registered professional is required (e.g., registered nurse / doctor) • Ability to participate in reflective practice and understand the requirements for NMC Revalidation. 	
<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. • 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. 	<ul style="list-style-type: none"> • 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 	

	<p>vehicle to enable travel as required.</p> <ul style="list-style-type: none">• Flexible approach to work including weekend and night working where necessary.• Ability to work in non-smoking environment.• Ambassador for the organisation.	