Job Title: Lymphoedema Practitioner

Responsible to: Clinical Services Development Lead

Hours: Up to 22.5 per week

Salary: NHS Agenda for Change Band 6

Developed: July 2019

Job Summary:

As an integral member of the lymphoedema service, you will be responsible for day to day operational activity in relation to patient care within agreed policies and procedures and agreed levels of activity and participate in the effective provision of lymphoedema care services including supporting and supervising staff and volunteers.

The Lymphoedema Practitioner (LP) will be responsible for the assessing, planning, implementing and evaluating patient’s care needs encouraging re-ablement and well-being models of care. At all times the post holder will ensure patients and their carers receive the right hospice care, at the right time and in the right place, optimising patient and carer satisfaction by always facilitating individual’s preferences and a personalised care approach.

The Lymphoedema Practitioner (LP) will work alongside the Team Lead for Clinical Services (Day Hospice & Hospice at Home) by ensuring the lymphoedema service is providing treatment and care which is safe, caring, responsive, effective and well-led supporting the Hospice’s compliance with all aspects of Care Quality Commission (CQC) national standards and related legislation.

The post holder will be key to contribute to service development and work with the Clinical Services Team Lead, Development Lead and Practice Educator in advancing care services and undertaking specific key worker responsibilities.

Hospice 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. In 2017, staff across all the Hospice 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.

Communication was a vital ingredient running through the whole process.

The Hospice 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.

<table>
<thead>
<tr>
<th>Individual</th>
<th>Matter, important</th>
<th>Appreciated</th>
<th>Trusted</th>
<th>Time invested</th>
<th>Engagement</th>
<th>Respected</th>
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**Key working relationships:**

- Clinical Services Development Lead
- Clinical Services Team Lead
- Clinical Practice Educator
- Clinical Services Staff Nurses
- Assistant Practitioner – Lymphoedema
- Senior Care Support Worker – Lymphoedema
- Clinical Services Administrator & Administration Assistant
- Family Support & Bereavement Team
- Day Hospice Cook & Complementary Therapy Co-ordinator
- Senior Care Support Worker – Clinical Services
- Volunteers
- GP’s, hospital and community staff, including palliative and end of life practitioners

**Principle Duties & Responsibilities:**

1. To support the Clinical Services Development Lead (CSDL) by providing a confident presence to which individuals can turn for assistance and support and be an advocate for the patients with lymphoedema care needs within the Hospice clinical services setting.

2. To supervise, direct, co-ordinate and manage the work of all staff and volunteers contributing to undertake patient care in the lymphoedema service, so that professional and consistent standards of care are maintained at all times. Specifically:
   a) To ensure that the necessary specialist assessment, planning, implementation and evaluation of patient care needs are undertaken as required, using evidence based practice.
   b) To ensure that a holistic lymphoedema care approach is provided in accordance with approved policy and procedures and assessed needs.
   c) Adopt or implement a team approach to care, recognising and including the role of family support, cook, and complementary therapy, seeking advice, guidance and support according to Hospice policy.
   d) To establish priorities and a lymphoedema programme 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 in the Hospice and community; 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 lymphoedema care.

5. To represent the Hospice at fundraising, at public and professional events to help promote the Hospice services as necessary.
Clinical and Professional Activities

6. Be a competent autonomous practitioner and leader demonstrating robust leadership skills, evidence based specialist clinical expertise, completing holistic lymphoedema patient (and carer where necessary) assessments, acting as a mentor, resource and advisor to other colleagues, patients and carers.

7. Administer treatment as prescribed in accordance national guidance and the Hospice’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.

9. To demonstrate a continuing commitment to professional development by keeping abreast of current developments in professional and lymphoedema practice and participate in appropriate learning and development opportunities.

10. To contribute to the development of high standards of lymphoedema care ensuring that specialist and 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 relevant code of professional conduct, local and national guidance in respect of lymphoedema care and standards set by the Care Quality Commission.

13. To contribute to the hospices quality and clinical governance processes e.g. undertake clinical audit, develop and review standard processes, 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 the hospices care services.

15. Participate in Hospice multi-disciplinary discussions ensuring following up on any interventions needed enabling “right care, at the right time in the right place”.

16. Where appropriate, update the CASTLE (EPaCCS) register with relevant information, patient preferences and wishes in a timely manner.

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. Lead on the recruitment of staff, volunteers and students (in conjunction with the CSDL) and the day to day management of staff e.g. absences including anticipating cover where necessary.

20. Work in conjunction with the Clinical Practice Educator (CPE) and CSDL 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.

21. Act as a role model to staff and volunteers.

Managerial Responsibilities

22. To meet monthly with CSDL/Team for exchange of information and discussion.

23. To deputise for the CSDL at meetings etc. as required.

24. To ensure all activity or patient related outcomes data are accurately completed and reported to CSDL in a timely manner and confidentially.

25. To ensure equipment and environment is safely maintained and develop a procurement plan in conjunction with CSDL. Also to ensure participating in maintaining a healthy and safe environment in accordance with organisational health and safety policy and procedures including infection prevention and control.

26. To contribute to the formation and development of policies and procedures specific to lymphoedema and clinical services.

27. To participate in short and long term planning of clinical services.

28. To undertake appraisals of Assistant Practitioner & Senior Care Support Worker colleagues and others as directed by CSDL.

29. Promote an open and honest culture reflecting a “can do” attitude.
Education, Professional Development & Training

30. 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.

31. Undertake training to develop additional skills as necessary within the Hospice’s competency framework, in relation to specific hospice and/or Practice development projects.

32. To participate in induction and training programmes for new staff/students/volunteers/work experience.

33. To promote opportunities for education and to supervise, teach, mentor and develop staff, student nurses and medical students and encourage individual skills.

34. Participate in informal and formal education as required.

35. Contribute to the Hospice being a research active organisation and ensure Good Clinical Practice training for research compliance is completed.

36. Seek opportunities to publish/promote about service developments or research involvement.

37. Participate in clinical supervision and reflective practice as per Hospice 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 adhere to data protection policies at all times.

3. To observe and maintain security procedures and to be aware of responsibilities towards Health & Safety, Hospice Policies & Procedures and COSHH.

4. MAEH operates a strictly no-smoking policy whilst on duty.

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 the Hospice’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 Hospice 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 the hospice.

14. To accept temporary redeployment within any part of the hospice should the need arise ensuring hospice 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 the hospice.

Signed Employee:

Date:

Signed Line Manager:

Date:
### Person Specification:

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<tr>
<th>Qualifications &amp; Training</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Qualifications &amp; Training</strong>&lt;br&gt;Professional and post basic qualifications. Specialised training required for this post.</td>
<td>- Qualified and registered healthcare practitioner&lt;br&gt;- Teaching and mentoring qualification*&lt;br&gt;- Accredited or post registration professional development in lymphoedema related field&lt;br&gt;- Advanced Communication Skills course*&lt;br&gt;* If not held then must be willing to undertake – to be negotiated as part of personal professional development plan</td>
<td>Degree in related field or willing to consider developing&lt;br&gt;Good Clinical Practice training for research compliance</td>
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<th>Experience</th>
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<td><strong>Experience</strong>&lt;br&gt;Type and level of job related experience required (expressed as additional/or alternative to qualifications above).</td>
<td>- A minimum of 2 years professionally qualified experience and previous experience caring for people with lymphoedema&lt;br&gt;- Ability to lead and manage a range of staff&lt;br&gt;- Able to work autonomously and as part of team&lt;br&gt;- Evidence of excellent communication skills&lt;br&gt;- Experience of CQC compliance and evidencing regulations in practice</td>
<td>Previous experience working in a palliative care/end of life care environment&lt;br&gt;Experience of service development&lt;br&gt;Experience and commitment to continuous organisational improvement and ability to act as a change agent</td>
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<td><strong>Skills &amp; Knowledge</strong>&lt;br&gt;Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</td>
<td>- Clinical skills in lymphoedema care&lt;br&gt;- Evidence of effective teaching and mentoring&lt;br&gt;- Ability to take the lead in a multi-disciplinary setting, making clinical and operational decisions and manage a caseload&lt;br&gt;- Excellent planning and organising skills&lt;br&gt;- People management skills including:&lt;br&gt;  - Motivation of staff&lt;br&gt;  - Team building&lt;br&gt;  - Decision making&lt;br&gt;  - Conflict management&lt;br&gt;  - Problem Solving&lt;br&gt;- Clinical leadership&lt;br&gt;- Initiating, adapting to and managing change&lt;br&gt;- Understanding of current issues and initiatives relating to lymphoedema care&lt;br&gt;- IT skills&lt;br&gt;- Excellent interpersonal skills communication with patients, health and social care professionals and the wider multi-professional team encompassing verbal and written skills&lt;br&gt;- Conversant with CQC regulations and implications on safe, effective, caring, responsive, well-led services&lt;br&gt;- Must be able to demonstrate an understanding of the need for confidentiality in all aspects of the work environment&lt;br&gt;- Must be able to demonstrate an ability to organise self and others effectively</td>
<td>Able to write succinct and informative report</td>
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### Aptitudes & Attributes
What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative.

- 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
- Willing to continue with professional development within lymphoedema care and leadership
- 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

### Other Job Requirements
Physical/health requirements including levels of exertion, working conditions. Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.

- 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