



# Nottinghamshire Hospice

adding life to days

## JOB DESCRIPTION

### SECTION IDENTIFICATION

Job Title:	<b>HIYH Registered Nurse Lead</b>
Responsible to:	Head of Community Services
Grade:	Nottinghamshire Hospice Band 6
Hours:	Full Time across a 7 day / 3-shift roster. Monday to Sunday 7.00am-4.00pm, 4.00pm-1.00am and 10.00pm-7.00am
Contract Type:	Permanent
Team:	Hospice In Your Home (HIYH) Team
Location/Base:	Nottinghamshire Hospice, Nottinghamshire

### SECTION 1 – JOB SUMMARY

As part of the Hospice in Your Home Team the post holder will work as a HIYH Registered Nurse Lead to support palliative and end of life care patients within their own home. The HIYH Team provides Hospice at Home and Hospice Night Support Services over 24 hours, 7 days per week, including Bank Holidays and shifts are allocated on a roster basis. The key responsibilities and duties are to:

- Provide caseload management and lead the delivery of high-quality palliative and end of life care that delivers on CQC and quality standards for the Hospice In Your Home Services.
- Promote the services and patient outcomes achieved by Nottinghamshire Hospice, liaising with Healthcare Professionals on clinical issues in relation to the provision of care.
- Provide line management for allocated HIYH Registered Nurses (contracted) and Registered Nurses (Bank) and support them with the line management of HIYH Palliative Care Assistants (contracted) and Health Care Assistants (Bank) within the Hospice in Your Home teams.
- Act as the nominated Shift Leader
- Undertake Clinical On-Call on a roster basis

As a key member of the clinical leadership team you will act as a positive role model and demonstrate clinical expertise in palliative and end of life care. This includes supporting families and carers with helping patients to remain in their preferred place of care whilst working collaboratively with Community Nursing and Social Care Teams. The role requires travel within the geographical boundaries of Nottinghamshire Hospice's referral criteria. As well as undertaking your Leadership & Management functions, you will be required to work in both:

- a 1:1 capacity for a full support shift in a patient's home in a lone worker capacity
- and in a pair, to provide a responsive, mobile service undertaking shorter visits to several patients across the shift.

The post holder will work autonomously under the indirect supervision of the Head of Community Services.

## **SECTION 2 - ORGANISATION CHART/ ACCOUNTABILITY**



## **SECTION 3 - MAIN DUTIES AND RESPONSIBILITIES OF THE POST**

Ensure Nottinghamshire Hospice's commitment to equality, diversity and inclusion is embedded in all areas of practice within HIYH.

Act as a champion for equality, diversity and inclusion, challenging poor or inappropriate practice in all areas of Nottinghamshire Hospice delivery of service. This is not restricted to the Hospice In Your Home team.

### **Specific Duties and Management:**

- Provide nursing leadership and management to the HIYH staff to ensure they are able to deliver safe and effective palliative & end of life care for patients in the community
- Line manage allocated HIYH staff including annual appraisals, 1:1 meetings, sickness & absence monitoring, regular clinical supervision schedules and overseeing training needs.
- Create staff rosters to ensure the continuity of service delivery whilst giving consideration to skill mix.
- Support the Head of Community Services to provide effective clinical services.
- Work collaboratively with other services the Hospice provides.
- Foster positive working relationships with multi-disciplinary healthcare professionals across Nottinghamshire to bring benefit to patients.
- Act at all times as a positive role model.

### **Clinical Responsibilities:**

- Accept new patient referrals for Hospice In Your Home services while prioritising team workload in accordance with the clinical needs of patients.
- Establish a therapeutic relationship with patients and their relatives to ensure that they are included as far as they wish to be in the planning and delivery of Hospice services and the care provided.
- Provide clinical caseload management for Hospice In Your Home, ensuring patients and their families receive high quality, timely care by the right person at the right time. This may include discharging patients from Hospice services and signposting onwards.
- Ensure staff are safe, during and after every shift adhering to the Lone Working Policy.
- Undertake assessments of patient needs, develop personalised care plans and evaluate outcomes in collaboration with other health & social care providers where appropriate.
- Provide clinical oversight and support to: HIYH Registered Nurse (contracted); Registered Nurse (Bank); HIYH Palliative Care Assistant (contracted) / Health Care Assistant (Bank)
- Act as the clinical shift leader as required.

- Oversee a high standard of documented care through written and electronic records (SystemOne) for the patients, using all appropriate channels and systems to enable effective multidisciplinary communication and working.
- Provide Senior Clinical on-call support on a roster basis for the Hospice services and liaise effectively with the Director on-call where appropriate.
- Be familiar with, adhere to and participate in the development of clinical policies and procedures.
- Demonstrate good team working skills and commitment to working effectively within the HIYH Service.

#### **Communication:**

- Oversee and provide support with regards to care administration, including the allocation and reallocation of staff, based on clinical assessment of needs, to ensure optimum skill mix and continuity of care for the patient.
- Liaise closely and share information (in accordance with patient's wishes) with those who are involved in the care and discharge of patients.
- Liaise and communicate with other professionals and the general public in order to raise awareness and promote hospice services.
- Organise and oversee regular team meetings.

#### **Education and Training:**

- Undertake additional training and development in order to develop the skills required to provide quality palliative care for patients, in line with personal development plan.
- Ensure that own Revalidation and that of other RNs in the HIYH Team is completed in an accurate and timely manner.
- Assist the Education Lead in the delivery of training through direct one to one supervision and/or group sessions.
- Engage in the Hospice Appraisal process and support others where appropriate.
- Support and guide new members of staff during induction
- Take responsibility for attending mandatory training in line with organisational policy and current legislation.

#### **Audit and Quality**

- Be aware of new research and clinical developments in Palliative and End of Life Care.
- In conjunction with the Head of Community Services, lead, promote and participate in clinical audit and service users feedback programmes.
- Be the line manager and be responsible for recruitment, induction, supervision and appraisals for an identified group of Hospice In Your Home staff and to identify their learning and training needs.
- Develop effective working relationships with all members of the multidisciplinary team in the hospice.
- Report accidents, incidents, concerns and complaints relating to patients or their relatives via Vantage and as per Hospice policy and procedures; assist with any investigation as appropriate.
- Keep abreast of current advances in nursing practice.
- Assist in the induction of new team members to the team; influence good communication throughout the team; sharing knowledge and experience and providing feedback and learning opportunities through regular clinical supervision.
- There will be a requirement at times to travel within work time to different locations to attend external meetings and other Hospice sites.

#### **Legal & Ethical:**

- Practice within the legal and ethical framework as established by the Nursing & Midwifery Council and national legislation to ensure the patients interests, well-being and safety are met.

**Health & Safety/Risk:**

- Take reasonable precaution to ensure that the patient and the patient's property is safeguarded and to report concerns if deemed necessary.
- Undertake dynamic Risk Assessments as required.
- Work within all Hospice Health & Safety policies.
- Assess patients and environmental risks and follow all Hospice policies and procedures.
- Report any incidents via Vantage and follow the incident reporting process and policy.

**Safe use of a range of equipment including:**

- Hoists
- Slide sheets
- Wheelchairs
- Electric or patient's own bed
- Oxygen concentrators
- Feed pumps (within scope of competence)

**Administrative:**

- Maintain accurate record keeping using SystemOne and paper documentation where appropriate.
- Complete all appropriate forms/documentation within the given time span and submit to the Hospice as required.

**SECTION 4 - THE PERSON SPECIFICATION****ESSENTIAL**

- Registered as a RN (Adult) with the NMC
- Evidence of CPD and reflection to meet revalidation requirements
- Substantial post registration experience
- Proven ability to evaluate the safety and effectiveness of their own and health care workers nursing care.
- Excellent team player
- Experience of assessing clinical practice through audit
- Previous experience of managing a team
- Wide understanding of community services
- Good understanding of palliative care philosophy
- Understanding of the health needs of people in the last year of life
- Understanding of own accountability arising from the NMC Code of Conduct
- Ability to assess and manage patient risk effectively
- Well-developed IT skills
- Excellent interpersonal, verbal and written communication skills
- Time management and ability to prioritise workload.
- Demonstrative reflective practitioner
- Ability to network and build relationships with key personnel within other organisations
- Good management skills and commitment to working effectively with colleagues.
- Ability to solve problems.
- Calm, sensitive and reassuring manner
- Access to a car for work, including 'Business Use' car insurance at your own expense.
- Possession of a full UK driving licence.
- Ability to drive Hospice vehicles in addition to own vehicle.

**DESIRABLE**

- Community experience would be an advantage

- Use of SystmOne
- Leadership experience
- Degree level education
- Audit experience
- Previous NHS experience.

## **SECTION 5 - WORKING CONDITIONS / EFFORT**

- Working at a VDU/PC for a large part of the role.
- Constant interruptions with staff enquiries, telephone calls and emails.
- Liaise effectively with all levels of staff.
- Communication within team and other agencies as necessary.
- Sitting in same position for periods of time.
- Exceptionally busy workload.
- Based in historic building therefore lift not available.
- Caring for patients within their own home or community setting as required.
- The role requires travel within the geographical boundaries of Nottinghamshire Hospice's referral criteria.
- All shifts are waking shifts. Staff are expected to be awake for the whole shift and deliver care / be ready to deliver care for the whole shift).
- Dealing with situations that arise for which the post holder has limited experience or knowledge.
- Have the ability and experience to challenge decisions made by health and social care professionals with regards to the best interests of the patient.
- Physical skills required include a range of dexterity and sensory skills necessary for patient care and well-being, e.g:-Moving and handling of patients and equipment in a safe manner. Effective operation and monitoring of equipment ( - for example, oxygen concentrators, feed pumps, syringe pumps, tracheostomy tubes within scope of professional practice and competence).
- Monitoring of changes to patient's condition and symptoms with appropriate reporting.
- Support relationships with other members of the multi-agency / multi-disciplinary team.
- Contribute to the agreed interventions and input required to deliver appropriate packages of care.
- Empathise with patients, carers and colleagues and make effective judgments regarding when to provide an appropriate level of psychological support.
- Demonstrate the ability to form positive relationships with patients and carers in a professional, courteous, kind and sensitive manner.

## **SECTION 6 - COMMITMENT TO HEALTH AND SAFETY, CONFIDENTIALITY AND EQUAL OPPORTUNITIES**

### **HEALTH AND SAFETY / SECURITY**

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

### **INFORMATION GOVERNANCE**

Nottinghamshire Hospice is required to maintain compliance with the NHS Information Governance Toolkit. All staff must ensure compliance with the requirements for information management and security. Should a breach occur all staff are required to report it immediately to their Line Manager and the Data Protection Legislative Controller.

### **INFECTION CONTROL**

Nottinghamshire Hospice has its own policy for Infection Control. All staff must keep up to date with the new policies and subsequent implementation in practice.

All staff must contact their Line Manager if they are suffering from any form of infection with may put patients and other staff at risk.

### **NO-SMOKING POLICY**

Nottinghamshire Hospice has its own smoking policy which details the Hospice is a non-smoking organisation. The policy applies to all staff at all times.

### **EQUALITY, DIVERSITY & INCLUSION**

Nottinghamshire Hospice is fully committed to supporting and promoting equality, diversity and inclusion best practice within our workforce, as well as with our patients and supporters. We are on a journey to be an inclusive hospice where a culture to celebrate equality, diversity and inclusion is embedded and discrimination challenged together at every level. We warmly welcome those from all backgrounds - this diversity is important for our journey and values and enriches the services we offer. We particularly welcome applicants from minoritised ethnic communities, applicants with disabilities, and male applicants, as they are currently under-represented within our workforce. Copies of the Equality and Diversity Policy are available on the Hospice's website / About Us / Governance / HR Policies and Procedures. This policy applies to all Nottinghamshire Hospice staff and relies on all staff to embed it into their day-to-day work, treat all people with respect and in line with the policy, and report any observed discrimination or mistreatment based on protected characteristics.

### **PERFORMANCE REVIEWS**

The Hospice is committed to regular performance appraisal (including setting objectives for review annually) and agreement of personal development plans for all staff to enhance their ability to fulfil the requirements of their post.

### **SECTION 7 - CONFIDENTIALITY AND FREEDOM OF INFORMATION**

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be confidential and must not be divulged without prior authority other than in accordance with the provisions of the Policy on raising concerns about Health Care Services as may be amended from time to time. All information held by Nottinghamshire Hospice is subject to the General Data Protection Regulations 2018. You will be required to observe Nottinghamshire Hospice policy on the data Protection applicable to your role, functions and wider organisation requirements. Breaches of the regulations or any aspect of confidentiality will result in disciplinary action and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Hospice in any dealing they may have with employees, their representatives, the media, general public or other organisations in which he/she may come into contact. In addition to the above confidentiality requirements, you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Hospice with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

### **SECTION 8 - JOB DESCRIPTION AGREEMENT**

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Hospice's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the post holder prior to the changes being made.