

## EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

**Job Title:** Head of Community Supportive Care [Hospice at Home]

**Accountable to:** Clinical Service Director

### JOB PURPOSE

- To be accountable and responsible for the provision of safe, responsive, excellent patient care and service coordination.
- To achieve this excellence through the Supportive Care Team including Single Point of Access – to help them be the best they can be working to current best practice and processes but always striving for excellence through continuous professional and personal development.
- To lead the team, be a role model, be passionate, enthusiastic and a great communicator; to demonstrate efficient and effective clinical service management that enables best practice and regulatory compliance.
- To achieve these standards this role incorporates an average of 50% supernumerary time

### KEY PERFORMANCE AREAS

#### Team Management and Leadership

- Lead in the recruitment of all new staff and contribute to the recruitment of volunteers.
- Lead on the structure of their departmental induction, 3 and 6-month probationary reviews and ensure that staff and those volunteers supporting the service clearly understand their role and responsibility.
- Maintain the clinical competence of staff through effective supervision, monitoring and performance development reviews.
- Promote on going learning, development and personal and professional growth.
- Maintain morale within the team ensuring staff and volunteers are supported and valued for their contribution; foster a no blame culture and actively support personal development.
- Act as mentor/preceptor whilst ensuring these abilities are maintained within the registered nursing staff.
- Ensure new staff are aware of the services offered across all departments and engage with corporate events (such as Tea n Toast to contribute to and understand hospice strategy and their own role in achieving it).
- Drive effective partnership and collaboration across the hospice and with external partners to maximise outcomes for patients and the opportunity for service improvement.
- Working collaboratively with the Head of Corporate Support Services, ensure efficient and effective admin systems are maintained
- Plan and manage your own time to allow at least 50% direct clinical practice
- Ensure that students on spoke placement from the Inpatient Unit have access to high quality learning experiences relevant to their education programme.
- Demonstrate and promote the hospice values (to care, listen, respect and work together) in all behaviour.

#### Patient Experience

- Maintain a highly visible presence within the team and our community, being responsive to patients, their families and those that matter to them, staff and volunteers
- Engage positively with the multidisciplinary team to enhance patient care and understanding of roles.
- Ensure the team is responsive to need through the holistic assessment of patient's physical, psychological and spiritual needs.
- Ensure that robust documentation is maintained including care and support planning, the evaluation of nursing care and the involvement of patients and those that matter to them wherever possible.
- Ensure staff have access to essential supplies and equipment necessary for their role

- Critically evaluate practice – providing guidance, challenge and support for team members whilst taking the patient’s experience and point of view into account.
- Work alongside team members to demonstrate expected standards and clinical competence to deliver the best possible outcomes and experience for patients.
- Actively encourage feedback from patients and visitors about all aspects of our care and environment to ensure that we are responding to patient need.
- Ensure that staff know and follow the procedures for lone working and out of hours support

### **Governance and Quality**

- Attend and contribute to Clinical Governance and other specified meetings as required.
- Monitor standards of care through audit and scope/drive initiatives to achieve improvements based on learning from events, feedback and best practice guidance
- Undertake audit activity, formulating reports and action plans and guiding others in becoming proficient at audit and delivery of associated actions within timeframes set
- Working collaboratively with the Clinical Services Director and Head of Governance and Quality, report through the governance framework
- Contribute and/or lead on wider organisational initiatives to further develop the quality and safety of service provision in keeping with regulatory requirements and organisational strategy
- Take responsibility for the delivery of CQC standards, audit/self-assessment, information governance requirements and risk management and produce/deliver on associated action plans to achieve any required actions/improvements
- Timely reporting/investigation of incidents to maintain a safe environment, support learning and prevent further occurrence undertaking root cause analysis of serious incidents
- Lead and/or participate in the investigation of complaints as appropriate/delegated ensuring a thorough, timely and accurate report is produced and identified and agreed actions implemented

### **PROFESSIONAL RESPONSIBILITIES**

- Work always in keeping with NMC Code and all related professional standards and best practice guidance
- Where holding and utilising a non-medical prescribing qualification prescribe safely in accordance with local policies, national standards and formularies relating to the prescribing qualification held
- Promote and maintain appropriate and respectful professional relationships with colleagues and other staff working in collaboration with key personnel including, but not limited to, Clinical Services Director, Head of Quality and Governance and Heads of Department to maximise outcomes for patients
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Act as an ambassador for the East Lancashire Hospice promoting at all times our vision which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death

### **GENERAL RESPONSIBILITIES**

- Monitor service activity, outcomes, clinical record keeping, and advice given, working in collaboration with the Clinical Services Director in relation to action required.
- Deliver education to team members and wider hospice departments in topic areas relevant to own role, area of practice and expertise, ensuring learning objectives are achieved
- Ensure compliance with mandatory training requirements for self and team members
- Effectively manage sickness absence in accordance with hospice policies and procedures
- Monitor individual/team performance escalating where necessary for advice and support
- Ensure all staff have an annual PDR to assess performance and identify personal and professional development needs/opportunities that will enhance service delivery and the wellbeing and motivation of team members

- Utilise a range of IT systems and office applications in support of professional practice and organisational requirements including for example patient clinical record system, incident reporting and mandatory training
- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures
- Ensure effective use of all resources within allocated budget

**STATUTORY DUTIES**

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice ‘no smoking’ policy in all hospice premises and grounds
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable)
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance

**WORKING HOURS**

The post holder will work their hours flexibly. Flexibility is a key aspect of this role and the role is supernumerary as already stated. These will be worked according to a rota of up to any 5 days of a 7 day working week.

**NOTES**

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

**EQUALITY AND DIVERSITY**

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. ELH is committed to equality of opportunity for all staff and volunteers.

**ACCEPTANCE OF JOB DESCRIPTION**

I confirm I accept the duties contained in the above job description.

**PRINT NAME:** .....

**SIGNED:** .....

**DATE:** .....

**EAST LANCASHIRE HOSPICE**  
**Person Specification**

Date	Post: <b>Head of Community Supportive Care [Hospice at Home]</b>	Recruiting Manager:		
		Essential	Desirable	Tested By
	Criteria			
<b>Experience</b>	E1 Substantial experience at a senior level in a clinical role E2 Previous experience of team/service leadership & management E3 Audit to underpin best/evidence-based practice and development/management of improvement plans E4 Application of regulations/quality standards in practice E5 Management/Support of individuals with life limiting illness, palliative and/or end of life care E6 Service improvement/development/quality initiatives E7 Incident investigation	E1  E3 E4 E5 E6	E2    E7	Application Interview
<b>Qualifications</b>	Q1 Registered Nurse with active NMC registration Q2 Leadership/management or equivalent experience Q3 Evidence of continuous post registration development Q4 1 <sup>st</sup> level degree in related field Q5 Advanced communication skills Q6 Mentorship Q7 Qualification in palliative care or related field Q8 Telephone triage/Clinical examination skills / equivalent Q9 Non-medical prescribing	Q1 Q2 Q3 Q4	Q5 Q6 Q7 Q8 Q9	Application
<b>Knowledge</b>	K1 Regulatory standards including for example NMC/CQC K2 Safeguarding K3 Risk Management K4 Budget management K5 Advance Care Planning K6 Spiritual care principles	K1 K2 K3	K4 K5 K6	Interview
<b>Skills</b>	S1 Well-developed assessment and care planning skills S2 Competence in a range of clinical skills relevant to role S3 Team leadership/management skills S4 Problem solving/decision making/Influencing skills S5 Enthusiastic and passionate in driving high standards of care for patients S6 Computer literacy/use of clinical systems S7 Ability to network/build productive relationships S8 Development and delivery of formal and informal education/training S9 Able to deal with difficult and sensitive issues in a supportive and professional manner S10 Car driver with access to a vehicle for work purposes	S1 S2 S3 S4 S5  S6 S7 S8  S9 S10 S11		Interview
<b>Personal Attributes</b>	PA1 Excellent interpersonal /communication abilities PA2 Self-driven with ability to motivate and empower others PA3 Able to be accountable for own department/area of practice PA4 Patient/customer focus in keeping with hospice values	PA1 PA2 PA3  PA4		