

EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

Job Title: Head of Community Specialist Services

Accountable to: Clinical Services Director

POST SUMMARY

To have overall responsibility for the clinical leadership and management of the East Lancashire Hospice (ELH) community specialist nursing and identified out of hospice wellbeing services ensuring high quality, evidence based specialist and supportive palliative care is delivered to patients and their families with care, compassion and dignity.

Practice as a positive and proactive role model, working an average 50% of time within clinical practice drawing on a depth of specialist knowledge to deliver excellent standards of assessment and the management of physical, psychological and spiritual symptoms in order to reduce symptoms, suffering and distress in line with legislation, professional standards and best practice guidance.

KEY PERFORMANCE AREAS

- Be an inspirational leader and exemplar role model who clearly and consistently role models, supports and articulates the hospice vision, values and expectations regarding service quality to team members and nurtures their development to enable delivery of exceptional care
- Holding a reduced/time limited caseload and acting as named worker, undertake comprehensive specialist assessment of complex palliative care needs and provide excellent clinical care
- Using clinical and analytical skills alongside ethical and legal reasoning formulate, with the patient and their family, individualised recommendations/care plans and evaluate their effectiveness
- Effectively manage the care of patients with advanced disease and complex needs who require specialist palliative care including advance care planning, symptom management and end of life care that meets the needs of the individual and those important to them, promotes choice and empowers people to live life to the full and die with dignity in their preferred place of care
- Collaborate effectively with primary and community care colleagues and other partners to identify those individuals in the last 12 months of life, promote awareness of and access to hospice services, encourage referrals and reduce the fear associated with death and dying
- Work across departments and with all relevant professionals, groups and individuals to achieve awareness of hospice services, related outcomes and impact for patients and those that matter to them
- Develop, manage and maintain the service to be able to respond to patients and their families experiencing crisis situations within community to prevent avoidable hospital admissions/readmissions negotiating admission to ELH inpatient beds where this can better meet patient need
- Lead on non-medical prescribing (NMP) within the team, including the development, implementation and review of NMP policy and procedures
- Take a lead on specific projects and work collaboratively with others making a significant contribution to the delivery of hospice strategic objectives, governance agenda and local initiatives to improve specialist and supportive palliative care across our community
- Develop and motivate team members to deliver high quality care and support that meets the standards set out in legislation, national and local best practice guidance, clinical guidelines and hospice policies and procedures
- Manage the organisation, coordination and delivery of clinical care ensuring patients, staff, volunteers and the public are supported in ways that maximise health, safety, wellbeing and self-determination
- Function as a recognised specialist resource, within and beyond the hospice, and ensure the community team provide professional advice and interventions in order to improve quality of life through palliation of symptoms and individualised end of life care to meet people's wishes and needs.
- Monitor the teams clinical caseloads, including admissions, episode closures and outcomes to provide assurance of a cost effective and equitable service that complements generic provision and is appropriate to the specific purpose, roles and skills of the hospice community team
- Manage the service budget in line within agreed departmental limits, financial policies and procedures

- Be accountable and responsible for a defined portfolio directed by service need which might include for example, clinical supervision, safeguarding and provide absence cover for the Head of Inpatient Unit.

PROFESSIONAL RESPONSIBILITIES

- Maintain appropriate and respectful professional relationships with colleagues and other staff
- 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
- Provide accurate verbal and/or written reports for the purpose of patient care management as required
- Seek, refer to and utilise the combined knowledge and skills available within and beyond the hospice including supportive, generalist and specialist palliative care professionals and others to ensure the patient and family needs are addressed
- Where applicable, work as a non-medical prescriber within own scope of practice and professional standards; ensure systems are in place to monitor prescribing practice within the team in accordance with associated legislation, NMC guidance and ELH policy and have up to date clinical, pharmacological and pharmaceutical knowledge relevant to field of practice
- Maintain contemporaneous records of all patient/patient related information and activity data in line with requirements of NMC guidance, legislation and the clinical governance framework and accurately record clinical activity on the hospice clinical system
- Attend GSF/Integrated Locality Meetings to optimise the management plans of new and existing patients on the caseload, support identification of specialist palliative care need and awareness of hospice services
- Recognise own limitations and respond appropriately ensuring robust lines of responsibility and accountability are maintained to reduce risk to self and others
- Promote and ensure compliance with safe practices including an understanding of capacity, valid informed consent, the ability to work within a legal framework and safeguarding
- Participate in research as appropriate and in accordance with the governance framework
- Work in accordance with ELH policy, procedures and professional codes of conduct.

PERSONAL DEVELOPMENT

- Access mandatory training appropriate to the role
- Lead and/or participate in the education and training of others as appropriate to the role
- Attend and/or lead appropriate professional groups, forums and public events to develop, maintain and share skills and knowledge at an advanced level of palliative care
- Actively participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills
- Identify own learning and take responsibility for enhancing own personal and professional knowledge accessing available resources and opportunities relevant to the role
- Attend, provide and/or contribute to the provision of ELH menu of supervision and support options in order to develop personal and professional confidence and competence in professional practice

MANAGING SERVICES

- Chair clinical meetings relating to the caseload, individuals case management and/or service development including for example specialist multi-disciplinary team and case management meetings
- Ensure staff rotas, education activities and leave are planned efficiently and baseline cover is maintained; oversee specialist nursing 7 day provision, taking part in weekend rotas to maintain service continuity
- In conjunction with the wider team provide cover for absent team members implementing and evaluating the management plans of patients on their caseloads
- Monitor and evaluate the quality of the team's performance through clinical audit, analysis of audit findings, clinical activity and patient/service user feedback
- Submit accurate and timely information to Clinical Services Director to inform organisational reports as part of the governance framework, payroll variance, HR management and highlight concerns and achievements
- Lead on/support the investigation of incidents/significant events, report on findings and recommendations, implement actions and ensure learning is shared

- Critically review and evaluate operational practice, leading and/or contributing to the planning of service developments and provide support for staff during the introduction of new initiatives.
- Responsible for the effective management and monitoring of risk across own department including the reporting of hazards and incidents, completion of relevant risk assessments and leading and/or cooperating with the investigation of complaints, incidents and implementation of risk reduction measures
- Responsible for managing the community team budget ensuring effective use of resources

MANAGING PEOPLE

- Recruit staff and volunteers in accordance with hospice policy and procedures
- Induct new staff and volunteers in accordance with hospice policy and procedures to ensure they have the appropriate information and training to carry out their role
- Ensure all staff have an annual PDR and facilitate staff development to enhance service delivery
- Create a positive, professional and respectful culture that achieves a climate where staff and volunteers are nurtured to be the best they can be and deliver excellence
- Utilise well developed leadership skills and provide the direction necessary for continuity of service provision and the delivery of high standards of support for those receiving hospice support
- Be an effective role model in good personal time management, reliable attendance and respectful communication
- Undertake regular observation of the delivery of clinical care to monitor practice, competence and evaluate performance
- Apply relevant hospice policy to practice including for example recruitment, induction, attendance, education, development, supervision and performance of staff and volunteers to ensure they have the appropriate information and training to carry out their role

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
- Work at all times to respect people’s individuality, rights and diversity to ensure equality

WORKING HOURS

The post holder will work their hours flexibly. 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.

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 – Head of Community Specialist Nursing

Date	Post	Recruiting manager		
		Essential	Desirable	Tested By
		Tick as appropriate Application (A), Interview (I), Test (T)		
Experience	<p>E1 Extensive post-registration experience</p> <p>E2 Experience working with a wide range of people in a variety of settings to improve patient outcomes including patients, carers, the multidisciplinary team and other providers</p> <p>E3 Recent experience in the delivery of palliative and end of life care for people with a wide range of life limiting illness/complexity</p> <p>E4 Advance care planning and supporting patients, relatives and others through life changing situations</p> <p>E5 Effective caseload management including the planning, supervision including complex case management</p> <p>E6 Experience in team leadership/management</p> <p>E7 Experience of providing clinical advice and/or triaging referrals</p> <p>E8 Developing and delivering formal and informal teaching/education provision</p> <p>E9 Development and mentorship of clinical staff/volunteers including the use of performance development and review systems</p> <p>E10 Incident investigation/root cause analysis</p> <p>E11 Effectively leading and managing change programmes</p> <p>E12 Community/primary care experience</p>	<p>✓E1</p> <p>✓E2</p> <p>✓E3</p> <p>✓E6</p> <p>✓E9</p> <p>✓E10</p> <p>✓E11</p> <p>✓E12</p>	<p>✓E4</p> <p>✓E5</p> <p>✓E7</p> <p>✓E8</p> <p>✓E9</p> <p>✓E10</p> <p>✓E11</p> <p>✓E12</p>	<p>A/I</p> <p>I/T</p> <p>A</p> <p>I</p> <p>A/I</p> <p>A</p> <p>A</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>I</p>
Qualifications	<p>Q1 RN (Adult) with valid NMC registration</p> <p>Q2 Level 6/7 degree level study in a relevant clinical field or nearing completion</p> <p>Q3 Recognised post-registration qualification(s) / in field relevant to role</p> <p>Q4 V300 Non-Medical Prescribing or willing to undertake</p> <p>Q5 Advanced assessment/clinical examination skills or willingness to undertake</p> <p>Q6 Advanced communication skills</p> <p>Q7 Leadership / Management qualification</p> <p>Q8 Teaching/Assessing qualification</p> <p>Q9 Educated to a minimum GCSE English/Maths</p>	<p>✓Q1</p> <p>✓Q3</p> <p>✓Q4</p> <p>✓Q5</p> <p>✓Q9</p>	<p>✓Q2</p> <p>✓Q6</p> <p>✓Q7</p> <p>✓Q8</p>	<p>Q1 – Q9: Application</p>

Knowledge	<p>K1 National and local drivers and developments within palliative and end of life care</p> <p>K2 Current palliative care practice/developments</p> <p>K3 Governance priorities, and the standards and expectations of regulatory bodies</p> <p>K4 Audit processes and benefits</p> <p>K5 Change management strategies</p>	<p>✓K1</p> <p>✓K2</p> <p>✓K3</p>	<p>✓K4</p> <p>✓K5</p>	All: Interview
Skills	<p>S1 Clinical skills relevant to the speciality with an understanding of reversible causes, integrating theory to practice</p> <p>S2 Advanced written and verbal communication skills with report writing and presentation skills</p> <p>S3 Ability to effectively time manage and plan, prioritise and coordinate workload</p> <p>S4 Excellent organisational and interpersonal skills with the ability to establish effective working relationships with the multidisciplinary team and wider stakeholders</p> <p>S5 Leadership skills/qualities</p> <p>S6 Critical thinking with the ability to think objectively and laterally, recognising internal and external influences on service provision and development</p> <p>S7 Proficient in the use of Microsoft office applications with the ability to record/deal with accurate facts, figures and information to support clinical and managerial record keeping</p> <p>S8 Car driver with full UK license with access to a vehicle with business insurance for work purposes</p>	<p>✓S1</p> <p>✓S2</p> <p>✓S3</p> <p>✓S4</p> <p>✓S5</p> <p>✓S6</p> <p>✓S7</p> <p>✓S8</p>		<p>Interview</p> <p>Application</p>
Personal Attributes	<p>PA1 Able to work as part of a rota over 7 days, contribute to the on-call rota and be flexible to meet changing service need</p> <p>PA2 Self-motivated, confident and decisive with the ability to work alone and manage own time without direct supervision</p> <p>PA3 Able to recognise own and others limitations and pro-actively seek guidance and/or support where necessary</p> <p>PA4 Team player with commitment to multi-professional working and ability to network/establish effective working relationships</p> <p>PA5 Enthusiastic and motivated to engage with/drive change and innovative practice</p> <p>PA6 Effective role model and motivator, able to take and provide constructive feedback</p>	<p>✓PA1</p> <p>✓PA2</p> <p>✓PA3</p> <p>✓PA4</p> <p>✓PA5</p> <p>✓PA6</p>		All: Interview