

EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

Job Title: Hospice Clinical Nurse Specialist (Associate) Palliative Care

Accountable to: Head of Department

KEY PERFORMANCE AREAS

- Work within the skill mixed hospice community team providing high quality specialist palliative and end of life care, advice and expertise to patients, families and other partners in the delivery of care in order to meet the complex needs of patients and their families whilst recognising patients' preferences and right to self-determination
- Contribute to the referral screening and management process, to establish priority in keeping with ELH community service model, engaging with referrers to influence the quality of information provided where this is inadequate for effective decision making and responsiveness
- Undertake holistic specialist assessment, planning and evaluation of interventions to ensure the needs of those people accessing hospice community services, and those that matter to them are met with compassion and dignity, regardless of diagnosis.
- Act as named worker and using evidence based practice, hold responsibility for managing and monitoring the care of an identified caseload of patients with advanced disease who require specialist palliative care
- Provide excellent clinical care, undertaking comprehensive holistic assessment of complex palliative care needs and, using clinical and analytical skills formulate, with the patient and their family, individualised recommendations/care plans and evaluate effectiveness
- Utilise well developed, advanced communication skills to sensitively seek out the patient's understanding of their diagnosis and prognosis and that of their family, providing information and explanation, in ways that can be understood by those involved
- Using own clinical and analytical skills alongside ethical and legal reasoning formulate, with the patient and their family, individualised recommendations/care plans and evaluate their effectiveness
- Act as named worker for an identified caseload and 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
- Participate in caseload reviews to support reflection, the management of complexity, sharing of best practice and to maximise the quality of outcomes for patients
- Act as a specialist, professional resource to the multi-professional community team and partners within the communities we serve; share specialist knowledge on complex symptom management and care planning, including social and psychological care and promote evidence based practice to improve quality of life through the palliation of symptoms and individualised end of life care to meet peoples wishes and needs
- Actively engage with primary and community care colleagues to identify those individuals in the last 12 months of life, promote awareness of and access to hospice services and facilities throughout the communities we serve and work at all times to reduce the fear associated with death and dying
- Work flexibly 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
- Contribute to the delivery of departmental objectives and organisational strategy in keeping with the governance framework including participation in clinical audit, activity analysis and obtaining views of patients/those that matter to them
- Participate in the delivery and evaluation of formal and informal education, taking a lead role in own area of expertise in line with organisational systems and processes including annual educational needs analysis
- Be accountable and responsible for a defined portfolio directed by service need including, for example, service evaluation, practice development forums, clinical supervision

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
- Ensure effective use of hospice resources
- 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

PERSONAL DEVELOPMENT

- Access mandatory training appropriate to the role
- Participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills
- Participate in the education and training of others as appropriate to the role
- Attend 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 Hospice CNS Associate JD / CE / 05.2021 / Final
- Reflect and critically evaluate own practice, including the values, practices and interests that underpin it, to support continuous improvement
- Identify own learning and take responsibility for enhancing own personal and professional knowledge accessing available resources and opportunities relevant to the role
- 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
- Develop own understanding of safeguarding processes, working with the wider team to protect individuals who are vulnerable
- Ensure own compliance with mandatory training, development and supervision
- Participate in the education and training of others as appropriate to the role.

MANAGING SERVICES

- 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
- Engage collaboratively with team members ensuring that staff rotas, education activities and annual leave are planned efficiently so baseline cover is maintained
- Plan, co-ordinate and manage own time effectively in order to achieve the hospice's stated objectives for the delivery of specialist palliative care within the community
- Contribute to the delivery of the hospice governance agenda, identifying and informing colleagues and line manager of any new initiatives, innovations, best practice guidance or service development needs which should be considered for community palliative care services
- Ensure caseload management including episode closures and outcomes provide assurance of an effective and equitable service that complements generic provision and is appropriate to the specific purpose, roles and skills of the hospice community team
- Communicate any identified education and development needs for inclusion in the education needs analysis
- Contribute to cover arrangements for absent colleague caseloads and work with line manager and CNS colleagues to ensure continuity of service provision
- Actively participate in team meetings to facilitate effective communication on operational issues
- Attend organisational and external meetings as deemed appropriate in order to influence awareness and use of hospice services, actively promote and signpost to East Lancashire Hospice Services and those of the wider community ensuring individuals and their families are aware of the choices available to them
- Contribute to clinical meetings including for example specialist multi-disciplinary team meetings and case management meetings

- Assist in the review and evaluation of operational practice, leading and/or contributing to the planning of service developments
- Ensure own practice and the organisation and delivery of own area of responsibility is consistent with hospice policies and procedures.
- Apply existing processes for dealing with concerns and complements escalating these in a timely manner to line manager
- Consistently apply the departmental lone working process escalating concerns in keeping with ELH policy Ensure a safe environment through the reporting of hazards and incidents, completion of relevant risk assessments, leading and/or cooperating with the investigation of incidents and implementation of risk reduction measures
- Positively engage in events which promote the use of hospice services and those which celebrate achievements of service users, staff and volunteers

MANAGING PEOPLE

- Contribute to recruitment of staff and volunteers in accordance with hospice policy and procedures
- Contribute to recruitment of 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
- Contribute to all staff have an annual PDR to assess performance and identify development needs
- Contribute to staff development to enhance service delivery
- Contribute to and manage staff in accordance with hospice policies and procedures
- Be an effective role model in good personal time management, reliable attendance and respectful communication
- Contribute to providing team members with the support and direction necessary for delivery of high standards of care for those in receipt of hospice supportive care
- Constructively challenge existing knowledge and practice and be open to challenge from others to achieve best practice in meeting patient needs
- Participate in the recruitment, induction and supervision of non-registered staff and volunteers Hospice CNS Associate JD / CE / 05.2021 / Final
- Contribute to annual PDR for named support staff within own team
- Assist in the induction of new staff and the development of existing staff/volunteers **STATUTORY DUTIES**

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 – Hospice Clinical Nurse Specialist (HCNS) – Palliative Care

Date	Post	Recruiting manager		
		Essential	Desirable	Tested By
	Criteria	Tick as appropriate		Application (A), Interview (I)
Experience	<p>E1 Substantial post-registration experience</p> <p>E2 Recent post-registration interest and experience in the delivery of specialist palliative care for a range of life limiting illness</p> <p>E3 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 including wider health and social care professionals</p> <p>E4 Advance care planning and supporting patients, relatives and others through life changing situations, impending grief and bereavement</p> <p>E5 Caseload management including the planning, supervising and organising of work</p> <p>E6 Experience of providing clinical advice and/or triaging referrals</p> <p>E7 Community nursing experience</p> <p>E8 Team leadership/ supervisory experience</p> <p>E9 Formal/Informal teaching/education provision</p> <p>E10 Development and mentorship of clinical staff/volunteers</p> <p>E11 Leading and managing change</p> <p>E12 Complex case management</p>	<p>✓E1</p> <p>✓E2</p> <p>✓E3</p> <p>✓E4</p> <p>✓E5</p> <p>✓E10</p> <p>✓E12</p>	<p>✓E6</p> <p>✓E7</p> <p>✓E8</p> <p>✓E9</p> <p>✓E11</p>	All: Application/interview
Qualifications	<p>Q1 Registered Nurse (Adult) with valid NMC registration</p> <p>Q2 Educated to minimum of 1st degree level/working towards</p> <p>Q3 Level 7 study in a related field</p>	<p>✓Q1</p> <p>✓Q2</p>	<p>✓Q3</p>	Q1 – Q9: Application

	Q4 Recognised post-registration palliative care qualification / or equivalent field	✓Q4		
	Q5 Advanced communication skills	✓Q5		
	Q6 V300 Non-Medical Prescribing/willing to undertake in post	✓Q6		
	Q7 Advanced assessment / Clinical Examination Skills/willing to complete in post	✓Q7		
	Q8 Leadership / Management degree/qualification		✓Q8	
	Q9 Teaching/Assessing qualification		✓Q9	
	Q10 Evidence of professional development including validated clinical development or courses	✓Q10		
Knowledge	K1 Knowledge of current interventions and strategies for palliative care	✓K1		A/I
	K2 Knowledge of national and local drivers and developments within palliative and end of life care		✓K2	A/I
	K3 Awareness of current palliative care research/developments and outcome measures	✓K3		I
	K4 Understanding of governance priorities, and the standards and expectations of regulatory bodies	✓K4		I
	K5 Practical use of computer systems and Microsoft packages	✓K5		I
	K6 Project management		✓K6	I
	K7 Audit		✓K7	I
	K8 Change management strategies		✓K8	I
Skills	S1 Ability to assess, plan and monitor patients holistic needs and coordinate the management of a complex caseload	✓S1		I/T
	S2 High level of clinical skills relevant to the speciality with an understanding of reversible causes, integrating theory to practice	✓S2		I/T
	S3 Understanding of the clinical rationale for the pharmacological and non-pharmacological management of symptoms utilised within palliative care	✓S3		I/T

	S4 Ability to deliver advanced communication and advocacy skills in all aspects of work	✓S4		I
	S5 Ability to promote a culture of patient-centred care, empathy and empowerment for patients and their families	✓S5		I
	S6 Able to respond flexibly to the changing needs of the service, driving improvement and monitoring adherence to clinical guidelines	✓S6		I
	S7 Able to work autonomously, recognising own limitations seeking line management, medical and/or other support where necessary	✓S7		I
	S8 Excellent written and verbal communication skills with presentation and teaching ability	✓S8		A/I
	S9 Ability to nurture and support the development of team members	✓S9		I
	S10 Good organisational and interpersonal skills with the ability to effectively manage time, plan, prioritise and coordinate workload	✓S10		I
	S11 Leadership skills/qualities	✓S11		I
	S12 Critical thinking with the ability to think objectively	✓S12		I
	S13 Computer literate being able to maintain electronic records on the clinical system	✓S13		I
	S14 Project management		✓S14	I
	S15 Car driver with full UK license and access to a vehicle for work purposes	✓S15		A
Personal Attributes	PA1 Awareness of the Hospice charitable status and influence of service delivery and professionalism on charitable donations	✓PA1		All: Interview
	PA2 Able to work as part of a rota over 7 days and be flexible to meet changing service need	✓PA2		
	PA3 Self-motivated, confident and decisive with the ability to work alone and manage own time without direct supervision	✓PA3		
	PA4 Able to recognise own and others limitations and pro-actively seek guidance and/or support where necessary	✓PA4		
	PA5 Team player with commitment to team development, multi-professional working and	✓PA5		

	<p>ability to network/establish effective working relationships</p> <p>PA6 Enthusiasm for development, innovative practice and improved outcomes for patients</p> <p>PA7 Personal integrity and professionalism displaying behaviour and an attitude to work that is consistent with organisational values</p> <p>PA8 Ability to function as an effective role model to ensure high standards of care and intervention for patients and families</p> <p>PA9 Good sense of humour with a genuine and non-judgemental approach to others and ability to give and receive constructive feedback</p>	<p>✓PA6</p> <p>✓PA7</p> <p>✓PA8</p> <p>✓PA9</p>		
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