



Wigan & Leigh Hospice

Job Description

Job Title: Associate Hospice Nurse Specialist

Reports to: Community Services Manager

Base: Wigan and Leigh Hospice

Date: April 2021

Job Purpose:

To work within a Community Hospice Nurse Specialist (HNS) 7-day service, as an autonomous practitioner, providing specialist palliative care advice and expertise to patients, families and other community health and social care teams.

To actively contribute to the strategic development of the service by leading on clinical audit, formal palliative care education provision and HNS service development initiatives.

Objectives	Typical Tasks
<p>Management: To work collaboratively with the Community Services Manager in ensuring that the service and its resources are efficiently and effectively operationalised so that the Hospice’s strategic vision and operational objectives for the delivery of specialist palliative care to patients and their families within their usual place of residence are achieved.</p>	<ul style="list-style-type: none"> • To work collaboratively with the Community Services Manager and HNS Team in ensuring that the service is efficiently and effectively operationalised. • To attend and participate in weekly team management meetings to facilitate team communication, feedback from meetings and conferences, diary and holiday logging and identifying service pressures. • To work as a member of the Hospice HNS Team to provide and co-ordinate all clinical patient and carer services, ensuring the highest possible standards of community specialist palliative care within available resources. • To plan, co-ordinate and manage time effectively in order to achieve the Hospice’s objectives for the delivery of specialist palliative care within the community. • To manage team referrals and assess their appropriateness, supporting colleagues in referring back inappropriate referrals and in developing appropriate training to poor referrers. • Use advanced negotiation and persuasion skills in the management of difficult professional groups both within and external to the Hospice.
<p>Leadership: To act as a role model who clearly expresses the hospice vision, values and service quality.</p>	<ul style="list-style-type: none"> • To provide a leadership role for palliative care practice both within the Hospice and the community. • To be a proactive, innovative and motivational professional who can articulate a clear vision to generalist colleagues for the delivery of excellent palliative care. • Act as a positive member of the wider hospice team and ensure team communication is clear, objective and focussed on excellent patient care.

	<ul style="list-style-type: none"> • To facilitate seamless patient care by fostering and maintaining effective communication with all external teams that are involved in the delivery of palliative care.
<p>Human Resources: To be an active member of a high performing HNS team ensuring the standards of care and support are maintained in line with internal policies, procedures and clinical guidelines.</p>	<ul style="list-style-type: none"> • Support the team manager to regularly review staffing levels and ensure on-going sufficient staffing levels to maintain a safe, high quality service. • Ensure sickness / annual leave procedures are adhered to. • Assist in the induction of new staff and familiarise them with the methods, procedures and values of the Hospice.
<p>Clinical: Be a key player in the delivery of specialist palliative care and associated activities in line with appropriate standards and guidelines within people's usual place of residence</p>	<ul style="list-style-type: none"> • Share in the management and support of a clearly identified caseload of patients with advanced disease who require specialist palliative care. • Share responsibility of monitoring patients with complex palliative care needs with the HNS, ensuring documentation is accurate and management plans are clear and meet relevant professional standards. • Provide cover for the caseloads of HNS's during their absence, implementing and evaluating the management plans of patients on their caseloads. • Attend the weekly multidisciplinary meeting in order to optimise management plans for complex patients on your case load. • Use advanced communication skills with patients, carers and relatives, including those with language and cultural differences, facilitating informed consideration that enables choices to be made concerning treatments and future care. • Following assessment and with the patient's consent refer appropriately to other services and agencies. • Act as patient advocate. • Maintain contemporaneous records of all contacts with patient, family and care givers. • Apply highly developed specialist knowledge, underpinned by theory and experience to advise and influence the Primary Care Team on complex symptom management and care planning including social and psychological care, promoting evidence based practice in order to maximise the patients' quality of life. • Help guide community health care teams to anticipate potential problems, encourage and support Advance Care Planning (ACP), to recognise and respond to palliative care emergencies. • Attend Gold Standards Framework (GSF) meetings within your caseload locality and contribute to the management plans of patients on the register.

	<ul style="list-style-type: none"> • Within your scope of knowledge and expertise give advice to professionals, patients and carers who access the 24hr advice line.
<p>Educational: Spread the reach of excellent palliative care service provision within your locality by formally educating generalist palliative care providers in the delivery of palliative care.</p>	<ul style="list-style-type: none"> • Participate in the development and mentoring of new members of staff. • Work closely with the other relevant professionals to sustain and further develop End of Life Care initiatives within the community including Nursing and Residential Homes. • Act as an education and specialist information resource for other professionals, patients, relatives and their carers. • Actively participate in the delivery of palliative care education across the Wigan Borough and contribute to the Hospice's specialist education forum.
<p>Quality, Standards, Governance and Safety: To assist the Community Services Manager and HNS colleagues in delivering the department's quality and standards of service ensuring patients, staff, volunteers and the public receive safe, well managed care.</p>	<ul style="list-style-type: none"> • To assist in evaluating the quality of the HNS service via the Clinical Governance Framework including co-ordinating, planning, monitoring and evaluating the quality of the team's service through participation in clinical audit, activity analysis and surveying patients and families views. • Positively participate with the Palliative Care Consultant and manager in case load reviews and annual assessment of your clinical competencies. • Safeguard all patients, families and the public through robust staff training and adherence to internal and external policies and procedures, reporting any concerns to the manager or relevant professional body. • Actively participate in monitoring and reporting significant events and with management approval modify systems and processes in line with lessons learnt. • Ensure personal safety by adhering to the lone worker policy.
<p>Compliance: Ensure that your practice facilitates full compliance with the Care Quality Commission's (CQC) Essential Standards, Data Protection and Outcome Measurements.</p>	<ul style="list-style-type: none"> • Contribute to the development of operational policies and procedures, ensuring they are updated regularly in order that the Hospice meets its statutory obligations and patient care is of a high standard. • Ensure all hospice policies and procedures are adhered to by you and your colleagues. • Participate in clinical audits and utilise their findings to develop your practice and to improve the team's services. • Report concerns or complaints of service users to team manager.

<p>Service Information: Ensure up to date service information is readily available in all patient areas and that patients and their visitors have an awareness of it in a format that they can understand.</p>	<ul style="list-style-type: none"> • Be aware of all service information available and how to signpost service users to relevant support. • Ensure that patients and their families are in receipt of all relevant hospice information.
<p>A Value for Money Service Ensure the charities money is used in the most effective and efficient way and that your service runs to budget.</p>	<ul style="list-style-type: none"> • Ensure appropriate, efficient and economical use of Hospice resources limiting waste. • Maximise your efforts during working hours in the delivery of an efficient high quality service.
<p>Continuous self-development: Maintain continuous self-development to ensure knowledge, skills and competence is relevant to the service.</p>	<ul style="list-style-type: none"> • Take responsibility for your own professional development, identifying training and development needs to line manager. • Keep up to date with skills and knowledge through reading journals, research articles and using the hospices library facilities. • Complete annual electronic mandatory training. • Attend specialist training and development activities within the hospice. • Attend clinical supervision to reflect on own skills, practice and abilities.
<p>Hospice Philosophy: Actively support the vision, philosophies and values of the hospice.</p>	<ul style="list-style-type: none"> • Promote the core values of the Hospice, compassion, accessibility, respect, excellence - CARE. • Act in a non-discriminatory manner. • Maintain confidentiality at all times. • Act as a positive role model to the team and wider community.

Person Specification – Associate Hospice Nurse Specialist	
<p><u>Essential</u></p> <p>Qualifications</p> <ul style="list-style-type: none"> • Current professional registration with the NMC • RN1: Adult nurse, level 1 RNA: Adult nurse, level 1 • Evidence of relevant CPD 	<p><u>Desirable</u></p> <p>Qualifications</p> <ul style="list-style-type: none"> • Degree in a relevant subject • Teaching and assessing in clinical practice • Palliative Care qualification • Advanced Communication skills
<p>Experience</p> <ul style="list-style-type: none"> • Minimum of 4 years post registration experience of professional practice with patients with progressive & or complex conditions • Demonstrates career progression & personal development 	<p>Experience</p> <ul style="list-style-type: none"> • Management experience • Research • Teaching, coaching and mentoring • Audit/clinical effectiveness • Community Nursing experience
<p>Knowledge</p> <ul style="list-style-type: none"> • Expert knowledge of clinical practice in palliative care • Good knowledge of quality assurance, audit and research 	<p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of national developments in palliative care
<p>Key Skills & Abilities</p> <ul style="list-style-type: none"> • Commitment to the aim, philosophy and ethos of the hospice • Strong desire to enhance the provision of palliative care and improve standards • Demonstrable skills in written & verbal communication in the English language • Highly developed communication skills • Empathy and sensitivity • Able to prioritise and manage own workload • Proven application of confidentiality • Good understanding of the Mental Capacity Act 2005 • Excellent team working skills and leadership qualities 	<p>Key Skills & Abilities</p> <ul style="list-style-type: none"> • Good understanding of the health & safety issues in contemporary health care • Good understanding of safeguarding, Duty of Candor, Deprivation of Liberty Safeguards

<ul style="list-style-type: none"> • Promotes equality and values diversity • Promote patient dignity • Evidence of initiative and self-motivation • Proven ability to 'problem solve' • Evidence of continuing professional development • Good IT skills 	
<p>Other</p> <ul style="list-style-type: none"> • Car owner driver • Demonstrate your flexibility to work unsociable hours • Awareness of the hospice's charitable status and its reliance upon charitable donations which are influenced by clinical care delivery and the professionalism of hospice personnel. 	