

Community Palliative Care Staff Nurse



Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

Community Department Vision

As a team, our outstanding, person-centred palliative care positively impacts on the physical, social, emotional and spiritual wellbeing of our patients and their relatives and carers.

It is important to us that all our colleagues:

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of their emotions on themselves and others
- Show empathy when noticing unsettling emotions in others
- Speak up when they have worries or concerns and take appropriate action if their values are compromised
- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion

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To succeed in this role you will have:

- Current NMC registration as a Registered Nurse
- Evidence of continued professional development
- Post registration experience in end of life care, palliative care, or a related field
- An understanding of palliative and end of life care nursing issues and patient pathway
- Excellent assessment and care planning skills
- Excellent communication and interpersonal skills
- An understanding of the nature and challenges of working in a specialist area of practice
- The ability to foster positive relationships with a broad range of colleagues
- The ability to act as a role model and mentor junior staff
- The ability to manage workload and prioritise effectively
- The ability to work on own initiative, independently and as part of a team
- Knowledge of clinical governance issues and the ability to demonstrate this in your practice
- A solid understanding of and ability to use IT and other technology to support patient care
- Self-motivation and the ability to work autonomously
- A demonstrable commitment to person centred care as well as being sensitive and caring
- Flexibility to meet the changing demands of the service
- The ability to travel across North Devon without reliance on public transport

In this role you will be responsible for:

- Working as part of the Hospice to Home team within our Community Palliative Care Service to deliver both planned care and rapid interventions at home. Support the Clinical Nurse Specialist team with support calls and visits around H2H responsibilities.
- Providing skilled nursing care to patients receiving palliative and end of life care in the community across the full week.
- Contributing to the supervision and oversight of packages of care delivered by Multiskilled Healthcare Assistants (MSHCA). Support with administration tasks and funding for patients care. (LWAH and CHC).
- Taking responsibility for elements of the risk assessment and care planning for people at home and leading on care coordination at weekends while working closely with District Nursing team and other community teams.
- Providing skilled, evidence based, person-centred nursing care, always working within own levels of competence and scope of practice without direct supervision and in accordance with hospice policies and procedures
- Ensuring that all nursing procedures are carried out in accordance with hospice policies, acting as a role model for good practice within the nursing team from admission, throughout the patient stay to discharge planning
- The assessment of patient need and development of care plans that reflect the physical, psychological, emotional, and spiritual needs of patients and their families and carers
- Overseeing the work of MSHCAs as appropriate to ensure they are responding to needs and providing clinically effective care. Coordinating rapid response visits with all community teams involved.
- Establishing and maintaining sensitive and caring therapeutic relationships with patients, families and carers in planning and delivery of care as appropriate, to ensure that they understand and agree with the programme of care being provided.
- Working with patients and family members to ensure they feel respected, empowered, and involved in decisions about their care and wellbeing Educating. Support families/carers to deliver end of life care at home. Able to offer support to them using the Carer Support Needs Assessment Tool (CSNAT).
- Supporting patients and families to provide feedback via the Carers Opinion Tool, about our services and use this to support our continued improvement and development.
- Providing support, information and advice to patients, their families and carers and other professional colleagues as appropriate.
- Understanding your role as weekend registered practitioner, knowing when and to whom to escalate concerns to.

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- Maintaining accurate, timely and comprehensive records of patient care.
- Ensuring that patient confidentiality is always maintained.
- Ensuring families/carers understand how to safely store and administer medication.
- To be able to safely administer controlled drugs in accordance with Hospice policies and procedures. Working in line with professional NMC Guidelines and legal requirements.
- In the absence of a senior member of staff, taking charge of the shift and knowing when and to whom you should escalate concerns
- As part of the multidisciplinary team, actively identifying areas of risk, reporting incidents, and taking immediate action as necessary utilising the appropriate hospice policies and procedures
- Working as part of the team and using reflection and observation to support everyone to create and maintain a culture of continuous improvement
- Participating in standard setting, monitoring the quality of the service provided and identifying how current practice may be improved
- Participating in reviews, projects, and audit activity as appropriate
- Demonstrating a continued commitment to professional and personal development to ensure that professional competencies are maintained and developed to continue to meet the needs of the service
- Utilising educational opportunities to facilitate learning in the clinical environment and participating in and delivering training
- Participating as appropriate in the training, education and assessment of learners including, but not limited to, new staff, pre-registration nurses, trainee nursing associates and healthcare assistants
- Participating in the induction of new staff as requested
- Participating in, and promoting clinical supervision and reflective practice
- Undertaking other duties as may be required, and which are consistent with the responsibilities of the post including working in other clinical areas as appropriate to meet the needs of the service as directed by the Clinical Team Lead or nurse in charge
- Ensuring that you always follow good infection control practice and that you are familiar with infection control policies, procedures, and guidance relevant to your area of work
- Understanding your role in the safeguarding of adults and children by being able to identify risks, and recognise signs of harm, abuse or neglect including how to report concerns and take immediate action to protect a person at risk of harm or abuse

Your competency framework – you will:

Strategic Thinking and Setting Direction

- Proactively promote and engage in change and model the changes expected
- Work with colleagues and other professionals internally and externally to critically analyse practice and use evidence and feedback, both positive and negative, to identify options, risks, and solutions
- Look ahead and track changing priorities, integrating information from multiple sources, analysing the impact, appropriately escalating risks and issues and acting on emerging opportunities quickly and decisively

Sharing the Vision and Delivering the Service

- Have a flexible approach and establish ongoing plans to deal with the more complex and difficult issues
- Support, coach and mentor others, asking questions to empower them to work out the answers for themselves, enabling the team to perform at its best, sharing learning to build success within and beyond the team
- Contribute to shaping future plans together with the team, linking tasks to organisational goals, being mindful of resources
- Understand and interpret relevant legislation and accountability frameworks

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Leading People

- Pay close attention to what motivates individuals in your team so that they can channel their energy so they deliver their objectives
- Employ strategies to manage conflict of interests and differences of opinion
- Give people the belief that change is achievable and that their contribution matters, encouraging the team to identify problems and solve them
- Demonstrate that the health and wellbeing of your team are important to you
- Encourage the team to deliver on the shared purpose, as much as on their individual objectives, looking out for opportunities to celebrate and acknowledge high standards

In addition we will ask you to:

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements
- Participate in personal development and review processes
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate
- Always follow good infection control practice and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

The small print:

- This job description may be reviewed in consultation with you and in light of any changing service requirements
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time

November 2025