

## JOB DESCRIPTION

<b>Job Title</b>	Community Palliative Care Staff Nurse	<b>Salary</b>	North Devon Hospice Pay Framework Band 5 (plus shift enhancements)
<b>Hours</b>	Full and part time hours available	<b>Working hours</b>	08.00 – 20.00 7 days per week
<b>Reposts to</b>	Clinical Team Leader, Community Services	<b>Department</b>	Community Palliative Care Service
<b>Location</b>	North Devon Hospice, Deer Park, Newport, Barnstaple, North Devon EX32 0HU but delivering care in the community across North Devon		

### Job Purpose

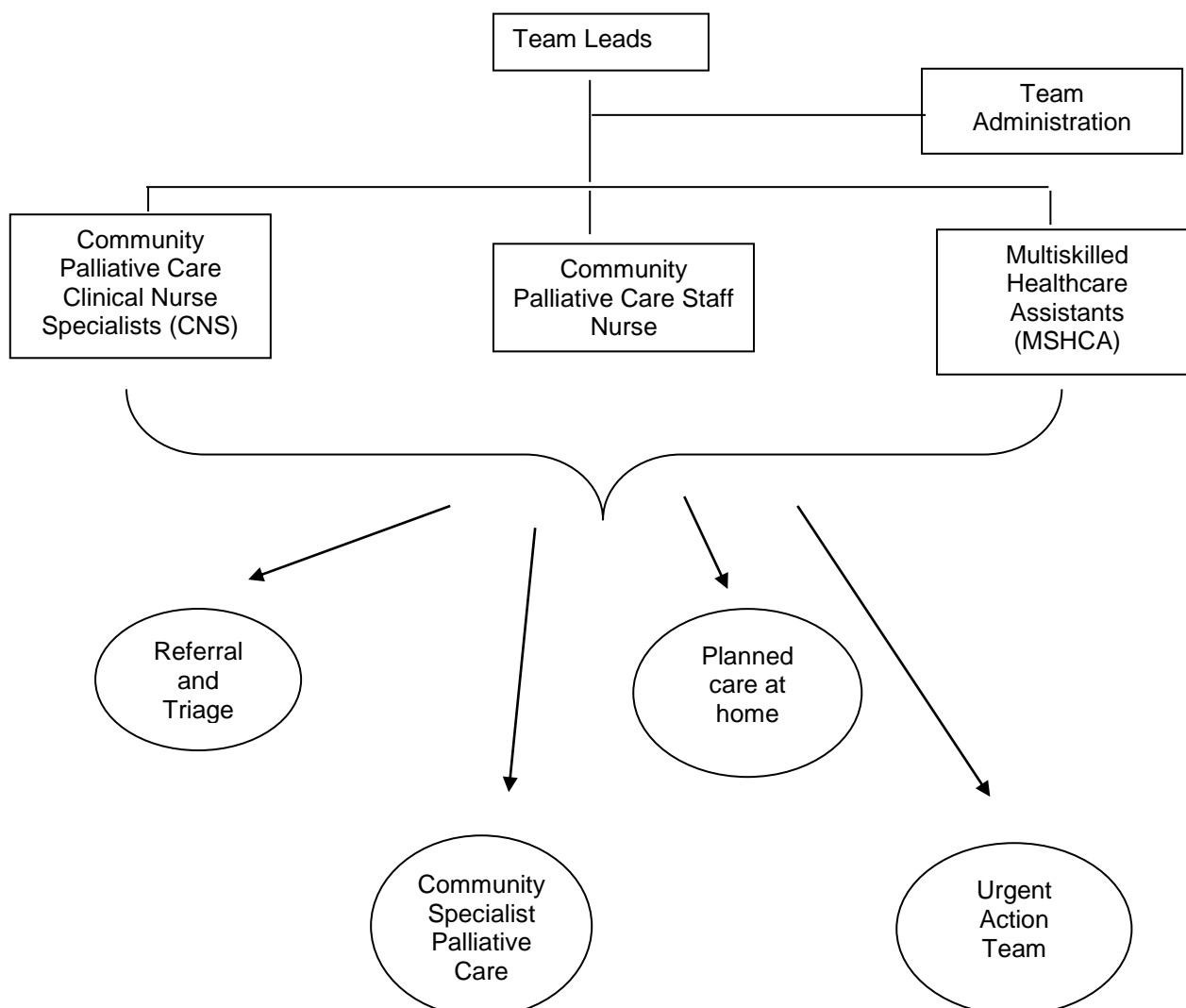
Work as part of the Hospice Community Palliative Care Service delivering both planned care through Hospice to Home and responding to need as part of the Urgent Action Team

Provide skilled nursing care to patients receiving palliative and end of life care in the community across the full week

Contribute to the supervision and oversight of packages of care delivered by Multiskilled healthcare Assistants (MSHCA)

Take responsibility for elements of the risk assessment and care planning for people at home

### Our Community Service



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## **Main Duties and Responsibilities**

### **Clinical Outcomes**

- Provide skilled, evidence based nursing care which adheres to agreed policies and procedures
- Participate in the assessment, development, implementation, evaluation and recording of programmes of care that are evidence-based and promote patient and carer individuality and empowerment in accordance with professional guidelines and best practice.
- Ensure that all programmes of care reflect and reference the physical, psychological, emotional and spiritual needs of patients and their families and carers.
- Oversee the work of MSHCA as appropriate to ensure they are responding to needs and providing clinically effective care
- Take responsibility for the care you provide, always working within your own limits of competence and confidence
- Contribute to maintaining a high performing team by:
  - Communicating well with your team
  - Understanding your role in the team and how this contributes to everyone achieving their objectives
  - Using reflective practice in everything you do
  - Identifying areas for improvement and development
- Communicate with, and involve patients, families and carers in the planning and delivery of care as appropriate to ensure that they understand and agree with the programme of care provided.
- Provide support, information and advice to patients, their families and carers and other professional colleagues as appropriate.
- Maintain accurate, timely and comprehensive records of patient care
- Ensure that patient confidentiality is maintained at all times.

### **Patient Safety**

- Use your clinical judgement and risk assessments to keep patients and families as safe as possible
- Ensure that all nursing procedures are carried out in accordance with hospice policies, acting as a role model for good practice within the nursing team
- At weekends, understand your role as the registered practitioner, know when and to whom you should escalate concerns
- Understand your role in Safeguarding people, recognising and responding to people who may be at risk of, or report neglect or abuse, always working within your own limits and asking for help when needed.
- Keep accurate, legible and comprehensive records of care maintaining patient confidentiality in line with policy, law and your professional registration
- Work as part of the team to create a culture of continuous improvement
- Use reflection and observation to support everyone to improve safety and quality
- Be alert to the health, safety and well-being of self, staff, patients and all others on hospice property and comply with the North Devon Hospice Health and Safety Policy.
- As part of the multidisciplinary team, be responsible for actively identifying areas of risk, reporting incidents and taking immediate action as necessary utilising the appropriate hospice policies and procedures
- Participate in standard setting, monitoring the quality of the service provided and identifying how current practice may be improved. Participate in reviews, projects and audit activity as appropriate.

### **Patient Experience**

- Establish and maintain sensitive and caring therapeutic relationships with patients, families and carers.
  - Work with patients and family members to ensure they feel respected, empowered and involved in decisions about their care and wellbeing
  - Support patients and families to provide feedback about our services and use this to support our continued improvement and development
  - Listen and respond to concerns that patients and families may raise, working within limits of your competence and confidence and escalating when needed if issues cannot be resolved immediately.
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## **Education and Professional Development**

- Demonstrate a continued commitment to professional and personal development to ensure that professional competencies are maintained and developed in order to continue to meet the needs of the service.
- Utilise educational opportunities to facilitate learning in the clinical environment and participate in and deliver training.
- Participate as appropriate in the training, education and assessment of learners including new staff, pre-registration nurses, trainee nursing associates
- Participate in the development and delivery of induction programmes for junior members of staff as requested.
- Participate in, and promote clinical supervision.

Undertake other duties as may be required, and which are consistent with the responsibilities of the post. Learn new skills associated with the role.

## **Additional Information**

- Attend statutory training in accordance with Hospice requirements
- Participate in an annual development and review process
- Act at all times within the NMC Code of Professional Conduct
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate.
- All staff are responsible for ensuring that they follow good infection control practice at all times and that they are familiar with infection control policies, procedures, and guidance relevant to their area of work.

## **Your competency framework:**

### **Core Competencies**

- Act as ambassadors for the Hospice
- Demonstrate kindness and a genuine commitment to quality, openness, honesty and integrity
- Demonstrate accountability and take personal responsibility for our own actions, decisions and performance and keeping up to date with professional practice
- Promote a culture of learning, displaying the confidence to succeed and fail and overcome obstacles to achieve the best outcome for the hospice
- Communicate effectively, calmly and constructively, adapting our approach to the needs and concerns of others
- Show deep motivation to make a real difference to our patients and their families
- Act as 'One Team', working in collaboration and proactively supporting patient, fundraising and volunteer events outside our day to day roles
- Understand the impact of our own emotions on ourselves and others and notice negative or unsettling emotions on others, providing support where appropriate
- Contribute to the performance and objectives of the team / service, in a positive way
- Value, respect and promote equality and diversity, taking appropriate action if ethics and values are compromised

### **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
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### **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

### **Leading People**

- Pay close attention to what motivates individuals in his / her team so that he / she can channel his / her 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 his / her team are important to him / her
- 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

**This job description may be reviewed in consultation with the post holder 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.**