

Community Palliative Care Service – Deputy Team Lead

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
- Post registration qualification at degree level in palliative care or a related area of clinical practice
- Evidence of continued professional development
- Significant post registration experience in end of life care, palliative care or a related field
- Experience of working in the community
- Excellent knowledge of symptom control
- Advanced assessment and care planning skills
- Excellent communication and interpersonal skills
- A comprehensive understanding of the end of life and palliative care patient pathway
- An understanding of the philosophy and principles of palliative care and the role of the Clinical Nurse Specialist in this area
- The ability to prioritise and effectively balance clinical and leadership duties
- The ability to work on own initiative, independently and as part of a team
- Demonstrable knowledge of clinical governance issues
- Demonstrable skills in supporting and developing team members including learners
- Excellent IT skills
- Self-motivation and the ability to work autonomously
- Flexibility to meet the demands of the service
- The ability to travel across North Devon without reliance on public transport

In this role you will be responsible for:

- Supporting the Clinical Team Lead to deliver flexible, responsive, patient-led, outstanding care to people in their own homes
- Agreed aspects of service leadership
- Carrying an appropriate clinical caseload and using expertise to guide and support others in the management of complex palliative care needs
- In the absence of the Clinical Team Lead, taking responsibility for the operational leadership of the service. This may include some support via telephone out of hours
- Specific, delegated aspects of leadership within the Community Palliative Care Service and at organisational level where appropriate, such as:
 - Leading team meetings
 - Managing recruitment and supporting induction
 - Managing staff rostering
 - Representing the team at hospice meetings where required
- Contributing to the governance and monitoring of our services through compliance with and involvement in the development and review of clinical policies, protocols and guidelines, and the design and delivery of audit
- The line management of specific members of the Community Palliative Care Service
- Role modelling excellence through your own approach to clinical caseload management, professional development and staff support
- Carrying an appropriate clinical caseload that supports the overall capacity of the team, including the Duty Role, balancing this with leadership responsibilities
- Directly managing the care of your own caseload, assessing complex, specialist palliative care needs, planning and implementing individualised programmes of care and evaluating effectiveness, impact and outcomes with the patient, those close to them and other key colleagues involved in the patient's care
- Promoting an environment and culture where patient led, individualised care is central to our way of working

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- Supporting the team to develop their skills of enquiry in order that we always look for ways to develop and improve services to achieve the best outcomes
- Promoting and facilitating effective multidisciplinary working within the hospice and with colleagues in primary and secondary care to ensure patients receive coordinated and seamless care
- Working with the team to define and agree standards of nursing care and practice to ensure our care is always safe
- Maintaining accurate and contemporaneous records of care in line with policy and legal requirements
- Ensuring confidentiality is maintained at all times
- Supporting the team to understand their role in safeguarding, including recognising issues, reporting concerns and being involved in investigations
- Supporting staff to report concerns, incidents, learning points, issues for awareness and safeguarding concerns. Developing action and learning points and investigating where required
- Acting always to promote and facilitate outstanding care for patients and their families, and to receive and to listen to their feedback
- As a senior nurse, to be central to the facilitation of learning and development
- Providing mentorship and supervision to designated staff as required
- Your own continued professional development and ensuring you are updated on current research, clinical practice and professional matters
- Ensuring that you follow good infection control practice at all times 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

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

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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 in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate
- Follow good infection control practice at all times 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

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