

Recruitment Candidate Guidance



Dear Candidate

Thank you for your interest in joining our organisation as Children's Clinical Nurse Specialist.

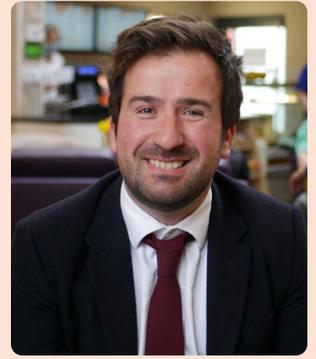
At **ellenor**, we aim to provide high quality care for patients and their loved ones and our team of staff and volunteers is key to this. We are the only hospice charity in Kent caring for all ages as we provide a wide range of services to both adults and children and their loved ones. Although, this post relates to our Children's Services.

ellenor is a rewarding and motivational place to work, and with our recently reviewed strategic plan, this is an exciting time to join our team for the right person with the same passion for excellent care as the rest of our team.

We are proud of our 'Outstanding' rating as inspected by the Care Quality Commission in 2021 and hear regularly just how much difference our 24 hour support makes to patients under our care and their loved ones.

We are well respected and valued in the local communities which we serve.

If you are looking for a post with the opportunity to drive forward services, we would love to hear from you.

A handwritten signature in black ink that reads "Ben Alonso".

Ben Alonso, Interim Chief Executive

We're proud to support our local community



We're proud to be part of the ellenor family



We're proud to support patients and families through their most difficult times





We provide much more than you may realise

We offer a range of services to enable anyone with a life limiting illness to live life activity as long as possible.

We have a seven bedded inpatient ward for symptom control and end of life care.

We offer outpatient clinics for symptom management.

A Living Well programme focused on enabling patients to identify and achieve goals that are important to them.

Holistic assessment and care that supports patients physical, emotional, social and spiritual needs.

A dedicated Hospice at Home service that works together to enable patients, families and other health care professionals to obtain support and advice regardless of the patients residence.

A Wellbeing and family support service providing counselling, bereavement and support to patients and families when they need it most.

The first question we ask is "What is important to you?"



ellenor Hospice matters

We receive a lot of feedback from patients and families, and seek to learn from their experiences.

We know from this feedback how important our services are to our local community here in just a small sample...

"Wonderful support for people who are bereaved. Thank you for enabling difficult discussions."

"My world shattered when I lost my brother. I was starting to lose myself and I would have lost my sanity, my family and my livelihood (job) if it were not for the timely intervention I got through counselling. **ellenor** has given me and my family excellent support through our nightmare hell on earth. I fear to think how I would have been without your help."

"To the **ellenor** nurses who cared for my family member. We just wanted to say thank you to all the nurses who cared for our beloved. It gives us great comfort to know that such ones as yourselves who do such an amazing and wonderful work, were able to assist in making this wonderful woman's last moments as comfortable as possible."

"My Counsellor helped me deal with my anger and challenged my perception of myself. This has made a huge difference to me and my family. Thank you so much."

What our staff say

Our staff and their opinions are just as important. Here's what they think of **ellenor**...

"I love being able to provide excellent nursing care and having the time to do so and not being rushed."

"I feel I am able to use my strong points to develop within my role. I feel valued and my years of experience is respected."

"Enabling environment, flexibility in terms of work pattern as well as in the development of my role."

"I am proud to be working for a highly regarded charity."

"Being involved with other departments, people who work for the company are very friendly, approachable and helpful. I feel supported by my line manager and also I am given freedom to be creative and use my ideas."

Helpful guidance when applying for a job with us

Once you've found the right role for you at **ellenor**, you need to make sure that you submit an application that gives you the very best possible chance of getting an interview. After all, that's why you're applying to join us.

Make sure you complete the supporting information page which is the most important part of your application. You need to show us how you meet the key requirements for the role. We want to know why your experiences are relevant to our position, how you role model our values, what makes you stand out, and why you think your next opportunity is here with us.

Values, Strength and Competency based interview

Here at **ellenor**, to help select the right candidate, we use Values, Strength and Competency based interviews. We are looking to identify the right candidates for the post by gathering evidence from the responses to a set of interview questions.

Values based questions

We believe that our values are embedded in everything we do here at **ellenor**, so it's important to us that future employees are selected on their values which align with the hospice's and support us in delivering world class innovative care.

Values based questions, take into account your individual values and behaviours, ensuring the behaviours are in line with the hospice's values; Patient and Family centred, Compassionate, Collaborative and Professional.

An example of a values based question could be 'Describe an example of a time when you were part of a great team.'

Strengths based questions

Strength based questions are used to elicit your motivation and values, the focus of the questions are more on what you like doing. Strength based questions show your motivation for the role and identify what you enjoy and are good at through your energy and enthusiasm.

An example of a strength based question would be 'When did you achieve something you were really proud of?'

Competency based questions

Competency based questions refer to the behaviours, skills and knowledge a person needs to be successful in a post. You will be asked to provide examples from your past experience and how you reacted and behaved in these situations. The questions used are selected to best reflect the post and its level, and give you an opportunity to share your experiences giving examples.

Competency based questions will ask you 'Tell me about a time when....', 'Can you provide an example of...' or 'Describe a situation in which....', the answers you provide should reflect you work or experiences so far. An example of a competency based question could be; 'Can you tell us about a time when you encountered a challenge at work and how you overcame it?'

Once you have answered a question, the interviewer's may want to delve further into your initial responses and so they will ask some probing questions, in order to gather more evidence.

Preparing for your interview

It will be helpful to review the Role Profile and to be clear about how you match the requirements of the role, in terms of qualifications, knowledge, skills and experience. Reflect on situations that you have been involved in, where you can demonstrate the requirements for the role, or that you can demonstrate your skills and how you would apply them.

The values based questions are designed to look at your values and how you display them, with a focus on how situations have made you feel and how you have responded to them.

Interviews will be taking notes throughout the interview, to record the evidence you have provided in response to the questions you have been asked. You will also be given the opportunity to ask any questions you may have.

Good luck!

The Equal Opportunities Monitoring form is not used for shortlisting and is for monitoring purposes only. At **ellenor**, we aim to eliminate discrimination. We would be hugely grateful if you would take a few moments to complete this form which allows us to monitor the profile of our candidates and ensures we strive to represent the community in which we deliver our valuable services.

If you have queries please contact our HR Team at HR@ellenor.org.
We look forward to receiving your application.

Children's Clinical Nurse Specialist

Job Role Profile

Job Profile

Salary: Starting at £40,503

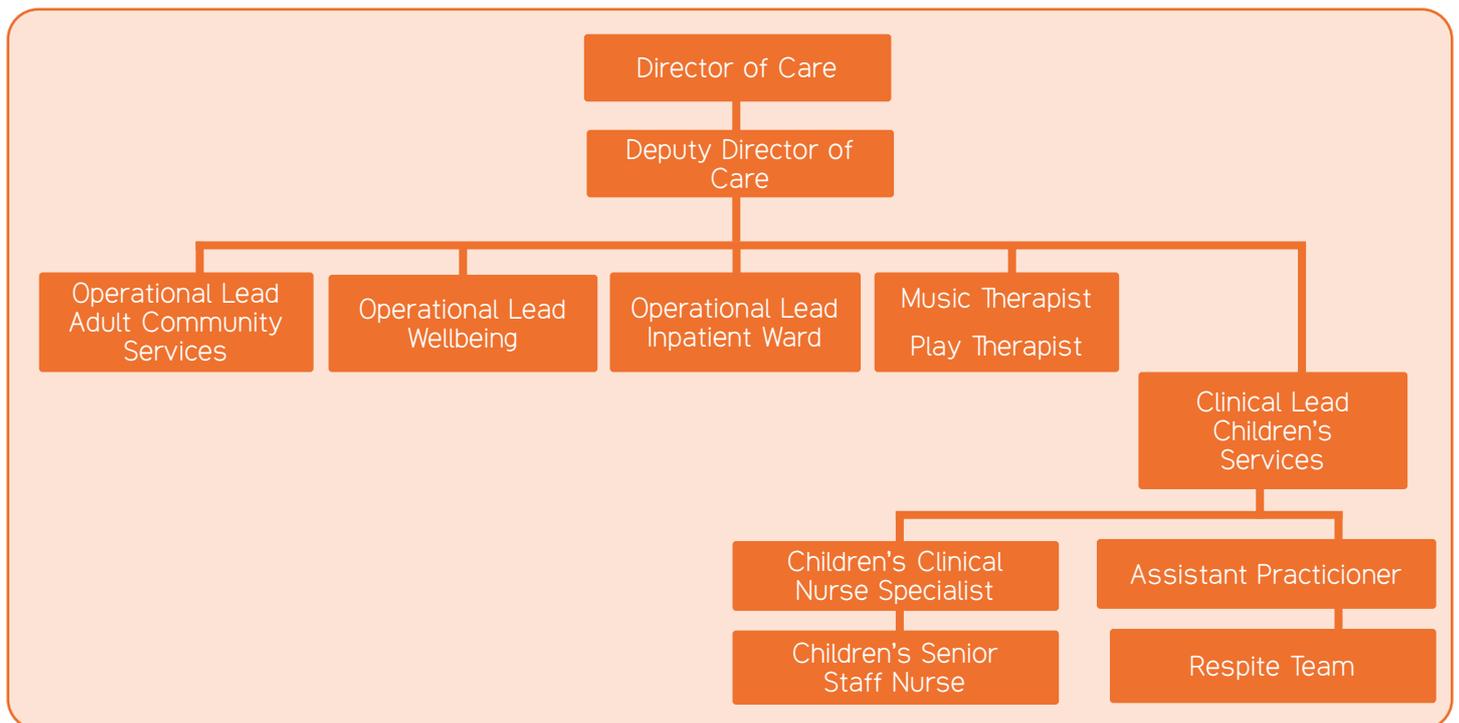
Location: **ellenor** Hospice, Coldharbour Road, Gravesend, DA11 7HQ

Responsible to: Clinical Lead Children's Services

Core Purpose: To ensure the provision of high-quality care for children, young people and their families.

Job Summary

- Take responsibility for a defined group of patients in the community, providing comprehensive palliative nursing care for children and families living with life limiting illnesses including end of life care and oncology treatments ensuring the highest possible standards of individualised care.
- To provide advice and guidance related to symptom management.
- Work as part of a Multidisciplinary Team to support children and young people to have the best possible quality of life ensuring all care is provided in accordance with their wishes their family.



Responsibilities

- Undertake comprehensive palliative care nursing assessments and reviews, agreeing plans of care.
- Ensuring the preferred place of care is discussed and advance care plans are in place.
- To provide advice and guidance in relation to symptom management, psychological, social and spiritual needs.
- To support the transition of young people into adult services.
- To work collaboratively with external colleagues to provide a seamless service which meets the needs of the child/young person and their family.
- To support the family in bereavement.

Requirements

- Registered children's nurse level 1.
- 2 years' experience in palliative care or related specialty.
- Degree in palliative care or related subject, or working towards.
- Experience of working with children with complex needs.
- Teaching and mentoring qualifications.

Clinical and Managerial elements of a full time post

The post holder will be expected to have a 80% clinical role and 20% managerial.



JOB DESCRIPTION

JOB TITLE:	Children's Clinical Nurse Specialist
RESPONSIBLE TO:	Deputy Director of Care
ACCOUNTABLE TO:	Director of Patient Care
BASE:	ellenor, Gravesend

POST SPECIFICATION:

General

ellenor is a specialist palliative care provider for adults and children in the North of West Kent, and for children in the London Borough of Bexley. The organisation has in-patient and day therapy facilities at Gravesend, a comprehensive Hospice at Home service for children and adults and a range of outpatient and community services, all supported and delivered through a multi-disciplinary team approach.

The **ellenor** children's team provides children's palliative care in the community. We operate a 7 day service with a 24/7 service for those at end of life. Our team includes Children's Nurses, Nursery Nurses, Health Care Assistants, Music and Play therapists, and volunteers who assist and support the family, providing advice and support, short breaks and nursing care for children with Life Threatening and Life Limiting illness.

Job Summary

Working as part of an integrated multidisciplinary team, the purpose of this role is to facilitate optimum quality of life for children, young people and their families with life limiting or life threatening conditions. This will be achieved in collaboration with children, young people and families and other professionals. The provision of palliative care nursing interventions is based on comprehensive holistic assessment, goal focused care planning and includes

education and support for patients and families. Support and training regarding children's palliative care is provided for other health and social care professionals. The role, as part of a multi-disciplinary team, supports primary care key workers in the delivery of high quality palliative and end of life care, through partnership working. The care will focus on quality of life for the child, young person and family, and will include the management of distressing symptoms, care through death and bereavement and the provision of short breaks. The post holder will supervise the work of colleagues in the extended Children's Hospice at Home team as appropriate, and participate in practice development.

Duties and Responsibilities

Clinical Practice

- To undertake comprehensive palliative care nursing assessments, agreeing a plan of care for patients and families living with life limiting or life threatening illness, including the provision of care for children undergoing acute oncology treatment.
- To participate in a seven day per week operational service including out of hours provision when required,
- To proactively collaborate with a wide range of community and hospital based health and social care professionals.
- To ensure patients / families preferred place of care is clearly discussed and identified and advanced care plans are in place wherever possible.
- To work alongside colleagues, taking responsibility for a defined group of patients in the community, ensuring the highest possible standards of individualised care.
- To ensure that the patient's dignity is promoted and respected and that equality and diversity are a top priority in the care of patients and families.
- To provide advice and guidance related to symptom management, and psychological, social and spiritual needs, referring onto the appropriate professional or service accordingly.
- To support and co-ordinate the transition of young people with life-limiting illness into adult services.
- To undertake bereavement follow-up in line with the agreed pathway and bereavement risk assessment.
- To promote the work of the organisation in all settings, encouraging collaborative working and the referral of appropriate patients with all diagnoses.

- To ensure accurate and contemporaneous records, inputting patient data as required by the Organisation.

Education, Training and Professional Development

- To maintain own expert clinical knowledge and skills, and achieves the educational standards set out in line with the skills, knowledge and competency level required for the role.
- To participate in the induction, training and support of new staff and colleagues in the extended Children's Service Hospice at Home team.
- To play a supportive role to health and social care students undertaking training within the Organisation.
- To actively participate in the delivery of training sessions including internal and external courses, education and awareness raising events for professionals.
- To participate fully in clinical supervision sessions in line with organisational policy.
- To actively contribute to the practice development of colleagues within the team, as well as within the wider organisation.
- To ensure all competency frameworks are completed and updated.

Quality, audit and research

- To participate in regular clinical audit to aid ongoing service improvement and development.
- To keep abreast of research and audit activity to ensure that his / her practice is appropriately updated in line with latest guidance, research findings and local policies and procedures.
- To assess, report and manages risks in line with the Nursing and Midwifery Council's Code and the Organisation's policies.
- To identify and report verbal complaints and incidents in line with the Organisation's policy.
- Together with colleagues, actively seeks and identifies areas where changes to routines and practices will result in quality improvements.
- To participate in research and audit aimed at enhancing patient or family care.
- To abide by all organisational policies and guidance in relation to confidentiality and information governance.

General

- To organise and prioritise any competing demands of the role, completing duties as required within working hours.
To adapt and develop in line with changing needs of the role.

- To acts as an ambassador for ellenor in order to raise the profile of the organisation at a local, regional and national level as required
- To undertake other duties commensurate with the seniority of the post as maybe requested by their managers.

The post holder will work within the NMC Code of Conduct and Scope of Professional Practice at all times. All organisational policies and procedures will be followed.

This job description is not exhaustive and may be reviewed and changed by discussion with the post holder to meet the needs of the service.

Postholder's Name:.....	
Postholder's Signature.....	Date.....
Manager's Name	
Manager's Signature.....	Date.....

Person Specification

Clinical Nurse Specialist

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<p>First Level Registered Children's Nurse with demonstrable experience in Palliative Care or related specialty (min 2 years)</p> <p>Degree in palliative care or related subject (or already working toward)</p> <p>Post-registration diploma qualification in specialist palliative, community care or related subject.</p> <p>Evidence of commitment to ongoing professional development</p> <p>Teaching / mentorship qualification</p>	<p>Advanced Communication Skills certificate / training</p> <p>Advanced clinical assessment skills.</p> <p>Medical prescribing</p>
KNOWLEDGE, SKILLS AND ATTRIBUTES	<p>Good understanding of the role that palliative care has to play in supporting children, young people and families living with life-limiting illness</p> <p>Excellent knowledge of symptom management, and ability to make initial assessment of patients' psychological, social and spiritual needs.</p> <p>Ability to communicate sensitively and effectively</p>	<p>Ability to deliver training programmes / packages with confidence and clarity</p> <p>Advanced assessment skills</p> <p>Ability to undertake clinical audit and recommend change to practice if appropriate</p>

	<p>with patients and families with palliative and complex care needs</p> <p>Demonstrates a high standard of computer literacy including word, excel and email.</p> <p>Good understanding how key milestones impact on a child's understanding and behaviours.</p> <p>Demonstrates behaviours that enable and empower children, young people and families.</p>	
EXPERIENCE	<p>Experience working in either community, specialist palliative care, or oncology/non malignant disease.</p> <p>Experienced in managing a case load.</p> <p>Experience of productive multi and inter-disciplinary working</p>	Experience in delivering training for others
Personal Attributes	<p>Resilient and able to meet the complex demands of the post.</p> <p>Ability to work effectively with indirect supervision and with unpredictable work patterns, managing time, work commitments and priorities within the working hours allocated.</p>	

	<p>Conscientious, reliable, punctual and acts with integrity at all times.</p> <p>Ability to make and develop relationships with children and young people using a broad range of communication techniques.</p>	
OTHER REQUIREMENTS	<p>Car owner / driver with full license</p>	