

Recruitment Candidate Guidance



Dear Candidate

Thank you for your interest in joining our organisation as Clinical Lead for Children's Services.

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.

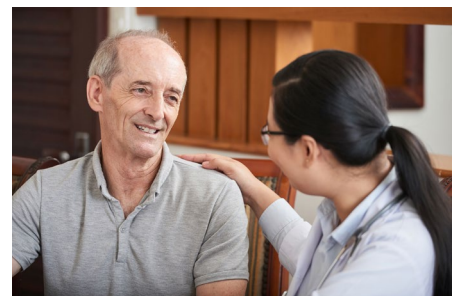
A Living Well programme focused on enabling patients to identify and achieve goals that are important to them.

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.

Clinical Lead Children's Services Job Role Profile

Job Profile

Salary: Starting at £44,650

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

Responsible to: Deputy Director of Care

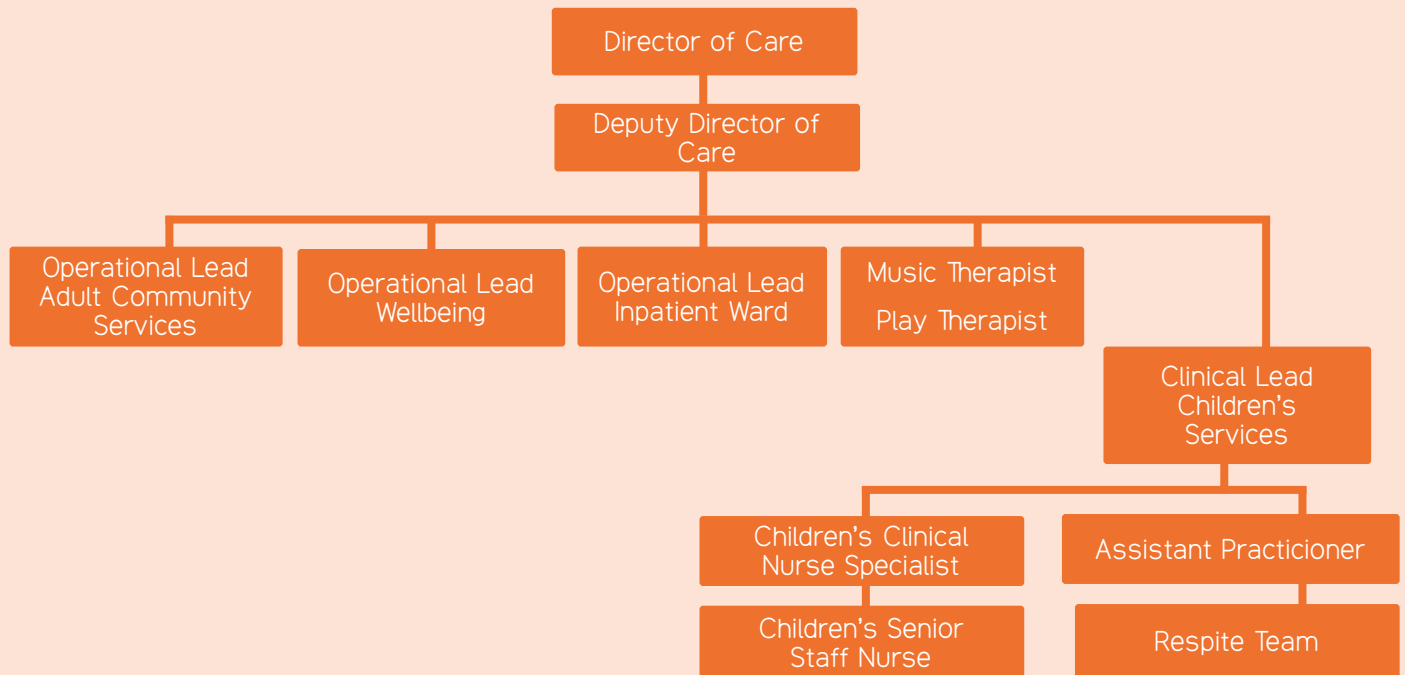
Core Purpose: To ensure the provision of high quality care for children, young people and their families.

Job Summary

Working at an advanced level to provide day to day clinical leadership for the Children's Services caring for children with life limiting conditions or oncology needs.

To ensure the safe and effective running of the service.

Support the planning and delivery of practice development programmes for staff.



Responsibilities

- To lead and encourage evidence-based practice that enhances care and support.
- To act as role model and mentor to staff, providing informal education and support to staff in their provision of end of life care.
- To lead on the implementation of service changes and their ongoing monitoring.
- To work with the Deputy Director of Care in the development of transition services.
- To promote the effective use of End of Life Care Tools in identifying patient goals.
- To participate in the development of an inter-professional working environment.
- To support staff development through effective mentoring and appraisals as necessary.
- To contribute to the development of clinical strategy and work collaboratively to achieve organisational objectives.
- To work collaboratively to achieve organisational objectives.
- To promote and develop effective working relationships with other health and social care professionals.
- To contribute to the development of clinical strategy and work collaboratively to achieve organisational objectives.

Requirements

- NMC registered Children's Nurse Level 1.
- Masters Degree or equivalent or willing to undertake.
- Leadership/management qualification or willing to undertake.
- Working at a senior level managing a multi professional team.
- Four years post qualification experience in a relevant setting.
- Reviewing services and implementing effective change.
- Developing and delivering training.
- Excellent communication skills, verbal and written; able to deliver reports as required.

Clinical and Managerial elements of a full time post

The post holder will split their role in to 80% clinical and 20% management functions.

Information

The post holder will be provided with access to office space, IT facilities and administrative support.

1. Ability to continue NHS Pension.
2. **ellenor** provides a range of services and the post will work in partnership with all of our nursing, therapy and wellbeing services.
3. Clinical Supervision/coaching/mentoring dependant on needs.



JOB TITLE: Children's Clinical Lead

RESPONSIBLE TO: Deputy Director of Care

ACCOUNTABLE TO: Director of Patient Care

BASE: ellenor, Gravesend

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 and a comprehensive Hospice at Home service for children and adults. A range of outpatient and community services are supported and delivered through a multi-disciplinary team approach.

The **ellenor** children's team provides specialist children's palliative care at home. We provide a service 7 days a week, 365 days a year and we offer a 24 hour on call service for care, advice and nursing support to children at the end of life. Our team includes Specialist Nurses, Senior Staff Nurses, Children's Health Care Assistants, , Music and Play Therapists and volunteers.

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 post holder will act as the Clinical Nursing Lead for the Children's Hospice at Home team, working alongside the Deputy Director of Care to ensure the safe and effective running of the service and supporting the planning and delivery of practice development programmes for staff. Working autonomously and as part of an integrated multidisciplinary team, the purpose of this role is to facilitate the provision of specialist palliative care nursing interventions based on comprehensive holistic assessment, goal focused care planning and education and support to both patients and families. This will be achieved in collaboration with services within ellenor, and with other service providers, for example health and social care, local paediatricians and specialist palliative care consultants.

The care will focus on quality of life for the child, young person and family, to 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 Children's Hospice at Home team as appropriate.

Duties and Responsibilities

Clinical Practice

To be an autonomous expert clinical practitioner within the MDT, demonstrating skills in clinical examination, advanced patient assessment, clinical decision-making and interventions, providing senior nursing support and specialist advice regarding children's palliative care.

To participate in a seven day per week operational service including 24/7 on call provision for children at the end of life when required.

To work with the Deputy Director of Care to ensure that the service is delivered with appropriate use of resources to meet service requirements, developing clear pathways and protocols to support efficient, needs led service delivery.

To expertly participate in the management of the children at end of life and/or with complex needs, providing symptom management advice and support at an advanced level.

To provide thorough specialist palliative care assessment of medical, psychological, social and spiritual needs of children and families, liaising with appropriate services as required.

To work sensitively with families and professionals to facilitate the establishment and review of proactive advanced care planning to support understanding of patients and families wishes and preferred place of care.

To actively contribute to the development of clinical skills within the team and provide mentorship and supervision to junior staff.

To provide a visible clinical profile, having both an advisory and clinical input into patient care in the children's team.

To participate in a range of enhanced and expanded skills such as independent nurse prescribing, venepuncture, cannulation, and other required interventions after appropriate training.

To act as a lead for the team, developing knowledge and skills in medicines management. The post holder will play a leading role in policy and service development implementation.

To deliver, monitor and review the care of patients and families reporting any variances of concern to senior colleagues in the team, taking appropriate advice in complex cases.

To make proactive patient referrals to appropriate alternative internal or external services.

To provide clear explanations and education as appropriate to ensure that patients and families have the information they require in a timely fashion

To participate in the full range of services and time-specified therapeutic patient / carer programmes as appropriate, and co-ordinate this with other elements of clinical work.

To regularly attend Hospice at Home multidisciplinary team meetings, proactively discussing and planning care for patients and families.

To participate in clinical supervision.

To maintain excellent professional relationships with key external partners, working collaboratively to provide a high standard of care to children and families.

To promote the work of the organisation in all settings, encouraging collaborative working and the referral of appropriate patients

Administrative and managerial

To use skills and techniques to motivate all staff and others through training, supervision and mentorship.

To supervise the work of the palliative nurses , where appropriate, providing a point of expertise and knowledge for the most complex patient problems.

To provide senior nursing support and mentorship to colleagues.

To undertake the appraisals of team members as required.

To support the Deputy Director of Care in the active development of the Nursing roles within the team.

To undertake caseload reviews with CNSs, ensuring that plans in place for patients and families are appropriate, and quality and cost effective.

To assist the Deputy Director of Care in the investigation and timely resolution of any relevant complaints or comments regarding service provision.

To manage own time and work effectively to meet the objectives, skills and competencies required for the role.

To proactively learn about the local policies of partner organisations with regards to care practices, treatments and prescribing formularies.

Quality, Clinical Audit and Research

To contribute to audit and research processes and demonstrates this by application to the delivery of high quality, clinically effective care in practice.

To lead on audits and evaluation of work that may be required to develop and improve children's palliative/end of life care.

To develop and demonstrate an understanding of quality improvement initiatives to undertake and champion evidence based in service development plans.

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 manage 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.

To actively work to ratify clinical policies and procedures when appropriate .

To work with other disciplines to integrate best practice tools eg Patient Outcome Measures into practice and to ensure a decrease in duplication of elements of care, fragmentation of care and delays in response to patient needs.

To support the implementation and monitoring of clinical practice guidelines including standards, policies and protocols in line with national directives.

To maintain links with other Children's Palliative Care Specialists in order to share or learn from examples of good practice.

To learn skills to critically evaluate relevant research findings in order to develop current and future practice.

To work with colleagues to actively seek and identify areas where changes to routines and practices will result in quality improvements.

To undertake appropriate clinical risk assessments and inform the service leads of any circumstances that contribute to an unsafe environment for patients and staff.

Education Training and Professional Development

To participate in formal and informal reviews of palliative care.

To be aware of own continuous professional development needs and maintain an annual personal development plan in line with the requirements for Revalidation.

To play a lead role in the professional development of nursing staff within the team, acting as mentor and role model.

To develop knowledge and skills to act as a resource and advisor in relation to Children's Palliative Care for community colleagues, GP's and hospital Trusts across the area.

To contribute towards the children's palliative care educational needs of all practitioners within the local partner organisations and work with MDT members to develop a palliative care education program that addresses these needs.

To be aware of professional responsibilities and maintain own expert clinical knowledge and skills, including advanced communication skills, and achieves the

educational standards set out in line with the skills, knowledge and competency level required of advanced practitioners and by the role.

To work with the Education Department to initiate, facilitate and 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 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 act 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 Managers.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<p>Registered Sick Children's Nurse with current NMC registration.</p> <p>Degree in palliative care or relevant clinical speciality.</p> <p>Teaching / mentorship qualification.</p> <p>Advanced clinical assessment skills. Or willing to undertake</p> <p>Advanced Communication Skills certificate / training or willing to undertake</p>	<p>Non- Medical prescribing</p> <p>Post graduate degree/diploma qualification in either specialist palliative, community care or end of life care</p>
KNOWLEDGE, SKILLS AND ATTRIBUTES	<p>Excellent understanding of the role that specialist children's palliative care has to play in end of life care</p> <p>Excellent knowledge of symptom management, and ability to make initial assessment of patients' psychological, social and spiritual needs, referring as necessary to the most appropriate services</p> <p>Ability to communicate effectively at advanced level with professionals, patients and families with specialist palliative care needs and in end of life circumstances.</p> <p>Ability to manage a case load pro-actively by trouble shooting and problem solving to address issues.</p>	<p>Good knowledge of end of life care tools and improvements they bring to patient care</p> <p>Ability to undertake clinical audit and recommend change to practice if appropriate</p> <p>Demonstrates a high standard of computer literacy including word, excel and email.</p> <p>Ability to develop and deliver training programmes / packages with confidence and clarity</p>

	<p>Demonstrates excellent understanding of the psychological and social impact on families of children with life limiting illness.</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 children's palliative care setting.</p> <p>Experience in managing a case load.</p> <p>Experience of clinical audit and service development.</p> <p>Experience in supervising , staff</p>	<p>Experience in Community nursing role.</p> <p>Experience of effective multi and inter-disciplinary working.</p> <p>Experience providing clinical supervision and mentorship</p> <p>Experience in planning, delivering and evaluating delivering training programmes.</p>
Personal Attributes	<p>Resilient and able to meet the complex demands of the post.</p> <p>Flexible approach with ability to adapt to changing or conflicting priorities</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>Proactive and able to problem solve effectively and within boundaries of the role.</p> <p>Identifies any limitations to own ability within the role</p>	

	<p>and actively plans how to address these</p> <p>Conscientious, reliable, punctual and acts with integrity at all times.</p> <p>Passionate about delivering an excellent standard of care and supporting patients and families to achieve their preferred place of care.</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 licence</p> <p>Flexible approach to working hours, times and days of week</p>	

8/2/22