



*ellenor.*<sup>x</sup>  
hospice care in your home or ours

# Job Description

Senior Staff Nurse

[ellenor.org](https://ellenor.org)

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Registered Charity No: 1121561

[@ellenorcharity](https://www.instagram.com/ellenorcharity)



**Job Title:** Senior Staff Nurse

**Department:** Hospice at Home for Adults

**Contract Terms:** 27 Hours Per Week

**Salary:** £27,206.64 - £30,620.88 (pro rata)

**Location:** ellenor Hospice, Northfleet, DA11 7HQ

**Responsible To:** Head of Adult Community Services

**Accountable To:** Director of Care

**Manages:** n/a

## About

**Us:** The organisation operates an in-patient ward located at the Hospice in Northfleet, comprehensive community services for adults and children, and a variety of outpatient and Wellbeing services. All services are supported and delivered through a multidisciplinary team (MDT).

The adult in-patient ward currently accommodates 7 beds. The Medical Service provides dedicated support to adult inpatients and outpatients, including ward rounds, admissions, home visits, and participation in MDT meetings.

The Adult Living Well Service offers outpatient clinics along with Physiotherapy, Occupational Therapy, and Wellbeing Services. These include Complementary Therapy, Counseling, Bereavement Support, Family and Carer Support, and Chaplaincy.

The Community Service comprises the Adult Hospice at Home Team and the Care Home Support Team. The Medical Team supports these services by reviewing patients in clinics, at home, and in nursing homes.

This service provides specialist nursing care and hands-on support, as well as short breaks for children with cancer or life-limiting care needs in their own homes. Medical support for the Children's Team is delivered by the young person's GP and consultants from tertiary centres in London.

The core area of service includes Dartford, Gravesham, and Swanley, covering a population of approximately 270,000 people, including over 45,000 adults aged 65 and above.





## Scope and Job Purpose:

To work as a member of the Hospice multi-disciplinary care team to work towards the achievement of the aims and objectives laid down in the philosophy of **ellenor**. To provide senior qualified nurse support to the team. To ensure each patient and family receives a holistic assessment, their needs identified, and a plan of care implemented in collaboration with other professionals. To work through a pre-determined set of competencies to develop the skills and knowledge required at the specialist nurse level.



# Main Duties and Responsibilities:

## Clinical Function:

- To ensure the delivery of high-quality specialist palliative nursing care.
- Supervise and participate in the delivery of evidence-based nursing care.
- To lead in the planning, implementation and evaluation of individual care plans for the patient and their family taking into account their physical, social and spiritual needs in all care settings.
- Keep accurate records, according to Hospice policy.
- To use effective interpersonal skills to communicate complex and sensitive information to achieve agreement and cooperation and to overcome any barriers to understanding which may exist.
- Flexible working on a 7-day rota
- To support the multidisciplinary team to ensure a responsive service that meets patient's needs.
- To work proactively to support patients who wished to be cared for at home or until an Inpatient bed becomes available. Work closely with the ward and duty nurse to facilitate effective admission and discharge planning.
- To care for allocated patients, and implement agreed actions, ensuring full communication and documentation of outcomes.
- To work as part of a multi-disciplinary team to provide advice and guidance related to complex symptom management, and physiological, social and spiritual needs referring onto the appropriate professional or service accordingly.
- To act as a role model within the team to ensure the outcomes of interventions are evaluated and changes made, as appropriate.
- To support the team to ensure appropriate safety alerts are cascaded across the organisation and actions taken.
- To ensure incidents are investigated promptly- referring to the incident reporting pathway.
- To initiate and participate in family meetings, as appropriate.
- To lead in patients discharge planning, including liaison with community services, as appropriate.
- To ensure fire, health and safety, infection control and security policies are implemented maintaining a clean, safe and secure environment for patients, visitors and staff.
- To establish a therapeutic relationship with patients and families to enable active involvement in informed decision-making, if this is their wish.
- To ensure confidentiality of information pertaining to patients, family members and staff at all times.



- To advise and support the Integrated Primary Healthcare Teams to enable them to provide high-quality palliative care, informing them of any issues affecting patient care.
- To ensure a high standard of contemporaneous record keeping in line with Hospice policy and NMC guidelines.

### **Management:**

- Be responsible for the supervision of a group of staff, allocating work-encouraging staff development, ensuring Hospice policies are followed and the **ellenor** vision.
- To accept delegated responsibility to ensure nursing staff within the team have regular appraisals/job performance review.
- To participate in the development of the service and lead on particular areas allocated by the operational lead
- To take an active role in implementing policy or service changes, as appropriate.
- To plan and organise workload effectively and is able to prioritise particularly in times of pressure in order to maintain quality of standards.
- To participate in the recruitment of nursing staff as appropriate.
- To assist in developing clinical standards, policies and procedures supporting best practice and to monitor and review their effectiveness
- To promote effective multi-professional working through diplomacy, tact, and effective communication.
- To monitor the use of clinical equipment ensuring staff are provided with training for its safe and appropriate use. Identify problems or deficits and report those in line with **ellenor's** policy and procedures.

### **Education:**

- To be responsible to devising and delivering the training and development programme in conjunction with the manager.
- To play an active role in the induction and training of new staff, acting as a mentor and role model at times in a supervisory role.
- To work to develop triage support through reflecting on incidents and audit of calls.
- To work with the Education Department to actively participate in the delivery of training sessions, as appropriate.
- To educate and train junior members of the team in the development of specialist nursing skills.
- To act as a mentor to support student nurses and junior staff as required.

## Professional Development:

- To promote the Hospice philosophy and raise public awareness
- To work with a designated mentor to achieve competencies as laid down in the competency framework.
- To develop specialist skills in order to take responsibility for the effective management of a complex caseload of patients and families living with life-threatening illnesses.
- To become proficient in assessing, identifying and prioritising the physical, psychosocial and spiritual needs of patients and their families.
- To increase expertise in planning and implementing specialist nursing interventions and evaluate outcomes using advanced clinical skills.
- To develop competence in making clinical decisions and be able to offer advice and recommendations
- To maintain own personal and professional development within specialist palliative care.
- To attend study days and Hospice education programme, as appropriate in line with objectives set in appraisal.
- To remain acquainted with clinical and professional developments in nursing.

## Quality, audit and research:

- To play an active role in facilitating clinical audits to aid service improvement and development.
- To assess report and manage risks in line with the Nursing and Midwifery Council's Code and the organisation's policy.
- To support the investigation of verbal and written complaints in line with the organisation's policy.
- To actively investigate and report any recorded incidents including medication incidents.

## General:

- Adapts and develops in line with the changing needs of the role.
- Acts as an ambassador for **ellenor** in order to raise the profile of the organisation at a local, regional and national level, as required.
- Works flexibly across sites and departments from time to time as may be requested by their managers.
- Undertakes other duties commensurate with the seniority of the post as may be requested by their managers.
- The post holder shall work within their professional Code of Conduct at all times
- This job description will be reviewed with the post holder annually.



# Person Specification:

(All criteria are essential unless stated otherwise)

## Education / Qualifications:

- At least three years post RN qualification experience within a relevant specialist field
- Working towards post – registration qualification in Palliative Care
- Willingness to work towards Diploma / Degree
- Mentorship qualification or willing to work towards
- Evidence of commitment to ongoing professional development
- Diploma or degree qualification in nursing (Desirable)

## Experience:

- Working in a palliative care setting
- Effective workload management
- Working as part of a team to deliver high standards of patient care
- Significant experience of productive multi and inter-disciplinary working

## Knowledge, Skills and Attributes:

- Ability to supervise, lead and support the work of other staff
- Confidence and skills to work autonomously
- Effective problem-solving skills
- Able judgement to know which decisions need to be referred on to a senior colleague during their absence
- Evidence of an area of special interest
- Good communication skills, including listening, negotiating skills, communication of ideas and ability to provide advice to other health professionals
- Ability to have overall vision of the ward to enable planning and prioritisation of care
- Good knowledge of palliative care or relevant specialist field
- Working towards post-registration qualification in Palliative Care
- Knowledge of local and national issues in end-of-life care
- Ability to prioritise work and to co-ordinate the department.
- Ability to assess, plan and evaluate patient care needs according to individual needs
- Demonstrates an understanding of the application of leadership skills
- Has good verbal and written communication abilities
- Ability to communicate effectively with patients and families with complex specialist palliative care needs
- Ability to work effectively with a diverse range of colleagues/individuals and demonstrate positive outcomes for patients
- Ability to maximise the use of IT in the workplace.



- Demonstrate knowledge of the application of evidence-based practice
- Demonstrate an understanding of the assessment process for student nurses
- Has knowledge of conducting performance reviews
- Advanced level communication skills or willingness to undertake this. (Desirable)
- Experience of the importance of clinical audit and evidence-based practice (Desirable)
- Experience of leading and managing a team (Desirable)

#### **Personal Attributes:**

- Resilient and able to meet the complex demands of the post, able to take on unscheduled tasks and work competently and effectively under pressure
- Flexible approach with ability to adapt to changing or conflicting priorities
- Ability to work autonomously and with unpredictable work patterns, managing time, work commitments and priorities within the working hours allocated.
- Acts as a good role model and team player at all times
- Identifies any limitations to own ability within the role and actively plans how to address these
- Conscientious, reliable, punctual and acts with integrity at all times.
- Knowledge of wider health and social care agenda (Desirable)

#### **Other Requirements:**

- Flexible approach to working hours, times and days of week. Ability to work weekends on a Rota basis