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hospice care in your home or ours

Job Description

Adult Community Services Clinical Nurse Specialist

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Job Title: Clinical Nurse Specialist

Department: Adult Hospice @ Home

Contract Terms: Full and Part-time

Salary: £43,804 - £46,882

Location: Coldharbour Road Northfleet Kent DA11 7HQ

Responsible To: Head of Adult Community services

Accountable To: Director of Patient Care

Manages:

About Us:

The organisation has in-patient ward, at the Hospice in Northfleet, comprehensive adult and children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

The In-patient Ward for adults currently has 7 beds. The Medical Service provides medical support to adult inpatient and outpatients, including ward rounds, admissions, home visits and MDT meetings.

There is an outpatient Adult Living Well Service, out-patient clinics along with Physiotherapy, Occupational Therapy and Wellbeing Services provided including Complementary Therapy, Counselling, bereavement and family and carers support, and Chaplaincy.

The Community Service comprises the Adult Hospice at Home Team and also a Care Home Support Team. The medical team provides support to this service by reviewing patients in clinics, at home and in nursing homes.

The Children's Hospice at Home service provides specialist nursing support as well as hands on nursing and short breaks to children with cancer or palliative care needs in their own homes. The medical support for the Children's team is provided by the children's own GP and the Consultants at the Tertiary centres in London.

The population of the core area (Dartford, Gravesham and Swanley), where both adult and children's services are provided; is approximately 270,000 people, with over 45,000 adults above the age of 65.



Scope and Job purpose

Role Purpose:

The purpose of this role is to support patients and families affected by advanced, progressive, life-limiting illnesses, enhancing their quality of life through specialist palliative care.

Working as part of a multidisciplinary team, the role involves delivering comprehensive, holistic nursing care that includes assessment, care planning, and providing education and emotional support. The post holder will collaborate closely with primary care key workers and other healthcare professionals to ensure high-quality palliative and end-of-life care. Additionally, the role involves offering advice, training, and supervision to colleagues within the extended Hospice at Home team.

Internal Key Relationships

- Develop and maintain a high-quality working relationship across the teams within the organisation.
- Good communication between all members of the multidisciplinary team.
- Wellbeing team, including OT and PT.
- In-patient Ward.
- Administration team.
- Education team.
- Facilities department.

External Key Relationships

- Build up a good rapport with patients and families.
- District nursing team (HCRG).
- GP practices.
- Frailty team.
- Southeast coast ambulance.



Main Duties and Responsibilities

Key Responsibilities specific to this role

Clinical Practice

- Responsible for delivering high-quality, individualised care to a defined group of patients in the community, prioritising needs based on available resources.
- Ensure the patient's dignity is promoted and respected and that equality and diversity are a top priority in the care of patients and families.
- Conduct comprehensive palliative care assessments, establishing care plans with clear goals for effective patient and family outcomes.
- Provide urgent support at the end of life, and monitor, review, and report on care, seeking advice for complex cases.
- 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.
- Ensure patients/families preferred place of care/death is clearly discussed and identified and advanced care plans are in place wherever possible.
- Make proactive referrals to internal and external services, review care plans, and provide guidance on symptom management and other needs.
- Provides advice and guidance related to symptom management and psychological, social, and spiritual needs, referring to the appropriate professional or service accordingly.
- Ensure comprehensive support for complex or end-of-life care, including medications, DNACPR, and advance care plans, communicating effectively with all involved.
- Provide clear explanations and education as appropriate to ensure that patients and families have the information they require in a timely fashion.
- Undertakes bereavement follow-up in line with the agreed pathway and bereavement risk assessment.
- Actively promotes the rehabilitative and therapeutic approach to specialist palliative care.
- Participates in a seven-day-per-week operational service
- Works proactively to ensure patients, families, and professionals have appropriate links to colleagues in the absence of the post holder, ensuring continuity of advice and intervention through effective team working



Main Duties and Responsibilities

- Attend Hospice at Home multidisciplinary meetings to discuss and plan patient care.
- Collaborate with community, hospital, and voluntary services in the best interest of patients and families.
- Liaise with primary care GPs to maintain accurate palliative care registers and identify patients nearing end of life.
- Promote the organisation's work and encourage appropriate referrals.
- Use the electronic patient record system to ensure high-quality communication and care.
- Maintain accurate, up-to-date patient records as required by the organisation.

Education, Training and Professional Development

- Maintain expert clinical knowledge and skills required for the role.
- Assist with the induction, training, and support of new staff and colleagues.
- At the request of the operational Lead, plays a supportive role to health and social care students undertaking training within the organisation.
- Participate in delivering training sessions, both internal and external.
- Participates fully in clinical supervision sessions in line with organisational policy



Main Duties and Responsibilities

Quality, Audit and Research

- Participates in clinical audits to aid ongoing service improvement and development.
- Keeps abreast of research and audit activity to ensure that his/her practice is appropriately updated in line with the latest guidance, research findings and local policies and procedures.
- Assesses, reports and manages risks in line with the Nursing and Midwifery Council's Code and the organisation's policies.
- Identifies and reports verbal complaints in line with the organisation's policy.
- Contributes to the Clinical Governance framework of the organisation, participating in subgroups as required, and keeps up to date with governance activity and the latest policies and procedures.
- Together with colleagues, actively seeks and identifies areas where changes to routines and practices will result in quality improvements.
- Participates in research and audit aimed at enhancing patient or family care.
- Actively works to ratify clinical policies and procedures.
- Abides by all organisational policies and guidance in relation to confidentiality and information governance.

General

- Organises and prioritises any competing demands of the role, completing duties as required within working hours.
- 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.
- To be aware of the philosophy of **ellenor** and to behave as a fit representative
- To abide by the organisation's general confidentiality policy
- To be aware of guidelines stated in the staff handbook and all relevant policies and procedures
- To undertake a bi-annual performance review when a personal development plan is discussed
- To attend statutory and specialised training when required.
- At **ellenor** we are committed to creating and managing a safe working environment for all our staff, visitors, volunteers and patients. All **ellenor** employees are expected to know, understand and deliver their Safety Responsibilities.



Person Specification

All criteria are essential unless stated otherwise.

Job Title: Clinical Nurse Specialist

Education / Qualifications

- First Level Registered Nurse with demonstrable experience in Palliative Care (minimum of 3 years)
- Degree in palliative care or related subject (including long-term conditions)
- Evidence of commitment to ongoing professional development
- Teaching/mentorship module (Desirable)
- Advanced Communication Skills certificate/training. (Desirable)
- Post-registration qualification in either specialist palliative, community care or end-of-life care. (Desirable)

Experience

- Background working in either community, palliative care, or long-term conditions services for at least 3 years.
- Experience in working within own developing level of competence.
- Proficiency in productive multi and inter-disciplinary working.
- Experience in delivering training for others. (Desirable)
- Experience working in a hospice setting. (Desirable)



Knowledge, Skills, and Attributes

- Good understanding of the role that specialist palliative care must play in palliative and end-of-life care
- Good knowledge of palliative and end-of-life care assessment tools/ outcome measures and improvements they bring to patient care
- Knowledge of symptom management, and ability to assess patients' psychological, social and spiritual needs, referring as necessary to the most appropriate services.
- To deliver training programmes/packages with confidence and clarity.
- Communicate effectively at an advanced level with patients and families
- Ability to work effectively with a diverse range of colleagues/individuals involved in palliative care services. (Desirable)

- To undertake clinical audits and recommend changes to practice if appropriate. (Desirable)
- Advanced assessment skills. (Desirable)
- Ability to maximise the use of IT in the workplace. (Desirable)