

South Bucks Hospice – Job Description

Job Title	Lead Palliative Care Nurse
Work days:	Department Operates Monday to Friday, no weekends
Department:	Nursing and Personal Care Services
Work Location:	Butterfly House
Reporting to:	Director of Clinical Services
Date of issue:	1 June 2021

Job Purpose

- To lead the provision of specialist palliative care nursing at South Bucks Hospice
- To oversee all aspects of the nursing services, including the management of the nursing team, the department activities and operational requirements through effective management, leadership and clinical expertise
- Lead on provision of high standards and ethical practices with patients in line with the personal care plan
- To act in accordance with the Nursing and Midwifery Council (NMC) Code of Conduct and in line with South Bucks Hospice (SBH) policies and procedures

Key Responsibilities

The main responsibilities are:

Key Result Areas

Clinical

- Manage the hospice's incoming referrals and to oversee the initial assessment process ensuring all incoming referrals are in line with the hospice's referral criteria and referring to other clinical departments within the hospice or to other external services where appropriate
- Provide high quality nursing care and participate in the assessment, planning, implementation and evaluation of care needs for patients in a palliative care setting in accordance with current guidance and best practice
- Organise and prioritise the demands of the nursing service, including management of patient appointments and personal care
- Work with the team, using a patient-centered approach and evidenced based practice, assess, plan, implement and evaluate patient care and co-ordinate care from admission to discharge
- Maintain and develop safety and dignity for patient, including the appropriate safe moving and handling of patients.
- Administer medication and treatment as prescribed in accordance with the NMC's and the Charity's policies and guidelines
- Encourage patients to maintain their independence and achieve quality of life and self-esteem whilst coping with aspects of deteriorating condition and difficult treatment
- Develop and use tools to measure patient outcomes and the effectiveness of the palliative care nursing service
- Adhere to the Care Quality Commission five key principals. Well-led, Responsive, Effective, Safe and Caring
- Maintain a pleasant and safe environment for patients, visitors, staff and volunteers
- Take a wider view to patient care by supporting community teams in their practise of patients requiring palliative care and referring appropriately to other in-house services and to external services
- Liaise with the multi-disciplinary team regularly to ensure timely delivery of care and foster good working relationships
- Liaise and communicate with external services e.g. District Nurses, Specialist Palliative Care nurses and Health and Social Service Departments to arrange discharges and/or support within the community
- Develop close links with other local healthcare professionals developing awareness of South Bucks Hospice and its services and increasing referrals
- Regularly attend GP practices, raising awareness of the hospice and its services and supporting and advising on up to date, evidence based palliative care practice
- Attend meetings with external healthcare professional and specialist groups when required, representing South Bucks Hospice

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- Utilise the electronic patient record system ensuring accurate and contemporaneous records are maintained in accordance with legislative requirements and South Bucks Hospice's policies and procedures to support high quality patient care
- Participate in regular clinical audits to aid ongoing service improvement and development

Managerial

- Support all members of the multidisciplinary team in the care of patients with specialist palliative care needs
- Provide appropriate management and mentorship of the nursing team, including health care assistants, to ensure operational effectiveness through the variety of management tools available to encompass all HR activities, staff appraisals, performance management, training and educating
- Oversee the nursing department and all its activities, including personal care, to ensure that it complies with the NICE guidelines and the allocation of safe staffing levels, adequate appointment times and courses of treatments
- Recognise and take positive action to support the team at all times with ongoing clinical supervision and taking a holistic approach to staff wellbeing
- Ensure accurate writing, management and effective dissemination of policies and procedures for South Bucks Hospice to achieve best practise at all times and ensuring departmental compliance with all policies including up to date safeguarding, mental capacity, GDPR, deprivation of liberty, resuscitation and advance care plans.
- Submit statistics and activity reports as required by South Bucks Hospice
- Contribute to clinical governance and attend clinical governance meetings
- Monitor progress of nursing service against objectives and actively participate in the development of the nursing service
- Provide accurate reporting regarding the performance, operational needs and general capacity of the nursing service to the Director of Clinical Services to ensure that the nursing service operates to its full potential

Educational

- Play an active part in the educational programme at South Bucks Hospice
- Identify, assess and meet the educational needs of the patient and their family/carers
- Facilitate the continuing professional development of self and the nursing team
- To keep up to date with the latest innovations in palliative care and develop these within the hospice

Health and Safety

- Have responsibility for the health, safety and welfare of self and others and to comply at all times with the requirement of the Health and Safety Regulations and South Bucks Hospice's requirements
- Understand the referral process to the Safeguarding Adults Board (SAB) Multi Agency Safeguarding Hub (MASH)
- Ensure that equipment, including medical devices, used by the nursing service are fit for purpose
- Actively comply and demonstrate the implementation of good infection prevention control in accordance with policy and procedures
- 100% compliance with professional standards

Behavioural Values

- Appreciates the impact that decisions and actions have on the charity and makes appropriate decisions
- Acting as a positive role ambassador ensuring safe, effective, responsive, caring and well-led practise
- Consistently operates at a high level with behaviour expected of a senior manager and as a role model for the wider hospice
- To be an active participant in meetings. These will include Clinical Committee, Care Quality Governance, Care Quality Commission and any other clinically orientated meetings both within South Bucks Hospice and externally
- Ability to ensure that personal and departmental objectives or tasks are delivered on time and to an agreed quality
- Pro-active and responsive to requirements of patients, carers, peers, the team and the hospice; a team player
- Fully understands internal and external delivery expectations and requirements, and works to ensure these exceed and delight
- Works co-operatively and productively with others, to achieve results
- Demonstrate knowledge and interest in Palliative and End of Life Care and maintains own personal development

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including the attendance at CPD events

- Takes the initiative to work across boundaries to resolve challenges
- Demonstrates commitment and loyalty to South Bucks Hospice
- Self-motivated individual with strong patient focus
- Able to choose a method of communication that is appropriate and effective for a given situation, to incorporate the difference mediums of listening, verbal and written
- Works with honesty and integrity and maintains the reputation of South Bucks Hospice
- Does the right thing for the long term success of South Bucks Hospice

Personal Attributes

- Appropriate Nursing Qualification and minimum of two years' experience within a similar position
- Post graduate qualification in palliative care or similar desirable
- Good understanding of palliative and end of life nursing care
- Demonstrate a consistent high standard of work and attention to detail
- Strong numerical and verbal skills
- Basic computer skills including Excel and Word skills
- Punctual and presentable
- Approachable and accessible
- Willing to learn
- Communicate with empathy and understanding towards patients and staff
- Ability to listen and act appropriately
- Effective Communications with colleagues and Management team.
- Calm temperament under pressured conditions

This job description is intended to be an indication of the scope of the role. In addition to these functions employees are required to carry out such other duties as may reasonably be required.

Name of Job Holder

Signed by Job Holder

Date
