

st michael's hospice

JOB DESCRIPTION

Job Title: Clinical Lead Hospice Outreach Team (Community Nursing)

Job Location: St Michael's Hospice

Responsible to: Head of Integrated Clinical Services - Nursing

Accountable to: Clinical Services Director

1 MAIN PURPOSE OF THE ROLE

- Lead the Community Service at St Michael's Hospice to be a highly responsive, safe, effective and sustainable service tailored to best meet the needs of patients, families and the community
- Lead the Hospice Outreach Community Nursing and the Specialist Telephone Support Line teams through service transformation whilst providing operational management to ensure consistent high-quality service provision
- Build upon established partnerships and actively invest in new opportunities, including externally, to ensure the service provision is effectively integrated to provide seamless support, advice and end of life care to patients and families when they need it, where they need it.

The role will work in close partnership with clinical leads, Clinical Nurse Specialists, Heads of Integrated Clinical Services and Clinical Directors to evolve Integrated Clinical Service provision and delivery of the Hospice's Clinical Strategy.

2 PRINCIPAL RESPONSIBILITIES

Transformation and Service Development

- a. Develop strong relationships with external stakeholders to identify the contribution the team can make to the healthcare system in this locality. Support the Head of Integrated Clinical Services (Nursing) to develop, and, implement service transformation in terms of skill mix, care pathways and methods of service delivery in line with evidence-based practice, and patient choice and need
- b. Analyse service performance, outcomes and impact and use this intelligence to develop pathways and projects within the transformation agenda. Ensure this data is shared with team members and used proactively to identify trends, issues and opportunities and underpins solution focused problem solving.
- c. Engage and involve patients and families through robust service evaluation mechanisms and consultation initiatives
- d. Work collaboratively with the interdisciplinary team to deliver effective, high standards of palliative care whilst championing an interdisciplinary person-centered approach.
- e. Promote a positive learning culture and ensure Registered Nurses have the skills and resources to mentor students and enable professional visitors to develop an understanding of the principles of palliative care

Leadership and Management

- a. Act as an ambassador for the Hospice and palliative care ensuring team members do this in all interactions with patients, families and professionals
- b. Ensure team members have a clear understanding of their roles and are empowered and enabled to use initiative and work independently within the bounds of their job descriptions, existing skills, knowledge and competence and within Hospice policies and procedures.
- c. Provide effective and supportive line management to direct reports; to support, challenge and guide them in pursuit of the highest standard of performance - utilising induction, appraisal, monthly supervision and performance management tools to celebrate good performance and address issues of concern in a timely manner.
- d. Ensure resources are well coordinated to meet the requirements of the service and proactively flag staffing difficulties which may lead to compromised service provision to the Head of Integrated Clinical Services – Nursing & Education.
- e. Ensure the effective management of budgets within area of responsibility.
- f. Contribute to and promote a positive diverse and inclusive culture.
- g. Represent the organisation in multi-agency, multi-professional meetings as required, escalating where specific action requires more senior input.
- h. Support the smooth day to day running of the service, troubleshooting operational issues and providing visible, accessible support to the team.
- i. Effectively manage own workload, balancing service transformation, leadership and management whilst taking responsibility for personal continuing development, including participating in and contributing to education and training opportunities to remain up to date and to consistently strive to deliver the highest quality of palliative nursing service.

Clinical

- a. Act as a resource of specialist knowledge and exercise sound clinical judgement to assess complex issues and facilitate decision making, relating to patient care and safety. Supervise and support others in doing this
- b. Ensure comprehensive and contemporaneous patient records are maintained and support the team to use the electronic patient record system to accurately and appropriately record patient data, whilst maintaining the highest level of data security
- c. Lead the team to adopt and implement a hybrid model of support to patients and families via a variety of approaches including in person support at outpatient appointments or community visits, over the telephone or using video consultations
- d. Lead the team to adopt and implement effective caseload management practices including timely transfer of care and discharge of patients
- e. Model and manage standards of holistic palliative care provision using an interdisciplinary person-centered rehabilitative palliative care approach including the use of goal setting, outcome measures and risk assessment
- f. Participate in the Clinical on Call Rota
- g. Practice within the legal and ethical professional framework and legislation, to ensure patient interests, safety and well-being are met
- h. Contribute to internal and external education

Quality and Governance

- a. Hold direct clinical responsibility for the support and care delivered by the team ensuring it is based on principles of agreed best practice and compliant with the CQC Key Lines of Enquiry
- b. Ensure the team is fully compliant with the statutory requirements of health and safety, including risk assessment, infection control, COSHH assessment, and ensuring the team attend all required statutory and mandatory training

- c. Embed robust quality assurance initiatives, including robust policies and standard operating procedures and the setting and auditing of standards, to enable monitoring and evaluation of service provision
- d. Ensure clinical evidence-based ethical decision making is embedded in all service development and delivery
- e. Ensure incident reporting and complaints are expedited promptly and appropriate action plans completed and lessons learnt disseminated

3.0 ADDITIONAL RESPONSIBILITIES

- Act as a responsible individual in relation to Health and Safety and be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, staff and volunteers
- Carry out any other duties, within an appropriate level of responsibilities as required
- Carry out duties with full regard to the Company's Equalities and Diversity Policies
- Ensure confidentiality at all times within the Hospice
- Ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area
- Ensure that the disclosure and use of confidential staff information is both lawful and ethical, and to recognise own responsibility for compliance with relevant legislation
- Fulfil the role of a Designated Safeguarding Officer
- Hold DBS and Occupational Health clearances appropriate to the role. Note: these are obtained and checked as part of the recruitment process and reviewed in line with company policy or if a change in circumstances is declared or comes to light
- Promote, at all levels, the Company's vision, values and strategic objectives
- Support and participate in the fundraising activities of the Hospice wherever possible
- Undertake flexible hours as and when the need arises to maintain safe patient practice

This job description is not intended to be exhaustive and may be reviewed at any time to meet the needs of the business.

PERSON SPECIFICATION

Post Title:	Clinical Lead Hospice Outreach Team (Community Nursing)
Department:	Clinical Services

	Essential Criteria	Desirable Criteria
Education/ Qualifications	<ul style="list-style-type: none"> • Registered Nurse or AHP with a degree appropriate to the role • Practice Supervisor/Mentorship • Evidence of continuing professional development 	<ul style="list-style-type: none"> • Management qualification • Non-Medical prescribing • Advanced physical assessment skills • Palliative care qualification • Project management qualification
Experience	<ul style="list-style-type: none"> • Palliative care/oncology/end of life care/community experience • Post registration experience • Interdisciplinary working • Service development/transformation • Track record in leading and influencing change • Supervision skills • Team management. 	<ul style="list-style-type: none"> • Community nursing experience • Project management • Working across care settings.
Skills/Ability/ Knowledge	<ul style="list-style-type: none"> • Exceptional interpersonal skills with the ability to engage with a number of internal and external stakeholders • Ability to inspire, motivate and empower teams around common goals; to manage conflict and handle conflicting views. • Competent in managing change • Ability to think laterally, problem solve and work flexibly, managing time, self and own workload • IT literate and able to use Microsoft Office (Word) and comfortable in using electronic patient record systems • Knowledge of CQC Key Lines of Enquiry • Sound knowledge of safeguarding • Knowledge/understanding of clinical audit. 	<ul style="list-style-type: none"> • Knowledge of principles of Rehabilitative Palliative Care • Presentation and report writing skills • Knowledge of specialist palliative care practice • Advanced communication skills.
Qualities/ Attributes	<ul style="list-style-type: none"> • Resilient practitioner and decision maker with the ability to work and remain calm under pressure • Able to see the bigger picture and translate strategy into practice 	

	<ul style="list-style-type: none"> • Ability to foster positive relations and establish confidence and credibility with professionals • Commitment to interdisciplinary working • Able to give clear performance feedback in a constructive manner • Able to prioritise a varied workload and work to deadlines • Adaptable • Current professional portfolio 	
Other Requirements	The post holder is required to be vaccinated for Covid-19	Full UK driving licence