

st michael's hospice

JOB DESCRIPTION

Job Title: Clinical Nurse Specialist – Hospice Outreach

Job Location: St Michael's Hospice (Hastings and Rother)

Accountable to: Clinical Services Director

Responsible to: Associate Director – Clinical Services

MAIN PURPOSE OF THE ROLE

To support the holistic care of people with specialist palliative care needs in the community through the provision of expert palliative care assessment and management, in line with their personal priorities and goals.

To act as a specialist resource for the patient, their families and the wider health and social care team in the support and care of people with life limiting illness including physical, psychological, social or spiritual support needs.

As a senior member of the Integrated Clinical Team, to play an active role in clinical governance, clinical service development, audit and research, including leadership of clinically facing projects.

To work in an integrated way with external colleagues, fostering strong working relationships and effective communication to ensure seamless support and care for patients and families.

To actively contribute to the education and professional development of internal and external colleagues in line with area of specialist palliative care knowledge and experience.

To support 7-day service provision and participate in the Clinical On call rota.

KEY RESPONSIBILITIES

1.0 Specialist Clinical Practice

Act as an expert clinician utilising robust skills, knowledge, experience and clinical reasoning in palliative care to undertake highly specialist assessment and to plan, implement and evaluate support and care for patients.

Attend to patient and carers' holistic needs; physical, functional, psychological, spiritual and social.

Proactively assess carer's holistic needs, offering and documenting routine referral to Carer Centre as best practice and onward referral to psychosocial services as needed.

Effectively explore peoples' personal priorities and goals to ensure these are at the centre of any support and care plans.

Effectively utilise validated palliative care outcomes measures (OACC) and champion these across the Integrated Clinical Team to ensure they are embedded in, and routinely inform best practice.

Appropriately assess, investigate, diagnose, treat and support patients, in line with professional knowledge and expertise.

Utilise advanced clinical assessment skills to support patients with complex needs.

Practice a hybrid model of support utilising telephone, video consultation, outpatient clinics and face to face community visits to best meet patients' safety and support needs.

Recognise, react to and manage palliative care emergencies appropriately.

Independently prescribe medications / treatments, order investigations and manage referrals onto other specialities where appropriate.

Follow locally approved clinical guidelines and NICE and be within an agreed formulary if applicable. In addition, to work within the framework of the Hospice Non-Medical Prescribing Protocol.

Analyse and rigorously review all aspects of the person's management plan interpreting information provided and using knowledge and judgement to provide specialist advice to recommend adjustments or new courses of action.

Provide appropriate information and education to patients/carers/families on their condition, treatment options, side effects and future prognosis supported by the acute trust and wider multi-disciplinary team.

Support people to constructively adapt to and manage change in their lives, to maximise their potential within the constraints of their illness and circumstances.

Promote the philosophy of person-centred support and care, co-creating holistic plans in partnership with people affected by life-limiting illnesses.

Promote a culture that supports rehabilitative palliative care and self-management approaches that enable patients and family members to utilise their coping skills, self-care and resilience and optimise their quality of life.

Utilise comprehensive and contemporaneous goal-orientated documentation on Crosscare, consistent with department standards and organisation wide initiatives to ensure and evidence quality and effectiveness.

Exemplify and employ highly developed communication skills at all times in interactions with patients, family members, important others, team members, colleagues and external partners, using tact and empathy to communicate difficult and challenging information including highly emotional topics relating to death, dying, deterioration and loss.

Lead advance care planning discussions with patients and family members and external partners including completion of RESPECT documents, anticipatory prescribing and organisation of palliative care service delivery.

Be an expert resource for the wider healthcare team and acting in an advisory capacity to manage complex symptom control for patients with life limiting illnesses.

Effectively utilise digital technology, including telephone and video consultations, to support patients' needs and efficient service delivery.

Work autonomously and accountably; demonstrating expertise, which improves the quality of care, outcomes and experience of patients.

Organise, plan, and prioritise patient contacts within a defined caseload.

Manage workload flow including patient facing, clinical governance, clinical leadership and education responsibilities, in a productive, timely and effective manner.

Practice with confidence and competence within your professional code of conduct (NMC).

2.0 Integrated Working

Identify holistic needs of patients and carers and refer to members of interdisciplinary team in a timely way.

Attend and actively participate in regular IDT and GSF meetings about the integrated care and support of patients and their families.

Champion an integrated approach to all support and care provision through joint working with interdisciplinary colleagues, undertaking joint assessments where appropriate.

Work collaboratively with external health and social care providers, including hospital, GPs and care homes, to support a seamless provision of palliative and end of life care.

3.0 Clinical Governance and Clinical Leadership

As a senior member of the Integrated Clinical Team, actively contribute to the Hospice's Clinical Governance to ensure the highest quality of clinical practice and service provision to patients and families.

Participate in and/or take a lead role in Clinical Governance subgroups relating to area of interest or specialist knowledge

Contribute to and/ or take a lead role in the updating and development of clinical policies, evidence based clinical standards, risk assessments and standard operating procedures.

Contribute to the development and imbedding of robust operational and governance processes, to ensure clinical services are fully compliant with the CQC 5 Key Lines of Enquiry - safe, caring, responsive, effective and well-led.

Understand data protection and patient confidentiality in accordance with St Michael's Hospice policy.

Participate and/or lead on audits identified as priority areas to evaluate, inform and evolve the highest standard of clinical practice in accordance with Hospice Research and Audit policy. Ensure actions are identified and acted on accordingly.

In partnership with the Community Nursing Manager, proactively identify areas for clinical service development including the Hospice's holistic support offer to care homes.

Empower clinical colleagues through professional development and expert role modelling, to make safe and effective clinical decisions.

Role model flexibility and the ability to adapt to the changing needs of services provided in the pursuit of constant improvement.

Represent the organisation in a specialist palliative care role at internal and external meetings as required.

4.0 Education and Research

Model the highest standard of clinical service provision, evidence-based practice and Hospice values at all times, providing clinical leadership to others.

Keep up-to-date of research, national guidance and policy relevant to palliative care and, where relevant, ensure practice is adjusted in accordance with current recommendations and best evidence-based practice.

Develop and maintain a positive learning environment and culture of continuous improvement by providing support and encouraging continuous professional development to clinical colleagues.

Work collaboratively with the Education team and clinical leads to develop and implement learning and education opportunities for both interdisciplinary Hospice colleagues and as a contributor to local NHS and other partner providers.

Lead in providing specialist training and education for the Integrated Clinical Team contributing to formal and informal teaching sessions, interdisciplinary learning forums and journal clubs.

Contribute to and/or lead the facilitation of palliative care education to external colleagues in line with area of specialist knowledge.

Where appropriate, actively participate research in palliative care, relevant to service and strategy, in accordance with the Hospice research policy.

Be a clinical supervisor of student placements; ensuring these are well planned and supported to give students a high-quality learning experience.

Actively support the development of practitioners in the Associate CNS role.

5.0 ADDITIONAL RESPONSIBILITIES

Carry out duties with full regard to the Company's Policies.

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.

Ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area.

Carry out any other duties, within an appropriate level of responsibilities as required.

Undertake flexible hours as and when the need arises to maintain safe patient practice.

Ensure confidentiality at all times within the Hospice.

Support and participate in the fundraising activities of the Hospice wherever possible.

Be an ambassador for the Hospice.

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.

Promote, at all levels, the Company's vision, values and strategic objectives.

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.

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 Nurse Specialist
Department:	Hospice Outreach

	Essential Criteria	Desirable Criteria
Education/ Qualifications	<ul style="list-style-type: none"> • RGN • Degree level study in relevant subject • Evidence of Continued Professional Development • Post qualification education in cancer / palliative care/ non-malignant disease or relevant subject • Advanced Clinical Assessment Skills 	<ul style="list-style-type: none"> • MSc in palliative care • Advanced communication skills • Research qualification • Non-medical prescribing course
Experience	<ul style="list-style-type: none"> • Proven and relevant clinical experience working autonomously at a senior level. • Evidence of experience with palliative/EOLC patients and families. • Experience of working in health care settings • Experience of implementing evidence-based practice • Problem solving and clinical decision making • Experience of multiprofessional working • Ability to lead and influence change • Experience supporting colleagues/ student nurses 	<ul style="list-style-type: none"> • Evidence of managing patient caseload in community/ward setting • Experience of formal/informal teaching • Previous experience of working as a clinical nurse specialist • Experience in non-malignant disease • Experience of audit and research • Leadership and management experience
Skills and Ability	<ul style="list-style-type: none"> • Comprehensive skills in physical assessment, history taking, advanced clinical decision making and critical evaluation • Able to make a differential diagnosis and provide a range of options for treatment/care provision that is evidence based • Exceptional interpersonal skills with the ability to engage with a number of internal and external stakeholders 	<ul style="list-style-type: none"> • Ability to integrate a rehabilitative approach into practice

	<ul style="list-style-type: none"> • Able to initiate and manage changes in clinical practice related to palliative care • IT literate and able to use Microsoft Office • Able to teach a range of health care providers both formally and informally • Able to think laterally, problem solve and work flexibly, managing time, self and own workload • Excellent communication skills with the ability to initiate and maintain multi-disciplinary and multi-agency communications • Able to motivate self and others • Able to work autonomously and as part of a team • Able to prioritise workload and be a good time manager • Able to work with frequent interruptions 	
Knowledge	<ul style="list-style-type: none"> • Knowledge and confidence of commonly used medications/ therapeutic interventions • Knowledge of the national and local agenda for EOLC • Good understanding of the principles of Rehabilitative Palliative Care • Understanding of the philosophy and principles of palliative care and the role of the specialist clinician in this area 	<ul style="list-style-type: none"> • Knowledge of clinical governance, specifically related to advanced practice • Knowledge of national and local legislation, policies and procedures relating to the job
Qualities/ Attributes	<ul style="list-style-type: none"> • Resilient practitioner and decision maker with the ability to work and remain calm under pressure • Ability to foster positive relations • High standards of integrity, diplomacy and reliability • Confident and self-aware of own limitations and professional boundaries • Professional, confident and compassionate approach to the work 	

Other Requirements	<ul style="list-style-type: none">• Full driving licence and access to own car, or be able to adequately demonstrate how you will be able to meet the travelling requirements of the post in a timely manner	
---------------------------	--	--