

JOB TITLE: Registered Nurse – Community Pall 24

Accountable to: Director of Patient Services

Responsible to: Home care Manager

Location: Based at St Luke’s Hospice and working across the geographical boundaries of NHS Brent & Harrow GP registered patients.

Liaise with: Harrow Community Palliative Care Team
Brent Community palliative Care Team
Wider Hospice Services
GPs and Community Nursing teams
Wider Primary Care Services
Acute hospital teams
London Ambulance Service

Hours of work: The service operates between 7.30 am and 10m x 7 days a week including bank holidays. The post holder will be expected to work part of rota. Shift patterns are as follows; 7.30-15.30, 08.30-16.30, 10-10pm, 7:30-7:30pm.

BACKGROUND:

- The home care manager manages three different service and there is home care sister who works alongside manager. PALL 24 nurse will be responsible for delivering high quality, evidence based patient centred care, ensuring each shift runs efficiently and safely. The post holder will be responsible for telephone advice and support and when required able to deliver the hands on care in crisis.
- She / He will be responsible for, working closely with colleagues to achieve excellent outcomes for our patients, families and service users

DUTIES and RESPONSIBILITIES

Clinical 60%

To be responsible for the development and sustainability of a Safe, Effective, Responsive, Caring and Well-led home care service which includes:

1	Work as a core member of the multidisciplinary team actively participating in the coordination of the shift and providing telephone advice and support.
2	Be confident and competent to manage telephone contacts and triage calls appropriately. Coordinate the care and if requires crisis visit, able to visit the patient and manage symptoms. Provide reassurance and support. Liaise with other professional for smooth transition. Report and feedback. Document the

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	<p>calls on I care.</p> <p>Able to use SBAR tool and effectively communicate with consultant on call, out of hour GP, ambulance service, DN service.</p>
3	<p>Supporting the Home care manager to ensure the required CQC compliance standards, hospice policies, guidelines and practice development initiatives are followed and embedded into Home care practice by:</p> <ul style="list-style-type: none"> • Coordinating patient care • Communicating and work with H at home and Brokerage service to source the package of care • Appropriate symptom management advice, reporting, and escalating any patient concerns, changes of care, or outcomes ensuring they are shared with the team and related healthcare professionals • Take part in dashboard and quality audits
4	<p>Able to verify the death of patient when requires.</p> <p>Able to manage complex calls or patients and able to work in stressful situations.</p> <p>Able to work autonomously effectively.</p>
5	<p>Liaise closely with other care agencies involved in the care of the patient encouraging effective and efficient use of resources (Social Services, Continuing Care Teams and Hospital Discharge Liaisons teams). Working collaboratively with the other multi-disciplinary professionals and volunteer teams to ensure a cohesive approach to the delivery of the person-centred patients care.</p>
6.	<p>Effectively running a smooth team, be a team player, good understanding, prioritising skills, empathetic, enthusiastic and keen to learn and develop.</p>
7.	<p>As a band 6 nurse act professionally at all times, demonstrating the hospice values and relaying the vision with your team and in accordance to the NMC Code of Conduct.</p>

Managerial 20%

To be responsible for the day to day efficiency and effective shift management of the pall 24 which includes:

1.	Having regular 1-1 sessions, as directed by the manager, with staff nurses, HCAs and Admin staff as allocated. This includes quarterly performance reviews: ensuring there are clear objectives, identified training needs, supporting the home care work plan and individual learning needs.
2.	Taking responsibility for overseeing and supporting staff: <ul style="list-style-type: none">• Ensure staff have their breaks and are encouraged to take regular annual leave, and enable staff to attend training/ internal supervision.• Ensure both staff and volunteers within the homecare are following safe working practice guidance, including the ad-hoc working patterns of the bank/ agency staff.• Assist (with the ward manager) in the selection and appointment of nurses and HCA
3.	To be responsible for ensuring that the support facilities services are in place and contribute to the smooth efficiency of day to day shift working <ul style="list-style-type: none">• Updating stocks and informing admin and home manager• Transport coordination for patients where required and booking transport from community for IPU admission• Day to day triage and skills mix and prioritising visits, assessment and calls• Equipment is available, clean and in good working order.
4.	Assist in coordinating off duty rota that is able to meet the changing demands of the service and patient, as well as ensuring safe staffing standards are maintained. Including: <ul style="list-style-type: none">• Being responsible in managing staffing gaps by utilising bank / agency staff, ensuring that bank and agency budget is appropriately utilised.• Escalating concerns and identified risks that could compromise patient safety.
5.	Working with the relevant services to ensure support, induction and training needs of new staff and facing volunteers, bank/agency and student placements are in place.
6.	Recognise the importance of establishing open and transparent communication systems so the team is kept updated and informed. Actively engage in pall 24 and wider organisational developments, to feedback and relay ideas and concerns to the Senior Team.
7.	Responsible for managing HCAs and assisting them in their development and also own development.

Governance and Quality Assurance: 10%

To actively contribute to clinical governance and quality assurance processes by:

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1.	Under the guidance of the home care Manager to assist/lead in quality/audit projects as required.
2.	To contribute to the clinical governance work, participating in working groups and projects as relevant. That staff are familiar with hospice policies and evidence-based practice.
3.	To actively engage, encourage and contribute in the user feedback (Care Opinion) and patient engagement processes that support service planning.
4.	Support the home care manager in identification and management of clinical or service risks and incidences. Ensuring they are proactively reported and supported with clear plans that demonstrate action taken and learning shared.
5.	Be responsible for the accuracy and legibility of patient care records.
6.	To assist in any performance management issues as required. To assist in investigating, in conjunction with the Ward Manager and Director of Patient Services, any complaints about aspects of patient care.

Learning and Development 10%

To actively contribute to the wider patient services workforce and learning and development planning by:

1.	Assist in student induction and placement within home care team.
2.	Enabling staff to undertake the hospice induction, orientation (including MAST) and clinical training competencies programmes.
3.	Supporting the induction all new IPU staff and volunteers, ensuring a mentorship and support process is in place.
4.	To be aware of own educational and development needs, and consider how these can be met in liaison with the home care Manager as part of own 1-1's and performance.
5	Support staff/volunteer's personal development and well-being in ensuring their regular attendance at training, supervision and learning sessions.

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6.	To act as an assessor for standards of healthcare. This will include NVQ's, pre-nursing courses, Diploma and Degree pre and post registration students, Return to Nursing and other professional students
7.	Create an environment conducive to learning and participate in clinical education forum, quality improvement and team meeting.

This job description is intended to reflect the responsibilities of the post holder, which may change over time as the service is developed and responds to the growing need of patient choice. It is understood that the post holder will actively contribute to the development of their own role within a changing service, and will respond pro-actively to all the opportunities that are presented to Hospice at Home.

2012 St Luke's Hospice
Registered Charity Number 298555

ST LUKE'S HOSPICE

PERSON SPECIFICATION: [Registered Nurse - Community](#)

	ESSENTIAL	DESIRABLE	EVIDENCE
Qualifications	<ul style="list-style-type: none"> • Registered Nurse • Post registration qualification in community nursing, oncology, palliative care or other relevant area of practice • Mentorship qualification. 	<ul style="list-style-type: none"> • Education to degree level or willingness to progress to this • Community Nursing Qualification • Advanced Assessment Skills 	<p>Application form.</p> <p>Certificates</p>

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		<ul style="list-style-type: none"> • Non-medical prescribing • Verification of death 	
Skills/Abilities	<ul style="list-style-type: none"> • Excellent interpersonal & communication skills • Excellent written and presentation skills • Ability to work using initiative and with minimum supervision • Ability to work across team and organisational boundaries • Ability to liaise with colleagues from a wide range of professional backgrounds • Computer skills, including spreadsheets, word and email. 	<ul style="list-style-type: none"> • Ability to use and analyse data within the context of pilot service 	Interview
Experience	<ul style="list-style-type: none"> • Proven experience at a suitable level of seniority of managing complex cases in either the community or a institutional setting • ability to implement change • Has been working in palliative care setting or cared for palliative patients. 	<ul style="list-style-type: none"> • Experience of working with volunteers 	Application form. Interview
Knowledge	<ul style="list-style-type: none"> • In-depth understanding of relevant care pathways • Understanding of services in both primary and secondary care and the interface between these and 	<ul style="list-style-type: none"> • Knowledge of local and national agenda in relation to the role of the nurse and carer in end of life care • Knowledge of 	Interview.

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	<p>with social care</p> <ul style="list-style-type: none"> • Understanding of palliative and end of life care 	the role of Care Quality Commission	
General	<ul style="list-style-type: none"> • Flexibility to meet the needs of the service. • Car driver and owner • Able to clearly communicate over the phone • Has understanding of telephone advice lines and direct support required. • A good team player • Able to work in stressful situation 		Interview.