

Job Description

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| Job Title | Palliative Helpline (Pall24) Senior Nurse/Pall24 Paramedic |
| Salary Range | £36,453.76 - £43,896.54 plus London allowance depending on experience (this may change from time to time as per role) |
| Location | Based at St Luke's Hospice and working across the geographical boundaries of NHS Brent & Harrow GP registered patients |
| Reporting to: | Home Care Manager |
| | As part of the requirements of the NWL ICB model of care, this service will be developed to provide support for patients and families 24 hours a day. Therefore, the post holder may be expected to work shift patterns including night shifts as part of the service development. |

1. Job Purpose and scope

- To be able to provide professional telephone advice
- To receive and triage referrals.
- To work closely with Hospice at home team for arranging care packages for patients who require urgent bridging.
- To provide face to face visit in crisis or urgent situation.
- Provide support and direction to Healthcare Assistants to ensure the delivery of a high-quality service to palliative care patients in their own homes.
- Be responsible for recording activities and maintaining accurate and complete patient notes
- The post holder will play a key role in the raising of clinical standards and quality for patients with life limiting illnesses and in monitoring and improving standards of care.
- To be able to update care plan and register patient on UCP (urgent care planning)

2. Main Duties & Responsibilities

Clinical

- Be confident and competent to manage telephone contacts and triage calls appropriately
- Be able to receive, register referrals and make a telephone contact or visit the patient.
- Visit patients at home to assess their needs, putting together packages of care, order equipment, using a risk assessed approach that are appropriate, flexible and patient focused.
- Liaise closely with Hospice at home and 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).
- Deliver direct care to patients and provide day-to-day clinical support to the Health Care Assistants and volunteers in their delivery of care to patients at home
- Liaise with the wider multidisciplinary team (MDT) involved in the individual's care to ensure the appropriate care is arranged.
- Work with the wider professionals to ensure the patients shared record is kept up-to-date and that key information is available in a timely way

- Work with the team to ensure clinical documentation and all care plans are reviewed and evaluated at regular intervals.
- Make additional visits to patients at home if requested to do so by the patient / family, another healthcare professional or at key stages of their care pathway that have been agreed.
- Respond to urgent requests for care ensuring the appropriate professional attends to deliver care and that needs are met within the required timeframe
- Provide specialist palliative telephone advice and support to patients, families and other health and social care professionals, signpost them, complete appropriate referrals for continuity of care.
- Be responsible for updating the icare patient data system regularly and manage patient information sensitively and confidentially.
- Ensure the dignity of patients and families is respected at all times
- Ensure confidentiality in the best interest of the patient is maintained at all times.

Management and People

- Act as a role model and expert resource to the team, wider hospice services and teams / services in primary and acute care on the delivery of high quality end of life care
- Be accountable for your professional practice in accordance with the NMC Code.
- Work with volunteers to ensure they understand their role within the service providing them with support and advice as required
- Liaise with third party care providers and work with them to ensure care is delivered to our expected standards
- Ensure the service provided is in accordance with Hospice policies and procedures and key aspects of the pilot service.
- Promote and maintain positive working relationships with all members of the team to ensure positive outcomes with each patient.
- Be aware of the Health and Safety aspects of the service with particular reference to the implications of working in a patient's home and lone worker issues.

Governance, Quality and Service Improvement

- Implement clinical audits of records to measure and evaluate all aspects of care.
- Ensure sensitive data is stored and transferred securely.
- Promote effective evidence based clinical practice.
- Communicate and liaise effectively with hospice and community colleagues, promoting and consistently marketing the Palliative Helpline (Pall24) service and the Hospice philosophy.
- Liaise with external agencies regarding day-to-day issues in relation to packages of care and undertake spot inspections of notes and care delivery as a routine in every care package and provide feedback to the agencies involved raising concerns when required.
- Increase awareness of Hospice provision by representation of Palliative Helpline (Pall24) service at public events.

Education and Professional Development

- Participate in the arrangement of induction programs for all new Hospice at Home staff.
- Work with the Hospice home care manager to facilitate Health Care Assistants with their professional development.
- Maintain an up-to-date knowledge of professional developments in Palliative Care and Community Care.
- Attend relevant courses, meetings and conferences ensuring own practice and development.

- To take responsibility of own professional and clinical growth and be prepared to attend mandatory training sessions requested at St. Luke's.
- Assist in the education of colleagues in end-of-life care issues

EQUAL OPPORTUNITIES

Comply with and promote St. Luke's Hospice Equal Opportunity Policy and avoid any behavior which discriminates against colleagues, potential employees, patients/clients or their families on the grounds of sex, marital status, race, age, belief, color, nationality, ethnic or national origins, religion, disability, creed, class, gender or sexual orientation.

MISSION & CORE VALUES

All Hospice staff are expected to work in line with St Luke's Mission & Core Values as these precepts act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviors and attitudes of all employees as the work they undertake, whether it is direct or indirect care is ultimately for the benefit of patients. The Mission and Core Values are an integral part of all job descriptions, the probationary period and performance and development reviews.

OTHER

St Luke's Hospice is committed to Equal Opportunities for all present and potential members of staff and patients. Therefore St Luke's Hospice expects all employees and volunteers to understand, support, and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.

This job specification may be modified in the light of development and changing circumstances, according to the needs of the service, and in consultation with the post holder. The post holder should be prepared to undertake any further duties that arise as the post develops. All members of nursing staff may at times be required to work in other parts of the Hospice, commensurate with the roles and responsibilities laid out in this job description.

Person Specification

| ATTRIBUTE | ESSENTIAL | DESIRABLE |
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| Education & Qualifications | <ul style="list-style-type: none"> • Registered Nurse with NMC registration or Registered Paramedic (HCPC) • Post registration qualification in community nursing, oncology, palliative care or other relevant area of practice • Mentorship qualification. • Recent community experience at least 2 years | <ul style="list-style-type: none"> • Education to degree level or willingness to progress to this • Community Nursing Qualification • Advanced Assessment Skills • Non-medical prescribing • Verification of death |
| Knowledge and Experience | <ul style="list-style-type: none"> • Proven experience at a suitable level of seniority of managing complex cases in either the community or an institutional setting • ability to implement change • Extensive experience of working in palliative care setting or caring for palliative patients. • In-depth understanding of relevant care pathways • Understanding of services in both primary and secondary care and the interface between these and social care • Understanding of palliative and end of life care | <ul style="list-style-type: none"> • Experience of working with volunteers or community setting • Knowledge of local and national agenda in relation to the role of the nurse and carer in end of life care • Knowledge of the role of Care Quality Commission • Experience in oncology and or palliative care • Knowledge of palliative care and symptom management • Experience of clinical supervision • Experience of audit and research |
| Skills / Personal attributes | <ul style="list-style-type: none"> • In-depth understanding of relevant care pathways • Understanding of services in both primary and secondary care and the | <ul style="list-style-type: none"> • Ability to use and analyses data within the |

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| | <p>interface between these and with social care</p> <ul style="list-style-type: none"> • Understanding of palliative and end of life care | context of pilot service |
| Additional Requirements | <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 | <ul style="list-style-type: none"> • Empathetic |