

Job Description

Job Title	Palliative Helpline (Pall24) Senior Nurse
Salary Range	£38,298.33 - £46,117.70 plus London allowance depending on experience (this may change from time to time as per role)
Location	Based at Kenton Ambulance Station and St Luke's Hospice
Reporting to:	Pall 24 Lead
	As part of the requirements of the NWL ICB model of care, this service will be providing support for patients and families 24 hours a day. Therefore, the post holder will be expected to work shift patterns including night shifts as part of the service development.

1. Job Purpose and scope

- To work as a Senior Nurse within St Luke's Hospice, based within the Integrated Care Coordination Hub, providing a centralised line for patients, families, carers, health and social care professionals.
- To be able to provide professional telephone advice and support to patients, families and health and social care professionals.
- To support patients and their carers to manage their conditions in their own communities to improve their quality of life.
- Where possible work towards preventing avoidable hospital admissions by working collaboratively with internal and external health care colleagues.
- To support community staff to enable them to deliver care with additional specialist advice and support.
- Provide a resource for advice and support for healthcare professionals in the community and hospital settings
- Be responsible for recording activities and maintaining accurate and complete patient notes in the patients electronic clinical record
- To always provide a high standard of professional conduct and nursing care in accordance with the Nursing and Midwifery Council Code of Professional Practice, demonstrating leadership in the nursing care of patients within the service.
- To demonstrate expertise and a firm knowledge base on which to underpin clinical practice when dealing with patients/carers living with a life limiting illness.
- 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.
- Together with other members of staff, maintain standards that will ensure that the care provided is of the highest possible quality, within the resources available.
- To work collaboratively as part of a multi-disciplinary team, demonstrating the values of St Lukes Hospice.
- Work across a 7-day period providing 24 hours a day advice and support as part of a rota on the telephone advice line.

2. Main Duties & Responsibilities

Clinical

- To holistically assess, plan, implement, and review therapeutic interventions of patients who contact the Pall 24 advice line.
- To provide expert advice, information and psychological support to people affected by life limiting illness and members of the multi-disciplinary team.
- Demonstrate understanding of palliative and end-of-life care principles, including symptom awareness, psychosocial needs, and holistic assessment.
- Recognise red flags, deterioration, and safeguarding concerns, escalating appropriately.
- Access the Stack Operational Portal, triaging palliative patients and signposting to teams most suited for patient outcomes and reserving ambulance capacity for emergency life threatening needs.
- 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
- Provide specialist palliative telephone advice and support to patients, families and other health and social care professionals, signpost them, complete appropriate referrals for onward care.
- To communicate and consult with other Health and Social Care Professionals and outside agencies and with service users to ensure the provision of a quality service for cancer patients and their families.
- Be responsible for updating the patient's electronic record and manage patient information sensitively and confidentially.
- To use advanced interpersonal and communication skills to communicate and receive specialist and sensitive information.
- 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.

Key Working Relationships

- Pall 24 Care Co-ordinators / Pall 24 Lead
- Hospices
- Clinical Nurse Specialists
- London Ambulance Service
- GPs, District Nurses, Community Teams
- Social Care and Voluntary Sector Partners
- Patients, carers, and families

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
- Ensure the service provided is in accordance with Hospice policies and procedures.
- Promote and maintain positive working relationships with all members of the team to ensure positive outcomes with each patient.
- To function as a role model to the wider team demonstrating leadership and continuing development of high-quality clinical care and practice, whilst encouraging a culture of innovation and supported risk taking.
- Providing and promoting best practice in accordance with local and national end of life care initiatives.

Governance, Quality and Service Improvement

- Contribute to clinical audits to measure and evaluate all aspects of care.

- Ensure sensitive data is stored and transferred securely.
- Promote effective evidence based clinical practice.
- Ensuring patient records are updated on the patient's electronic clinical record in a timely manner to enable all professionals dealing with the patient understand where they are in their care/pathway
- To undertake detailed and specialist holistic assessment and analysis of the complex physical, psychological, social and information needs of patients with life limiting illness and their carers. To have up to date knowledge of the various options available.
- To have respect for patient confidentiality, autonomy and always need for privacy.
- To acknowledge individual needs in spiritual, religious, and cultural matters.
- To act in accordance with the NMC Code of Professional Conduct for Nurses/ Midwives and Health Visitors and the scope of Professional Practice. Maintaining records for revalidation and actively participating in such.
- Participate in clinical governance activities within the charity to ensure that professional practice and service is continually improved, and high standards of care are maintained and developed.
- Acting as a liaison between professionals who do not have access to SystmOne but are caring for the patient to provide them with the necessary information about that patient to enable them to fulfill their responsibilities (whilst maintaining information governance regulations)

Education and Professional Development

- Participate in the arrangement of induction programs for all new Pall 24 staff.
- 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
- To facilitate and enable the education of patients and their carer/s to maximise their quality of life, living with a life limiting illness.
- To assess training needs and implement and/or participate in educational programs and competency-based assessment for community nurses, doctors, allied health professionals, patients, and carers as appropriate.
- To function as an educational and information resource for other professionals and the public, regarding all aspects of palliative and end of life care.
- To actively support the ethos of palliative care in all healthcare settings.
- Participate in clinical audits and quality improvement initiatives under the direction of the Matron
- To collect and analyse information related to patients, carers, and other healthcare professionals' satisfaction of the service. Utilise information as a means of effectively evaluating the service and informing future developments.

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
Education & Qualifications	- Registered Nurse with NMC registration - Post registration qualification in community nursing, oncology, palliative care or other relevant area of practice - Mentorship qualification. - Recent community experience at least 2 years	- Education to degree level or willingness to progress to this - Post registration qualification in palliative care - Advanced Assessment Skills
Knowledge and Experience	- Proven experience at a suitable level of seniority of managing complex cases in either the community or an institutional setting - Specialist up to date knowledge of palliative care - 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 with social care - Ability to work unsupervised and make decisions related to care planning - Ability to prioritise issues and tasks - Committed to working in partnership with patients, their relatives and carers and other organisations and agencies - Ability to delegate tasks to appropriately trained staff - Understanding and commitment to multi disciplinary team working - Excellent written and verbal communication skills	- Ability to lead and influence change - Experience of audit and research - Experience of telephone triage
Skills / Personal attributes	- Committed to the development of palliative care skills in others - Calm and objective - Commitment to the aims and charitable objectives of St Luke's Hospice	

	• Commitment to equality, diversity and inclusion and understanding of how this applies to own area of work • Ability to work under pressure and to tight deadlines. • Highly developed analytical and judgemental skills to deal with complex cases	
Additional Requirements	• DBS Enhanced check	