

## **PILGRIMS HOSPICES – JOB DESCRIPTION**

**JOB TITLE: Band 7 Community team leader**

**MAIN PURPOSE AND SCOPE OF THE JOB:**

**Responsible for providing professional and managerial leadership to the community palliative care nursing team**

---

### **POSITION IN ORGANISATION**

**Reports to:** Senior Nurse Manager Community  
**Line Manager for:** Palliative Specialist Nurses and Community Palliative Nurses

### **JOB STATEMENT**

- The post holder will be responsible for providing inspirational and motivational clinical leadership to a team of nurses to deliver a high standard of specialist palliative care nursing in conjunction with the multi-disciplinary team within the community setting. This includes assessment of patient and family needs in conjunction with the multi-disciplinary team.
- The post holder is required to provide clinical leadership for a team of nurses and have the required knowledge and skills to deliver specialist palliative care in line with individual needs of patients and their families, and is able to provide expert clinical advice both internally and externally.
- The post holder will create, lead and maintain a nursing culture which is open to change, new ideas, concepts and innovation whilst influencing Pilgrims strategy and direction.
- The post holder will be responsible for improving the patient experience and safeguarding high standards of care by creating an environment in which excellence in clinical care can flourish and be measured.
- To act as a senior member of the care team, influencing development of the nursing team and organisation.
- The post holder will manage resources efficiently and effectively within agreed budgets.
- The post holder will lead on a culture of learning and quality improvement in the clinical area.

### **DUTIES AND KEY RESPONSIBILITIES**

#### **1. Clinical Responsibilities / Clinical Management**

- Ensure that planning, implementation and evaluation of total care of the patient and family is individualised, evidence based and of the highest standard and quality.
- To be a leader and proactive role model with presence within the community setting integrating with the multi professional team, maintaining an overview of patient care, acting as a resource and offering guidance and support.

- At regular intervals, monitor the effectiveness of clinical care provided to patients and their families in the community team by undertaking quality checks, ensuring that working practices are followed at all times and that clinical services are delivered appropriately.
- Attend the multi professional team meetings to provide expert opinion on patient and clinical care issues.
- Attend or chair meetings both within the hospice and externally as required.
- Lead on the identification of risks which may impact upon patients and the delivery of a high quality clinical service. Promote awareness of risk management amongst junior staff and colleagues.
- Ensure staff give support and advice to patients families and other health care professionals contacting the hospice, both in and out of hours, and document appropriately
- Use complaints and concerns positively and proactively to review and improve the quality of the service and lead on the development and progression of action plans arising from complaints.
- Ensure the Senior Nurse Manager is informed of any significant changes in the day to day running of the community team.

## **2. Professional Leadership**

- Demonstrate effective leadership skills and provide regular team meetings, supervision of staff, and ensuring annual appraisals & PDR's for the nursing team are completed within the time required.
- Demonstrate the necessary skills to establish and maintain high level effective communication to patients, relatives and members of the multi professional team and external partners.
- Work across all shift patterns to ensure high visibility, effective leadership and management of the nursing team.
- In conjunction with senior colleagues within the multi professional team respond positively to change initiatives, demonstrating awareness of the implications and acting as an effective change agent.
- Ensure that communication within the team is a two way process, supporting and empowering staff to make suggestions or decisions around aspects of improvement to the patient experience.
- Actively establish and develop relationships with internal and external agencies and organisations as part of a wider system of promoting Pilgrims Hospice with key stakeholders.
- Supervise and evaluate nursing documentation continuously and implement any required actions to ensure high quality professional documentation; ensuring all documentation is accurate, up to date and review dates are in place and achieved.

- In conjunction with Senior clinical colleagues and the wider nursing team, ensure that clinical policies and procedures reflect best practice, professional codes of conduct, The Care Quality Commission Standards
- In conjunction with the leads for Infection Prevention, Tissue Viability and Manual Handling ensure the nursing team adhere to Pilgrims Policies and best practice guidelines.
- Ensure that regular team meetings are held to ensure dissemination of information and a two way forum for communication, and that minutes are circulated in a timely fashion and actions are completed.
- Together with Senior Nurse Manager and senior nursing team set standards / competencies of nursing care and ensure that these are maintained at optimum level.
- Take responsibility for accessing regular clinical supervision / reflective practice.
- Ensure that the care given is fully compliant with the CQC and CCG standards at all times.
- Actively contribute to the delivery of Pilgrims Hospices Strategy
- Be aware of and accept responsibility for own clinical practice.
- Maintain and continue personal development in symptom control, leadership and management, teaching and communication skills.

### **3. People Management and Development**

- Ensure that the duty rotas meet the needs of the service at all times.
- Support the management of nursing staff and volunteers, including induction, recruitment, appraisals, performance management involving line manager if areas of concern are identified.
- Work collaboratively to develop and implement staff competencies.
- Ensure all nursing staff are fully compliant with all aspects of statutory and mandatory training.
- Ensure identification of relevant, appropriate ongoing training requirements for the community nursing team and that there is a training plan in place to facilitate individual training needs in line with Pilgrims service objectives.
- Monitor the evaluations and outcomes of student placements, put any actions in place that are identified to ensure the placement remains a preferred choice from the local university.
- Act as a role model and mentor, demonstrating positive attitudes and behaviour at all times as per Pilgrims CODE.
- Take responsibility for the training, orientation and probationary evaluation of all newly appointed nursing staff.

- Deliver and participate in teaching sessions in areas of expertise within the hospice and externally if required.
- Take responsibility for your own professional development, including keeping up to date with relevant clinical, professional and management issues at local and national level.
- Ensure that you are fully compliant with the requirements of professional revalidation.
- Directly supervise student nurses in the clinical area acting as a mentor and assisting learners to achieve learning objective. In addition the post holder will be expected to act as a sign off mentor.

#### **4. Finance / Resource Management**

- Be responsible for the control and monitoring of the agreed budget ensuring provision of a high quality and cost effective service.
- Ensure that equipment is used and maintained in a safe and serviceable condition and that faults are reported promptly.

#### **5. Audit, Research and Policy Development**

- Engage in research, audit and quality initiatives, encouraging participation and awareness within the nursing team.
- In collaboration with the Audit Facilitator lead audit programmes ensuring wide ownership and active participation within the community team.
- Implement any learning from audit and research projects
- To contribute to the development of new policies and the review of existing policies and procedures.
- To be responsible for the implementation and monitoring of compliance against policies and procedures, including issues arising from complaints or incidents.

### **GENERAL RESPONSIBILITIES**

#### **Corporate Governance –**

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct. Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

#### **Health and Safety –**

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

#### **Flexibility –**

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

*This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all*

*duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.*

**Date revised: April 2018**

## PILGRIMS HOSPICES – PERSON SPECIFICATION

### Inpatient Unit Senior Sister / Charge Nurse

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
		Application	Interview	Essential?
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of successful team leadership as a senior post holder</li> <li>• Previous experience at Band 6 or equivalent within a palliative care or comparable setting</li> <li>• Experience of introducing change in a clinical service.</li> <li>• Experience of working with a patient-centred philosophy of multi-professional team working.</li> <li>• Experience of formal and informal teaching</li> <li>• Experience of standard setting and audit</li> </ul>	✓  ✓  ✓  ✓  ✓  ✓	✓  ✓  ✓  ✓  ✓  ✓	✓  ✓  ✓  ✓  ✓  ✓
<b>SKILLS/ ABILITIES</b>	<ul style="list-style-type: none"> <li>• Conversant in the use of Microsoft Office application</li> <li>• Excellent verbal and written communication and negotiation skills</li> <li>• Demonstrates positive leadership skills</li> <li>• Strong time management skills</li> <li>• Ability to work under pressure and to tight deadlines</li> </ul>	✓  ✓  ✓  ✓  ✓	✓  ✓  ✓  ✓  ✓	✓  ✓  ✓  ✓  ✓
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Up to date knowledge of current palliative care issues</li> <li>• Understanding and support of the benefits of clinical supervision and reflective practice</li> </ul>		✓  ✓	✓  ✓
<b>QUALIFICATION/ TRAINING</b>	<ul style="list-style-type: none"> <li>• Registered Nurse</li> <li>• Healthcare Leadership experience</li> <li>• Relevant degree in nursing palliative care</li> <li>• Independent Prescriber specific to Palliative Care; or willing to complete within one year of start date.</li> <li>• Undertaken mentorship training</li> </ul>	✓  ✓  ✓  ✓  ✓	✓  ✓  ✓  ✓  ✓	✓  ✓  ✓  ✓  ✓
<b>OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Access to car and be prepared to travel to and from sites where the services are delivered. Full, clean driving licence.</li> </ul>	✓	✓	✓