

## PILGRIMS HOSPICES IN EAST KENT – JOB DESCRIPTION

**JOB TITLE: Registered General Nurse**

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### POSITION IN ORGANISATION

**Reports to:** Senior Ward Sister  
**Line Manager for:** N/A  
**Grade:** Band 5  
**Location:** Canterbury, Thanet or Ashford

#### 1. Job Purpose

The post holder is responsible for providing a high standard of palliative nursing care which reflects evidence based practice, encompasses patient choice and makes best use of valuable resources. This includes assessing, planning and implementing individualised and effective patient care and evaluating the outcome. The post holder will be expected to communicate with members of the internal and external multi-disciplinary team to ensure the best care for patients whilst on the ward and on discharge. In addition the post holder will facilitate training, education and induction programmes for other qualified and unqualified staff.

#### 2. Job Dimensions

- The post holder will work as part of a team to deliver high quality palliative care in the in-patient unit at either Ashford/Canterbury/Thanet but may be required to work at any of the other sites upon request.
- The post holder will support the operational management by take responsibility for the ward in the absence of the Ward Manager and Ward Sister, ensuring patient care is maintained.
- Although not responsible for a budget, the post holder will be expected to be aware of cost implications and make the best use of valuable resources.
- The post holder will contribute to the learning environment, acting as a mentor/supervisor to qualified/unqualified colleagues and students, to facilitate and assist in achieving learning objectives.

#### 3. Nature and scope of the role

- The post holder will be a registered nurse accountable for the direct delivery of patient care within an in-patient unit caring for patients with palliative needs.
- Work will be undertaken in line with Pilgrims Hospice, local and national policy and guidance and the NMC professional codes of conduct.
- The post holder will work within the multidisciplinary team and will influence the decisions of patient care from a nursing perspective. On a day to day basis the post holder will work under indirect supervision making decisions based on best practice and evidence based research.
- Working within a team structure the registered nurse will ensure all incidents, complaints, difficulties and complex situations are documented and any remedial actions taken by the multi disciplinary. In addition the post holder will ensure the Ward Sister or Ward Manager are notified and aware of such occurrences.

#### 4. Principle accountabilities and responsibilities

##### Clinical and professional

- Maintain a high level of nursing care through direct delivery of personal, emotional and psychological care for patients. Through effective assessment of each patient's needs and preferences the post holder will plan evidence based nursing care, implement and continuously evaluate the care given and ensure this meets the needs of individualized patient care.
- Undertake patient care as directed in the patients' care plan in order to meet each patients care needs whilst maintaining independence as much as possible and maintaining privacy and dignity at all times. This will include for example hygiene and elimination needs, assisting eating and drinking and ensuring nutrition is maintained.
- Successfully manage clinical emergencies specifically related to palliative care through swift recognition, instigating and carrying out any immediate actions and reporting and sharing information quickly.
- Whilst responsible to the ward sister/team leader, the post holder will work competently and confidently without direct supervision to complete delegated work load, including maintaining skill mix and staff planning.
- To maintain effective operation, the post holder will take responsibility for the ward, delegate the workload and supervise trained and untrained staff as needed.
- Maintain continuity of patient care through accurate verbal reports and electronic and written documentation including the use of electronic patient management systems ensuring patient confidentiality at all times.
- Ensure all patient information is electronically recorded in a safe, accurate and contemporaneous manner through familiarity with and daily use of the Inflex Patient management system and adherence to Hospice IT protocols.
- Expedite successful discharge where appropriate with good quality planning for patients' needs.
- Provide sensitive and empathetic emotional and psychological support for patients and carers during the delivery of bad news, of terminal care and during and after the event of death. Ensure high standard of care for patient and carers after death by following appropriate hospice protocols.
- Maintain safe and effective drug administration by administering all medications, and setting up and maintaining subcutaneous syringe drivers according to the Hospice and NMC codes and guidelines.
- Maintain safe nursing practice by attaining and maintaining competency in clinical interventions as set out within the knowledge and skills framework.
- Ensure high standard of care through awareness and implementation of Hospice policies, procedures and guidelines especially in relation to infection control, manual handling, health and safety and fire.

##### Management

- Ensure the safety of patients, visitors and other staff by maintaining a safe environment, recognising any hazards and responding appropriately.
- Participates in the induction of new staff and facilitates the training of new and existing colleagues through mentorship and supervision as required. In addition is required to act as a mentor for student health professionals, assisting with learning and providing documented evidence as required.

- Contributes to the organization and running of the ward by undertaking administrative tasks as requested i.e. ward staff rota
- Maintain adequate levels of drugs, dressings and general stores by ordering according to hospice practice.
- Promote a high level of consistent nursing care by participating in the development and implementation of clinical policies and protocols.
- Maintain knowledge and skills competencies and high standards of care, through continued professional development set out within the performance management process including annual appraisal, attending and successfully completing mandatory training and reviewing progress with the line manager alongside a personal development plan.
- Provides teaching sessions to ward based colleagues as required, either on an individual basis or small groups as required, e.g. in manual handling, infection control or NVQ modules. These may be pre-planned or impromptu as time allows.
- Facilitate any internal or external research projects by participating and/or auditing as requested by the Ward Manager.

## 5. Measures of Success

- Achievement of a safe, effective ward in which palliative nursing care is successfully accomplished.
- High level of satisfaction from patients and relatives, low level of adverse comments or complaints.
- Effective understanding and successful implementation of the Hospice's policies and procedures
- Successful supervision of untrained staff.
- Effective use of all physical and IT based resources including stocks, supplies, data systems and the patient management system (Infoflex)

## 6. Communications & Relationships

### Internal

Nurse Manager and Ward Sister  
 Lead Nurse Patient Safety and Quality  
 Consultant  
 Multi Disciplinary Team  
 Administrator  
 Volunteers

### External

General practitioners  
 Community Nurses  
 Hospital CNS Teams

- Attend multidisciplinary team meetings to provide nursing opinion on patient and clinical issues ensuring that open and focused discussion is practiced.
- Meet with patients' carers to address and advise on nursing care, clinical practice, and patient related inquiries. Ensure patients and carers are informed with regard to patient choice, treatment and progress, whilst maintaining respect for the privacy and dignity of the patient.
- Effectively communicate with other agencies to ensure continuity of care between the Hospice, community and continuing care setting.
- Ensure patients' understanding and compliance for treatment or intervention is maintained even when communication is impaired, e.g. due to visual, hearing or cognitive impairment by using all verbal and non verbal communication skills.

- Ensure continuity of care by providing effective verbal and written reports on individual patients' conditions and any changes in treatment to members of nursing team at handover to next shift and to recognise the need to report to senior nurse or doctor when appropriate.
- Negotiate and advocate on behalf of patients, relatives and staff, providing information that can be difficult for people to understand or can cause distress for example giving pre / post bereavement support, information, advice to patients, families, children, next of kin, friends and recognise the need to refer to other expert counsellors and agencies.
- Ensure effective channels of communication with individuals, the multidisciplinary team, other departments, outside agencies, managers and staff. This can take the form of receiving and acting on information, giving advice, and attending meetings.
- Adopt standards of behaviours in keeping with Pilgrims Hospice mission and core values and the NMC Professional code of conduct.
- Attend meetings within the Hospice, for example ward nursing staff/ multidisciplinary team handover, Health and Safety and relevant meetings and briefings as directed by the Ward Manager.

## **7. Education/Training/Teaching**

- Ensures own knowledge is up to date, undertaking mandatory training and attending workshops and training courses for the benefit of continued personal development, to learn new skills and increase knowledge.
- Takes responsibility for ensuring that new staff receive support and education during induction and acts as a positive role model.
- Promotes the work of the Hospice through collaborative working with clinical and allied professionals, participating in a multi-professional team working approach to support patients, families and careers irrespective of setting.
- Contributes to the delivery of formal and informal education within Pilgrims Hospices.
- Directly supervise student nurses in the clinical areas acting as a mentor and assisting learners to achieve learning objectives.

## **General Statements**

### **Corporate Governance**

The postholder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

### **Health and Safety**

Under the Health & Safety at Work Act (1974), it is the responsibility of the postholder 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.

### **Code of Conduct**

The postholder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the postholder manages
- Show commitment to working as a team member by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospice reputation

### **Flexibility**

The postholder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices, which may mean working across sites and the community areas supported by those sites to maintain appropriate staffing levels.

### **Other**

Post holders are expected to be familiar with and comply with the policies and procedures published by Pilgrims Hospices. This job description is a reflection of the current position and the postholder 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 Job Description is not exhaustive. 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.

### **Data Protection**

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

## PILGRIMS HOSPICES – PERSON SPECIFICATION

### Registered General 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.

Essential	Desirable	Assessed By
<b>Experience</b>		
Sound experience as registered nurse in specialist palliative care setting or to transfer skills from an associated environment		CV, Interview and Portfolio
Experience with mentoring student / junior nurses.	Mentoring and Assessing in Clinical Practice qualification or equivalent.	CV, Interview, Portfolio
<b>Qualifications</b>		
First Level registration		NMC Pin no.
Evidence of ongoing professional development	Post registration Nursing Course (Palliative Care Dip/Degree, ENB 931,237, or equivalent)	CV, Interview, Portfolio
	Undertaken Mentorship training	CV, Interview, Portfolio
<b>Skills, Knowledge &amp; Abilities</b>		
Good communication skills		Interview, References
Organisational and managerial skills		Interview, references
Teaching skills		CV, Portfolio, References
Supervision and staff support skills		Portfolio, CV, References
Knowledge of IT and ability to use IT appropriately in the workplace.		CV, Portfolio
<b>Personal attributes</b>		
Ability to work in a multi-professional environment		CV, References
Flexible approach to working patterns and the changing needs of healthcare		CV, Interview, References
Knowledge of IT & ability to use IT appropriately in the workplace		
<b>Personal Circumstances</b>		
Neat, tidy and professional appearance		Interview
Strong motivation to work at Pilgrims Hospice		CV, Interview, References
Car Driver / Access to a vehicle		Full Valid UK Driving Licence