



## PILGRIMS HOSPICES IN EAST KENT – JOB DESCRIPTION

**JOB TITLE: Palliative Specialist Nurse**

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### POSITION IN ORGANISATION

**Reports to:** Community Team Leader  
**Line Manager for:** N/A  
**Department:** Clinical Services  
**Grade:** Band 6  
**Location:** Canterbury, Thanet or Ashford

### General

Employing over 400 staff and supported by more than 1,500 volunteers, Pilgrims Hospices is one of the largest hospices in the UK.

Pilgrims provides palliative care for adults with a range of illnesses that cannot be cured including cancer, heart failure, respiratory conditions and neurological diseases. Care is provided from the three sites in Canterbury, Ashford and Thanet, in patients' homes and via community programmes. Care is also extended to families and carers. Pilgrims well-resourced multidisciplinary team includes consultants, nurses, counsellors, social workers, complementary therapists and chaplains, with support from other dedicated therapy staff.

To keep delivering care to those who need it most, Pilgrims has to raise in excess of £9 million each year. The majority of this comes from our local community. Pilgrims Hospices has its own lottery and a chain of shops in east Kent.

In addition, Pilgrims has a central services team comprising Human Resources, Education, Accounts, IT, Supporter Services, Fundraising and Marketing.

### Job Purpose

The purpose of this role is to provide a level of specialist palliative nursing expertise to improve outcomes for patients at the end of life. A senior nurse and a key member of the multiprofessional team, the post holder will assess palliative care needs and develop appropriate plans of intervention and support to ensure a timely and appropriate service for patients and families. The postholder will act as a resource to provide advice to other professional colleagues on active palliative care management. The role has an important function in overseeing good standards of care in line with evidence based and best practice guidance and also in supporting the development of junior staff.

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

Undertakes a comprehensive palliative care nursing assessment in the outpatient/telephone clinic, home or ward setting identifying an appropriate plan of care for patients and families based on clear goals intended to bring about effective, measurable patient / family outcomes

As an integrated member of the hospice multi-professional team, presents patients at MDT meetings, contributes to caseload reviews, and makes appropriate referral to external and internal services.

Provides advice and guidance related to symptom management, as well as psychological, social and spiritual needs to patients, families and the inpatient units out of hours.

Engages with health and social care providers and the wider healthcare community to ensure that they receive guidance on best practice and evidence based guidelines when delivering timely, appropriate palliative care.

Oversees the patient's progress in line with the care plan and makes changes to plans when patients needs and preferences change.

Ensure patients preferred place of care is clearly discussed, identified and recorded as early as possible encouraging the use of advanced care planning wherever possible.

Recognizes and appropriately responds to changes in the patient's condition, particularly with regard to common palliative care emergencies e.g. recognizes the possible spinal cord compression, gives immediate advice to the patient, refers for immediate medical review and takes bloods as part of the urgent clinical investigations.

Uses clinical judgement to plan, implement and evaluate care for patients with palliative needs in clinic and community settings.

Knowledge of drugs commonly used within palliative care, including interventions, interactions and calculations enabling safe medicines administration for patients and appropriate advice to be given to other healthcare professionals.

As an independent prescriber, prescribes medicines for patients in accordance with local policies, national standards and formularies relating to scope of practice.

In conjunction with the patient, make recommendations for changes in planned care following assessment. Ensure these changes are communicated to all healthcare professionals involved in direct patient care both internal and external to the Hospice environment

Provides bereavement support in line with Pilgrims policy, ensuring risk assessment is completed and discussed with the multi-professional team.

Participates in a 24 hour 365 day per year operational service.

## **2. Professional Leadership**

Actively works to promote best practice end of life care tools across the patient pathway.

Uses effective time management skills to ensure the highest possible standards of care for patients and their families.

Utilizes roles, functions and skills from within the multi-professional team to ensure patient goals are met.

In discussion with the team participates in agreeing the initial response for a patient.

Ensure that patients' dignity is promoted and respected and that equality and diversity are a priority in planning care.

Presents outcomes of assessment to the wider multi-professional team and leads discussion from a nursing perspective.

Represent the views and wishes of patients, families and carers by acting as their advocate at multi-professional meetings.

Contributes to ethical debates as part of multi-professional team working.

Promote the work of the Hospice through collaborative working with clinical and allied professionals, encouraging a multi-professional team working approach to support patients, families and carers irrespective of setting.

Demonstrates leadership with regard to the development and potential of junior staff.

### **3. Finance/Resource Management**

Promotes clinical and cost effective interventions to junior members of staff and provides suggestions to improve clinical and cost effective care to managers.

Is aware that day to day working practice and allocation of resources is mindful of the full range of skills and or services available to most appropriately meet a patients needs.

At the request of the Senior Nurse Manager, participates in the recruitment, selection and induction of hospice staff as required to meet service objectives.

### **4. Audit/Clinical Audit/Research**

Initiates and undertakes audit projects to inform standards of practice, instigates and participates in research activities.

Actively disseminates and presents findings through the hospices education, evidence based practice and governance forums.

Supports and participates in the development of Pilgrims Hospices projects, adapting and adopting change to provide high standards of care

### **5. Education/Training/Teaching/Policy Development**

To maintain own specialist clinical knowledge and skills, including internal and external policies relating to palliative care.

Achievement of the competencies set out with the Knowledge and Skills framework.

Provides regular teaching sessions as part of the hospices internal and external therapeutic and educational programmes.

Contributes to the delivery of informal education programmes in the clinical area and or during team education sessions.

Directly supervise student nurses in the clinical area acting as a mentor and assisting learners to achieve learning objectives. In addition the post holder will be expected to act as a sign off mentor.

Supervise and share knowledge and skills, imparting advice and recommendations for patient care to junior colleagues as well as other health and social care professionals as required.

Takes responsibility for ensuring that new staff receive support and education during induction and act as a positive role model.

Ensures own knowledge is up to date, undertaking all required statutory and mandatory training and attending workshops and training courses as agreed at appraisal for the benefit of continued personal development, to learn new skills and increase knowledge to benefit patient and family care.

Provides input through the integrated governance structure towards clinical policy development.

### **6. Administration**

Registers and document complaints from patients, carers and other health and social care professionals, in line with the hospices complaints procedures.

Participates promptly in any complaints enquiries / investigations when asked to do so by a manager or complaints investigation officer.

Implements changes in personal practice as a result of investigation conclusions, changes in policy and guidance and service user feedback to improve patient and carers experience.

Attends meetings / participates in designated working groups within Pilgrims Hospices as directed by manager.

Assesses, reports and manages risks in line with Hospice policies, the Nursing and Midwifery Council's Code and other statutory bodies.

At the request of the Senior Nurse Manager, assists in the appraisal process for junior team members.

Participates in nursing staff rota planning and allocation to ensure continuity of the hospice nursing service over a 24 hour period.

## **7. Information**

Contributes to multi-professional meetings, presents structured and appropriate patient information verbally and for the purpose of maintaining a comprehensive electronic patient record.

Maintains continuity of patient care through accurate electronic and written documentation, including the use of IT patient management systems, ensuring that patient confidentiality is maintained and information governance procedures adhered to.

## **8. Communication**

Uses advanced communication skills to engage in open, focused discussions with other members of the multi-professional team to ensure that the plans of care for patients and their families are clearly understood.

Takes an active role in fostering dialogue with patients, families and carers to discuss sensitive issues about end of life preferences and care management.

To ensure patients, families and carers are informed with regard to the range of hospice services, patient choice, treatment and progress, whilst maintaining respect for privacy, dignity and confidentiality.

Effectively communicate with other agencies to ensure continuity of care between Pilgrims and other health and social care providers.

Works within the Nursing and Midwifery Councils 'Code' and other NMC standards and guidance.

Adopts standards of behavior in keeping with Pilgrims Hospices mission and core values.

## **9. Personal/Professional Development**

Attends all training and development courses as identified through the appraisal process and takes an active role in maintaining own personal development plan.

Recognizes gaps and or areas for development in knowledge and skills linked with the role and actively works with manager to develop self in the scope of the role.

### **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.

### **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.

### **Code of Conduct**

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

I have read this job description and understand their contents in relationship to my day-to-day duties.

Jobholder's name (Please print).....

Jobholder's signature:..... Date.....

Revised July 2020

## Person Specification

### Palliative Specialist Nurse

Essential	Desirable	Assessed By
<b>Experience</b>		
Circa 4 years post basic registration experience which includes at least circa 2 years in an appropriate field of practice caring for patients on palliative pathways for a significant proportion of previous role functions.	Can demonstrate previous experience of being involved in change projects that improve the patients experience	<b>CV, Interview and Portfolio</b>
Experience of productive multi and inter-multidisciplinary work		<b>CV, Interview and Portfolio</b>
Experienced in the use of common IT software in the workplace to ECDL standard	Use of electronic records	<b>Interview and Portfolio</b>
Experience of informal and formal teaching / effectively imparting skills to other multi-professional colleagues		<b>CV, Interview and Portfolio</b>
<b>Qualifications</b>		
1 <sup>st</sup> level Registered Nurse		NMC Pin No
First degree in nursing/palliative care or associated clinical field or equivalent		<b>CV, Interview and Portfolio</b>
Diploma level specialist training in relevant field	Teaching qualification	<b>CV, Interview and Portfolio</b>
Advanced Communication Skills Training		<b>CV, Interview and Portfolio</b>
Non medical prescribing course, related to Specialist Palliative Care	Or willing to work towards completion	
Formal mentorship qualification including as a practice supervisor or assessor		
<b>Skills, Knowledge &amp; Abilities</b>		
Holistic assessment skills	Can demonstrate knowledge, skills and or abilities in a specific area of interest with regards to end of life care	Interview
Demonstrates specialist knowledge in the field of palliative care with a high degree of skills and abilities in managing		Interview, References and Portfolio

advanced palliative symptoms		
Can effectively impart and transfer knowledge to others and articulate a balanced evidence based review to support patients care plan / care plan reviews in internal and external multi-professional meetings		Interview and References
Proficient in the use of best practice end of life care tools		Interview and Portfolio
Demonstrates effective influencing skills		Interview and References
Demonstrates effective leadership skills		Interview and References
Effective time management skills		Interview and References
Demonstrates knowledge of the clinical audit cycle and can give examples of effective use of audit in improving practice		CV, Portfolio and Interview
<b>Personal attributes</b>		
Ability to meet the complex demands of the post, managing variability of tasks and work under pressure.		CV, References and Interview
Work independently with minimal supervision.		Interview and References
Act as a good role model at all times		Interview and References
Identify own limitations and formulate plan to address these		Interview
Demonstrates proactive traits towards work		Interview
Reliable, conscientious and act with integrity		Interview and References
<b>Personal Circumstances</b>		
Evidence of commitment to ongoing professional development		CV, Portfolio and References
Car owner/driver with full license		Full Valid UK Driving License
Flexible approach to working patterns and the changing needs of healthcare including 24/7 365 day working if required		Interview