

PILGRIMS HOSPICES – JOB DESCRIPTION

Inpatient Unit Ward Sister

Main Purpose and Scope of the Role:

The post holder is responsible for assisting in leading the nursing team on the inpatient unit in the delivery of the highest standards of safe, clinically competent, evidence based specialist palliative care. They will be a senior member of the multi-professional team and will act as a resource and role model.

POSITION IN ORGANISATION

Reports to: IPU Senior Ward Sister

Line Manager for: Inpatient unit Registered Nurses and Health Care Assistants

Band: 6

Location: The post is ward based, however you may be required to travel between sites

General Statement

Employing over 300 staff and supported by 1500 volunteers, Pilgrims Hospices in East Kent is one of the largest hospices in the UK with units in Canterbury, Margate and Ashford. Each unit provides in-patient facilities and a full range of community based services including, outpatient clinics, domiciliary care, therapy centres and tailored support and rehabilitative programmes for patients and carers. All our services benefit from a well-resourced multidisciplinary team with skills and expertise in palliative and end of life care. This includes medical and nursing staff, physiotherapists, occupational therapists, counsellors, social workers, complementary therapists and a range of clinical support staff at each site. In addition, the hospice has a central services team comprising of Human Resources, Education and Training, Finance, IT and Fundraising.

Clinical Responsibilities and Management

The post holder will work alongside nursing staff to maintain skills, develop clinical practice and foster an environment where lifelong learning and development is valued as a key component of specialist palliative care. They will monitor and supervise the practice of all members of the nursing team and will be proactive in ensuring that any gaps in knowledge or skills are addressed. In addition they will:

- Act as a role model, maintaining a high clinical profile in the multi-professional team and demonstrating the ability to critically assess clinical situations in any setting, interpret complex information, prioritise needs and coordinate appropriate care
- Provide clinical leadership for the nursing team and create a supportive environment in which patient and family focused specialist palliative care can flourish

- Co-ordinate the day to day management of the clinical area and management of risk, supporting clinical colleagues and ensuring patient needs are met in a safe, effective and timely manner
- Take a proactive approach to effective admission and discharge planning, ensuring continuity of care for patients
- Evaluate nursing care from the nursing, carer and patient viewpoint, measured by positive feedback from the multi-professional team as well as patients and their relatives
- Demonstrate advanced communication skills
- Participate responsively in a 24 hour, 365 day per year operational service

Professional Leadership

The post holder will be responsible for driving innovative practice and supporting new developments within Pilgrims Hospices. They will share best practice with internal colleagues and teams in the wider healthcare economy.

Through effective management and leadership of the in-patient nursing team, the post holder will also support the Senior Nurse Manager to ensure continuous service delivery and will:

- Provide line management to staff, including reviews for induction and appraisal, sickness/absence monitoring and return to work interviews
- Be responsible for all aspects of patient safety and quality, taking part in first line investigations, producing action plans and ensuring that these are delivered and reported upon
- Work across all shift patterns to ensure high visibility, effective leadership and management of the nursing team.
- Comply with nursing code of professional conduct, Care Quality Commission standards and Hospice policies and procedures in all care decisions and actions
- Contribute to the achievement of clinical development performance targets set by the Hospice
- Act as a resource for other healthcare professionals
- Work collaboratively with all members of the multi-professional team at the Hospice
- Act as an assessor, mentor and preceptor
- Challenge practice in clinical areas, making changes that are based on evidence based practice and up to date research

Finance / Resource Management

- Ensure that inpatient unit patient equipment is used and maintained in a safe and serviceable condition and that faults are reported promptly.
- Monitor the use of flexi bank and additional hours, being mindful of keeping within the agreed budget and highlighting excess use to the Senior Ward Sister for Inpatient Services

- The post holder will have an understanding of the ward budgets and will make recommendations for expenditure on high value stock, pharmacy orders and equipment, to assist in long term expenditure plans and budgeting
- Maintains a safe appropriate staff skill mix to ensure a 24 hour, 365 day per year operational service

Audit, Research and Policy Development

- Initiates and undertakes audit projects to inform standards of practice and instigates and participates in research, disseminating findings into practice
- Works in partnership with staff in clinical practice to increase the utilization and dissemination of research and supports them to deliver audit outcomes and action plans
- Monitor continuity of care using national tools applicable to end of life care

Education / Training / Teaching / Policy Implementation

- Create a learning environment for all staff, providing mentorship, clinical supervision and training opportunities through sharing and imparting specialist palliative care knowledge and skills.
- Ensures that 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 professional development, to learn new skills and increase knowledge to benefit patient care
- Works in close association with the education department to plan learning needs of staff and ensure skills and knowledge are gained and maintained in accordance with the competency framework. In addition, helps coordinate the needs of students and external learners by delivering educational programmes and evaluating learning achievement.
- Through the delivery of educational discussions, presentations and 'in practice' learning helps others to learn and updates own knowledge and skills in line with NMC revalidation requirements and as set out in personal development plans.
- To write and implement induction programmes for new members of staff, evaluating learning needs in a changing care environment
- Directly supervise staff and students 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.
- Leads and facilitates individual training in an aspect of education e.g. manual handling, tissue viability, health and safety.
- Promotes and motivates staff in the changing care environment, implementing changes in policy and process in care e.g. Gold Standards Framework.
- Contributes to clinical policy development through the Integrated Governance Framework

Administration

- The post holder will be responsible for the safe documentation and storage of valuables, donations and cash from patients, relatives and the public in accordance with Hospice policy and procedure.
- In accordance with NMC documentation guidelines maintains and records contemporaneous notes for all patient care provided using the electronic patient management system in place within Pilgrims Hospice.
- Adhere to Hospice policies and procedures in order to maintain health and safety of staff and patients.
- Deal with adverse comments / incidents in a calm and courteous manner, ensuring that wherever possible adverse incidents are dealt with efficiently and satisfactorily resolved locally.
- Through monitoring of incidents and complaints ensures that all staff have an understanding of Pilgrims Hospices in East Kent policies and procedures and that they relate these to their clinical practice.

Information

- Contribute to multiprofessional meetings, present structured and appropriate patient information verbally and for the purpose of maintaining a comprehensive electronic clinical record.
- Maintain 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 are adhered to.
- The post holder will demonstrate a sound understanding of confidentiality and clinical governance

Communication

- The post holder will act as a role model for effective communication skills and will be approachable, reliable and supportive. They will use advanced communication skills to engage in open, focused discussions with other members of the multiprofessional team, patients, families and the general public.

Personal / Professional Development

- The post holder will attend all training and development courses identified through the appraisal process and will also take an active role in maintaining their own personal development plan.
- They will be expected to:
- Recognise areas for development of knowledge and skills linked with the role and work with the line manager to develop scope and depth of the role
- Recognise the importance of ongoing assessment of local workforce training and development needs

- Maintain a professional portfolio to ensure the standards for NMC revalidation are met in full.
- Participate in Clinical Supervision
- Encourage critical thinking and reflective practice in others
- Keep up-to-date in specialist palliative care and be aware of the impact of the national nursing agenda on developments within the Hospice
- Support the senior management team to achieve Pilgrims Hospices' objectives

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.

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. More information is available via the hospices Privacy Policy.

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: September 2018

Person Specification Inpatient Unit Ward Sister

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	Essential	Desirable
Experience		
At least four years post basic registration experience which includes at least two years in an appropriate field of practice caring for patients on end of life pathways.	✓	
Previous leadership/ ward management experience		✓
Experienced in use of the common IT software in the workplace	✓	
Experience of productive multi and interdisciplinary work that serves patients best interests	✓	
Experience of informal and formal teaching / effectively imparting skills to other multiprofessional colleagues	✓	
Previous experience of being involved in change projects that improve the patient experience		✓
Qualifications		
1 st level Registered General Nurse	✓	
Degree or Diploma in nursing / palliative care or associated clinical field or willingness to work towards a degree	✓	
Advanced Communication Skills training		✓
Undertaken mentorship training	✓	
Hold a relevant teaching qualification		✓
Skills, Knowledge & Abilities		
Holistic skills assessment		✓
Demonstrates specialist knowledge in the field of palliative care and can effectively manage advanced palliative symptoms		✓
Can effectively impart and transfer knowledge to others and articulate a balanced evidence based review to support a care plan / care plan review in internal and	✓	
Proficient in the use of best practice EoLC tools		✓
Can maintain the quality of care by monitoring the competency of junior team members	✓	
Demonstrates effective leadership skills	✓	
Excellent communication, interpersonal, leadership and organisational / time management skills.	✓	
Knowledge of the clinical audit cycle and can give examples of effective use of audit in improving practice	✓	
Ability to develop others	✓	
Experience of research and clinical audit		✓
Effective influencing skills	✓	

Personal attributes		
Works independently with minimal supervision	✓	
Ability to meet the complex demands of the post, managing variability of tasks and work under pressure	✓	
Demonstrates proactive traits in the workplace	✓	
Act as a positive role model at all times	✓	
Identify own limitations and formulate plans to address these	✓	
To be reliable, conscientious and act with integrity	✓	
Personal Circumstances		
Flexible approach to working hours and the changing needs of healthcare including 24/7 365 day working where required	✓	
Car driver / owner or access to suitable transport arrangements to enable to undertake job	✓	
Evidence of commitment to ongoing professional development	✓	

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