

PILGRIMS HOSPICES JOB DESCRIPTION – Nursing Associate

MAIN PURPOSE AND SCOPE OF THE JOB:

The post holder will be a highly motivated and enthusiastic Nursing Associate to work alongside and provide complementary skills to the existing clinical and non-clinical teams. The post holder will be expected to work autonomously as well as part of a wider team, and will play a key role in supporting the delivery of providing patient focused high quality care.

POSITION IN ORGANISATION

Reports to: Registered Nurse/ Senior Ward Sister
Job Title: Nursing Associate
Department: Inpatient Unit

General

Employing over 400 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, day hospice care and a team of Community Nurses to provide advice and support to patients in their own homes. All our services benefit from a well-resourced multidisciplinary team including full-time counsellors and chaplains at each site, with support from a range of other dedicated therapy staff.

In addition, the hospice has a central services team comprising Human Resources, Education, Accounts, IT Retail, Fundraising and Lottery.

Purpose

Operating a 24 hours a day, 7 days a week service, the post holder will primarily support the smooth running of the Inpatient Unit, working a range of shifts including rotation between days/ nights and weekends.

Key Objectives

- Deliver high quality Specialist Palliative and End of Life nursing care as part of the In-Patient Unit multidisciplinary team.
- To support the Registered Nurse in ensuring the delivery of high-quality patient centred care, ensuring a holistic approach that is sensitive and responsive to the patients ever changing needs.
- To ensure Pilgrims organisational vision and values are integral to the care delivered and role undertaken.
- As the named nurse provide and monitor the holistic nursing care for an allocated number of patients each shift.
- As a registered associate nurse, take responsibility and be accountable for your individual actions, and to act in the best interests of patients at all times.

- Recognise and work within the limits of the competence as defined by the NMC Code of Conduct for Nurses, Midwives and Nursing Associates.

Key Tasks – some tasks may be delegated but the post holder remains responsible for ensuring that they are carried out satisfactorily.

Clinical Practice

1. To participate in holistic needs assessment that explores individual patient's, and their carer's/family's, physical, emotional, spiritual, practical, welfare rights and, if appropriate, the family's pre and post bereavement needs, using a variety of tools to support the process.
2. To assist the senior nurse in patient assessment, planning of care, giving and supervising safe and compassionate care, and evaluating the effectiveness of care.
3. To be able to develop, update and monitor the individualised care plans ensuring they are patients centred and support the individual identified patient needs.
4. To be able to deliver basic and complex specialist palliative and nursing care interventions that are response to the individual patients requirements.
5. Have knowledge of common palliative and EOLC symptoms and management strategies with experience to anticipate changes and knowledge of when to seek advice.
6. To be able to communicate highly sensitive information, ensuring patients and their families/cares are adequately supported.
7. To be able to demonstrate the ability to keep clear, completed, accurate and timely records through documentation, and verbal communication, the care undertaken and patient palliative care reported outcomes.
8. To ensure that patients and/or relatives are involved in the planning and implementation of care and communicated with at all times and that care is delivered with consent and/or in the patients best interest. To ensure that patients/carers are informed and able to make informed decisions.
9. To be responsible in leading on admission and discharge planning as required, ensuring patients advance care plans, preferences and wishes are clearly documented and communicated.
10. To be responsible for planning and organising the patients care allocated each shift. Prioritising effectively according to patient needs and support the nurse in charge in ensuring allocated breaks and staff cover is in place.
11. To be an active member of the MDT contributing to the presentation, decision making of the patients care planning. Liaise and maintain excellent communication between the multidisciplinary team, the wider Hospice teams, patients, relatives and carers.
12. To participate fully in team working and maintain effective communications between members of the MDT both internally and with the wider community teams to maintain seamless coordination of care.
13. To follow all agreed clinical procedures and statutory regulations related to Medicine management. Reporting incidents promptly.
14. To follow all agreed policies and procedures.
15. Demonstrate the knowledge, skills and ability required to meet peoples needs related to safe care, undertaking and documenting the required risk assessments.

Managerial Practice

1. To act as a role model for students and junior staff, where applicable act as their mentor.
2. To have the highest regard for the principles of confidentiality and the importance of patients consent, ensuring adherence to the hospice privacy statement and patient consent policy.
3. In accordance with all hospice polices, best practice guidelines and clinical protocols, ensure own and others practice is safe and effective.
4. To regularly attend service meetings, team meetings and other intra hospice meetings, ensuring information is cascaded to colleagues accordingly.

5. To represent the team as required at professional meetings as requested and feedback information appropriately.
6. To participate in keeping accurate and legible records in accordance with existing practice and procedures at Pilgrims. To be aware of the legal requirements associated with keeping such records.
7. To deal with any initial complaints and conflict as required, in a polite, calm manner and report to line managers
8. To be accountable for reporting any risk, hazards or accidents that may occur in the service area, and ensure compliance with the terms of the Health and Safety at Work Act.
9. To actively participate in the on-going system of Appraisal taking responsibility for the Appraisal of designated Health Care Assistances and support of Volunteers as appropriate.
10. Assist with the smooth running of the clinical area by carrying out other duties such as stock ordering, unpacking stores, tidying and monitoring and cleaning of equipment.

Clinical Governance and Service Development

1. To be delegated and take responsibility for specific project duties that contributes to the services development.
2. Ensure privacy, dignity and confidentiality for patients and relatives in line with Pilgrims policies and procedures and GDPR and Caldecott principles.
3. To participate in the development of standards of care and contribute to the wider clinical governance and audit programme.
4. To actively participate in the development, implementation and evaluation of hospice clinical policies as required and to participate with link roles as appropriate.

Education and Own Learning Development

1. To be an exemplary role model to all peer colleagues, new staff, volunteers and visitors to the service.
2. To provide verbal or written report to disseminate to colleagues and other team members any learning, knowledge gained from attending study/training days.
3. To attend and contribute to the regular clinical learning/education programmes including the completion of the hospices competency programme.
4. To proactively undertake/demonstrate evidence-based approach to nursing practice and specialist palliative care.
5. To be responsible in continuously developing own knowledge and skills in symptom control and disease management in accordance Pilgrims frameworks.
6. Ensure annual mandatory training and e-learning is kept up-to-date.
7. Proactively be responsible for attendance of the allocated clinical supervision sessions.

Professional

1. To demonstrate on-going personal and professional development in accordance with annual appraisal objectives.
2. Be aware of the NMC Code of Conduct and be accountable for own practice, ensuring professional registration and revalidation remains updated in accordance with NMC.
3. To be aware of the NMC scope of Professional Practice and ensure competency to undertake duties allocated.
4. To ensure professional portfolios are kept and updated in accordance with NMC guidelines.

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.

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.

Equal Opportunities

Pilgrims Hospices is committed to Equal Opportunities for all present and potential members of staff and patients. Therefore Pilgrims expects all employees and volunteers to understand, support, and apply this policy through their working practice which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.

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 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 hospices 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.

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.

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.

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PILGRIMS HOSPICES PERSON SPECIFICATION – Nursing Associate

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? |
| EXPERIENCE | <ul style="list-style-type: none"> Experience of working within a palliative care/long term conditions setting. Experience of being part of a multi-disciplinary team. Experience of working with volunteers. | <p>✓</p> <p>✓</p> <p>✓</p> | <p>✓</p> <p>✓</p> | <p></p> <p>✓</p> |
| SKILLS/ ABILITIES/ KNOWLEDGE | <ul style="list-style-type: none"> Effective verbal and written communication skills. IT experience and ability to input into electronic record systems. Good organisational skills. Ability to motivate self and others. Ability to work autonomously and as part of a team. Knowledge of when to seek advice and refer to a registered health or care professional. | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> |
| QUALIFICATIONS | <ul style="list-style-type: none"> Registered Nursing Associate on the NMC register. Educated to GCSE or equivalent including Maths and English. | <p>✓</p> <p>✓</p> | <p>✓</p> <p>✓</p> | <p>✓</p> <p>✓</p> |
| PERSONAL QUALITIES | <ul style="list-style-type: none"> A flexible and positive attitude Ability to work independently with minimal supervision Excellent people skills Ability to plan and prioritise work load. | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> |
| ATTITUDES AND VALUES | <ul style="list-style-type: none"> A commitment to the vision, values and objectives of Pilgrims. Understanding and commitment to the hospices Equal opportunities Policy. | <p>✓</p> <p>✓</p> | <p>✓</p> <p>✓</p> | <p>✓</p> <p>✓</p> |
| PESONAL CIRCUMSTANCE | <ul style="list-style-type: none"> Able to work Monday to Sunday in a regular shift pattern Able to work flexibly from time to time | <p>✓</p> <p>✓</p> | <p>✓</p> <p>✓</p> | <p>✓</p> <p>✓</p> |