

## PILGRIMS HOSPICES – JOB DESCRIPTION

### HEAD OF COMMUNITY NURSING & DEPUTY HEAD NURSE

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

The post holder carries responsibility for the assessment of nursing care needs within our community team, the development, implementation and evaluation of programmes of community nursing care and upholding our standards of care within our community nursing teams. Vitally, this role ensures uniformity of nursing care across all community services and equity of access to nursing care for all patients according to their needs and preferences.

Additionally the post holder is Deputy to the Head of Nursing and holds governance and reporting responsibilities, wider strategic sight across our clinical teams and will manage projects as appropriate.

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#### POSITION IN ORGANISATION

**Reports to:** Head of Nursing  
**Responsible for:** Community nursing services  
**Direct reports:** Clinical Nurse Specialists  
Palliative Specialist Nurses  
Hospice at Home Team Leader

#### DUTIES AND KEY RESPONSIBILITIES

##### A Delivery of patient services

- Ensuring the delivery of high standards of effective care for patients in our communities with specialist palliative care needs.
- Promotes a caring and sensitive approach to patients, visitors and colleagues.
- Oversight of community team staffing levels and skill mix to meet the care needs of the patient population.
- Work with clinicians, other managers and staff to continuously improve the quality and timeliness of services in order to enhance the patient's experience.
- Acts as an escalation point with all support services to ensure a high standard of service is given to our community patients and their families.
- Attends local sitreps at our 3 sites on a rotational basis.

##### B Staff Management

- Line management responsibility for Clinical Nurse Specialists and Hospice at Home Team Leader, including recruitment, onboarding, professional development and appraisal, performance and sickness absence.
- Line management responsibility for Palliative Specialist Nurses, including recruitment, onboarding, performance and sickness absence. Professional development and appraisal will be delivered by Clinical Nurse Specialists under guidance of the Head of Community Nursing.
- Acts as a role model for the community nursing teams and wider workforce.
- Act as a managerial and clinical resource for nursing issues within the community as appropriate.

##### C Training and Education

- Create an environment where professional learning is actively encouraged and supported, underpinned with a culture of continual learning and reflective practice.

- Responsible for own professional development and professional development of the nursing staff within the scope of Professional Practice.
- Participate in formal and informal teaching and coaching both internally and externally.

## **D Corporate Governance**

- As Deputy Head of Nursing the post holder will participate in Nursing and Care strategic meetings, Quality and Governance committees and will engage with external community nursing and care partners. May attend other senior meetings to cover periods of absence for the Head of Nursing.
- Through playing a key role within the Hospice's Clinical Governance framework, promote clinical governance as an integral component of clinical care.
- Responsible for the development of community based nursing policies, practice and patient leaflets.
- Ensure the we are compliant with CQC KLOEs and that staff are aware of their responsibilities
- Responsible to deliver community nursing-led projects and change management processes across the community nursing workforce as delegated by the Head of Nursing.
- Actively participate in the Hospice audit programme, promoting audit as an integral component of clinical care.
- Delegated authority to spend against the community nursing budgets.
- Deal effectively with verbal and written complaints concerning our community nursing teams, taking rapid action to rectify difficulties immediately wherever this is possible. Investigate and formulate responses to written complaints within appropriate time scales and ensure that action is taken to avoid recurrence where appropriate.

## **E Other Responsibilities**

- Deputise for the Head of Nursing during periods of absence as appropriate.
- Develops and maintains effective systems of communication between members of the team, spanning all the members of the multidisciplinary team.
- Assist in service developments as appropriate, including supporting business plan development and ensuring that the implications of service changes or developments have been accurately assessed.
- Alongside the Head of Nursing, develop and maintain robust systems to ensure effective communication between community nursing staff, the wider multi-professional team, NHS hospital teams and other Primary Care Trust services.

## **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 Updated: July 2024**

## PILGRIMS HOSPICES – PERSON SPECIFICATION

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 successfully managing people as a senior post holder</li> <li>• Extensive experience working as a community nurse.</li> <li>• Working within a multi-disciplinary team</li> <li>• Experience of having provided formal and informal teaching and of developing nursing practice</li> <li>• Experience of having provided clinical supervision and reflective practice</li> <li>• Management and Leadership experience</li> </ul>	✓	✓	✓
<b>SKILLS/ ABILITIES</b>	• Excellent verbal and written communication skills	✓	✓	✓
	• Demonstrates positive leadership skills	✓	✓	✓
	• Advanced symptom management skills	✓	✓	
<b>KNOWLEDGE</b>	• Up to date knowledge of current professional and national issues around the Nursing and delivery of palliative care	✓	✓	✓
<b>QUALIFICATION/ TRAINING</b>	• First level Registered Nurse	✓		✓
	• First degree in appropriate subject	✓		✓
	• Appropriate post basic qualification in end of life / palliative care	✓		
	• Masters degree or equivalent experience.	✓		✓

**Date Updated: July 2024**