

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Palliative Care Facilitator – registered nurse/allied health professional |
| **Reports to** | Clinical Matron and ACP for End of Life |
| **Band** | Band 6 |
| **Department/Directorate** | Community Services Directorate |

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| **JOB PURPOSE** |
| The postholder will work alongside the multidisciplinary team to provide a person-centred, proactive approach to advance care planning and end of life care for people in care homes.  This new role will play an important function within community and alongside a Primary Care Network (PCN) to proactively identify and work with people in care homes, to provide coordination and navigation of care and support across health and care services.  The palliative care facilitator will work closely with care homes, GPs and practice teams and community services to act as a central point of co-ordination, ensuring appropriate support is made available to the patient and their carers; supporting them to understand and manage their condition and ensuring their changing needs are addressed. The identification and completion of advance care plans, including the multidisciplinary approach to ensure appropriate escalation planning is in place in the home, will reduce avoidable and unnecessary hospital admissions.  The post holder will work with care homes within a locality, to identify people in last year of life and create comprehensive advance care plans for those residents. This is achieved by bringing together all the information about a person’s identified care and support needs and exploring what is important to them, to meet these within a single personalised advance care plan, based on what matters to the person. Palliative care facilitators will review residents’ needs and help them and their carers to access the services and support they require to understand and manage their own health and wellbeing, referring to other professionals where appropriate.  The palliative care facilitator will also support care homes in delivering quality end of life care, working with multidisciplinary teams to ensure appropriate end of life care is supported as outlined in the Ambitions for Palliative and End of Life Care – a national framework for local action 2021-2026 NHS strategy. This may include liaison between services, education for carers and active engagement in developing systems.  The post holder will participate in audit and research to measuring clinical effectiveness and user satisfaction.  This role requires excellent communication skills, verbal, written and use of IT. The post holder will maintain IT based information systems and take a key responsibility for the production of key performance data. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Provide coordination and navigation for people and their carers across health and care services, working closely with primary care professionals; helping to ensure patients receive a joined-up service and the most appropriate support. * Work with people, their families and carers to improve their understanding of the patients’ condition and support them to develop and review personalised advance care plans to manage their needs and achieve better healthcare outcomes. * Assist care home teams to access self-management education courses, peer support, and other interventions that support them, and increase their levels of knowledge, skills and confidence in managing the healthcare needs of the people they care for. * Work collaboratively with care homes, residents and family members, GPs and practice teams, community services and, where appropriate, acute services. * Act at all times in a manner which illustrates respect for privacy, dignity and confidentiality * Raise awareness of how to undertake and record advance care planning, and support staff and patients to be more prepared to have shared decision-making conversations. * Support care homes and Primary Care Networks in developing communication channels between GPs, people and their families and carers and other agencies * Conduct follow-ups on communications from out of hospital and in-patient services * Maintain records of referrals and interventions to enable monitoring and evaluation of the service * Support care homes, healthcare services and GP practices to keep care records up-to-date by identifying and updating missing or out-of-date information about the person’s circumstances. * Recognising and appropriately addressing risk factors to clients and carers within their healthcare setting. * Demonstrates commitment and works regularly with senior colleagues to develop further expertise in developing own and team research skills and future evidence-based practice, contribute towards to audit process and policy formation. Make recommendations for, acts and supports change within the service. |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: Clinical, coordination  No. of Staff reporting to this role: 0  The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.    In addition, the post holder will deal with the wider healthcare community, external organisations and the public.  This will include verbal, written and electronic media.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Advanced clinical practitioner for End of Life, community * Community Rehabilitation team and other specialist therapists | * Patients, relatives and carers * GP teams * Care home teams * Domiciliary care teams * Voluntary sector agencies * Adult social care * Staff employed by the primary care network * Other specialist staff | | * Urgent Care Response team | | * Community Nursing team and other specialist nurses | | * Community inpatient team * Acute care team & consultants * CSM, Service leads and Team Leads * Admin & Clerical Staff | |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| As a Palliative Care Facilitator (specialist role), expected results are defined but the post holder decides how these are achieved. The post holder is a lone worker, working remotely, and therefore work is managed without direct supervision. Work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager.  Work with a named clinical point of contact for advice and support.  Works autonomously (work is managed rather than supervised), manages own time and workload on a day to day basis, and manages own patient caseload. Identify when action or additional support is needed, alerting a named clinical contact in addition to relevant professionals, and highlighting any safety concerns. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| Adhere to the organisation’s standards of customer care. Courteously and efficiently receive enquiries, communicate effectively with staff at all levels across internal and external to the organisation, either by telephone, email or receiving visitors in person, in a tactful and sensitive manner, respecting confidentiality at all times. Effectively communicates complex and sensitive information concerning patient’s medical conditions, requiring tact, persuasion and reassurance skills    Have positive, empathetic and responsive conversations with the person and their family and carer(s) about their needs. Communicate and build therapeutic relationships with care home residents, care home staff and professional partners to ensure patient care is focal and managed effectively.  Regularly liaise with the range of multidisciplinary professionals and colleagues involved in the person’s care, facilitating a coordinated approach and ensuring everyone is kept up to date so that any issues or concerns can be appropriately addressed and supported.  Support the coordination and delivery of multidisciplinary teams and actively participate in multidisciplinary team meetings in the PCN as and when appropriate  Deliver informal education and signpost staff to other appropriate education as required  Exchange confidential or contentious information with staff and clients within partner agency organisations where agreement and co-operation are required or where there is a need to diffuse potential aggression from upset/angry clients.  Behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.  Establish strong working relationships with care homes, GPs and practice teams and work collaboratively with community service providers. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Make judgements on complex facts requiring analysis/interpretation and comparing options which may involve exercising judgement when dealing with clients or other departments/partner agencies. This includes resolving minor problems, highlighting and escalating complex problems and conducting risk assessments as appropriate.  Work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager and/or clinical/ professional team members.  Analyse information, for example taking referrals for individuals or proactively identify people who could benefit from support through care coordination; |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Work using own initiative and manage time effectively to meet deadlines. The post holder will organise own day to day activities and tasks and allocate work to staff as appropriate, arranging staff cover as and when necessary.  Co-ordinate detailed referrals from Health and Social Care professionals, communicate and answer queries from all disciplines. Plan both straightforward and more complex on-going referrals, together with looking in to the longer-term planning of care.  Demonstrate a flexible attitude and be prepared to carry out other duties as may be reasonably required from time to time within the general character of the post or the level of responsibility of the role, ensuring that work is delivered in a timely and effective manner. |
| **PATIENT/CLIENT CARE** |
| Put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone or face to face and will provide information and advice to patients and carers.  Work sensitively with people, their families and carers to capture key information.  Help people transition seamlessly between secondary and community care services, conduct follow-up appointments, and support people to navigate through wider the health and care system.  Assesses, plans and support people to develop and implement advance care plans, providing specialist advice to patients.  Evaluate and update advance care plans at regular intervals.  Ensure advance care plans are communicated to the GP and any other professionals involved in the person’s care and uploaded to the relevant online care records. |
| **POLICY/SERVICE DEVELOPMENT** |
| Follow Trust policies, make comments on proposals and proposing changes to working practices for own area.  Participate in policy and service development and contribute to service improvement.  Identify opportunities and gaps in the service and provide feedback to continually improve the service and contribute to business planning.  Contribute to evaluation reports required for the monitoring and quality improvement of the service. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| To ensure the efficient and effective use of all resources used within the course of one’s own duties, maintaining an awareness of the financial impact of inappropriate use. |
| **HUMAN RESOURCES** |
| Post holder will supervise the work of others, including clinical supervision of colleagues and students. Maintain and update own training relevant to post. Taking an active part in the development review of own work suggesting areas for learning and development in the coming year.  Undertake continual personal and professional development, taking an active part in reviewing and developing the role and responsibilities, and provide evidence of learning activity as required. |
| **INFORMATION RESOURCES** |
| Daily use of IT programmes relevant to the work area to produce documents and reports; input, store and maintain information and may be required to modify systems and processes.  Record and collate information according to agreed protocols and in line with the Data Protection Act and Caldicott principles.  Keep accurate and up-to-date records of contacts, inputting, storing and providing information in relation to patient records; appropriately using GP, MyCare and other records systems relevant to the role, adhering to information governance and data protection legislation and all relevant Trust policies and procedures.  The post holder will be required to assist in the analysis and presentation of data. |
| **RESEARCH AND DEVELOPMENT** |
| The post holder will be required to gather data for audit.  Comply with Trust’s requirements and undertake surveys as necessary to own work. |
| **PHYSICAL SKILLS** |
| The post holder will have advanced keyboard skills to operate a range of computer software.  There may be a requirement for the post holder to exercise a range of developed or highly developed clinical skills for example intravenous injections, syringe pumps, assessment of equipment |
| **PHYSICAL EFFORT** |
| The post holder may be required to exert light physical effort (loads of not more than 5kg.) on an occasional basis for several short periods. |
| **MENTAL EFFORT** |
| The work pattern is unpredictable, with frequent interruption. There will be an occasional requirement for concentration for data entry.  There will be a frequent requirement for use of communication skills such as active listening  Accurately completing and maintaining effective patient records including addressing confidentiality issues.  Understanding and coordinating medicalised advance care planning for a variety of medical conditions  The role will involve travelling and working in other areas within the Trust. |
| **EMOTIONAL EFFORT** |
| The post holder will be undertaking sensitive and tender discussions with residents, family members and carers.  Occasionally exposure to distressing circumstances.  Caring for patients with terminal illness, chronic conditions and their families, carers and friends. This may include having to break bad news or give distressing news to patients/relatives/carers and dealing with emotional circumstances.  Working with patients with mental health issues, learning disabilities and challenging behaviour  Provide support to care home teams who are managing high levels of stress  Ability to cope with and deal with areas of conflict |
| **WORKING CONDITIONS** |
| Working in an office environment using computer equipment for long periods.  Work in a variety of settings according to patient needs including patients own home and care homes which can often involve hot/cold temperatures, cluttered, noisy and unhygienic environments.  Frequent daily contact with: Body fluids e.g. faeces, vomit; smells; infections; dust; driving hazards; use of IT; transportation of samples. Occasional exposure to highly unpleasant working conditions. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  All employees must demonstrate a positive attitude to Royal Devon University Healthcare NHS Foundation Trust’s equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect |
| **SAFEGUARDING** |
| To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.  To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.  Everyone within Royal Devon University Healthcare NHS Foundation Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm. Royal Devon University Healthcare NHS Foundation Trust ensures that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted within the Trust and adhered to by all members of staff. |

PERSON SPECIFICATION

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| **Job Title** | Palliative Care Facilitator – registered nurse/allied health professional |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Registered Nurse or Allied Health Professional  Post graduate/post registration Clinical Diploma in Advanced Clinical Practice or similar qualification or equivalent knowledge and experience.  Recognised teaching qualification  Recognised Palliative Care qualification  Advanced Communication Skills  Non-medical prescribing  SPQ | ✓  ✓ | ✓  ✓  ✓  ✓  ✓ |
| **KNOWLEDGE/SKILLS**  Strong organisational skills, including planning, prioritising, time management and record keeping.  Knowledge of how the NHS works, including primary care and PCNs.  Ability to recognise and work within limits of competence and seek advice when needed.  Understanding of the needs of older people / adults with disabilities and basic knowledge of long-term conditions and the complexities involved: medical, physical, emotional and social  Knowledge of, and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety.  Additional relevant coordination knowledge acquired through further experience  Effective interpersonal, organisational and communication skills  IT literate and proficient in MS Office and web-based services  Able to demonstrate clear understanding of working with confidential information.  Ability to manage own workload and to supervise the workload of others, ability to delegate tasks when required | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓ | ✓ |
| **EXPERIENCE**  Experience of working in health, social care and other support roles in direct contact with people, families or carers (in a paid or voluntary capacity)  Significant post registration experience  Experience of working within multi-professional team environments  Experience of advance care planning  Experience of working in care home environment  Experience in working in primary Care environment  Experience of palliative/end of life care | ✓  ✓  ✓  ✓ | ✓  ✓  ✓ |
| **PERSONAL ATTRIBUTES**  Ability to actively listen, empathise with people and provide personalised support in a non-judgemental way  Ability to provide a culturally sensitive service supporting people from all backgrounds and communities, respecting lifestyles and diversity  Ability to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders.  Ability to maintain effective working relationships and to promote collaborative practice with all colleagues  Ability to demonstrate personal accountability, emotional resilience and work well under pressure  Ability to work flexibly and enthusiastically within a team or on own initiative, contributing to changing demands of the service.  Able to manage/prioritise own workload.  Willing to undertake training relevant to the post.  Ability to work independently, within a team  Ability to maintain confidentiality. | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓ |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required.  Meets DBS reference standards and criminal record checks  Willingness to work flexible hours when required to meet work demands | ✓  ✓  ✓  ✓ |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g. isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use (> 1 hour daily) | Y |  |  |  | Y |
| Heavy manual handling (>10kg) | Y | Y |  |  |  |
| Driving | Y |  |  |  | Y |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  | Y |  |  |
| Mental Effort | Y |  |  | Y |  |
| Emotional Effort | Y |  |  |  | Y |
| Working in isolation | Y |  |  | Y |  |
| Challenging behaviour | Y |  |  | Y |  |