

JOB DESCRIPTION

JOB DETAILS	
Job Title	Lead Specialist Palliative Care Nurse
Reports to	Associate Director of Patient Care
Band	Band 8a
Department/Directorate	Specialist Palliative Care Team, Community Care Group

JOB PURPOSE
<p>A key purpose of this role is to implement strategies and processes and contribute, through training and development, to the improved knowledge, skill and practice in Specialist palliative and end of life care (EOLC). They will provide highly specialist expert advice and knowledge across the Eastern location including support in the Northern locality. RDUH delivers care across settings, ranging from acute hospital, community hospitals, and in care homes and patient's homes through its community teams. This role will support all of these areas in order to ensure all staff have the knowledge and skills to deliver specialist palliative care and high quality EOLC.</p> <p>The post holder will be expected to support and educate staff without direct supervision and will work autonomously as the lead nursing expert in specialist palliative and end of life care. They will liaise with outside agencies, including hospices, other local service providers including SWAST, 111 and other trusts to ensure patients receive the highest quality of care at the end of their life. They will be integral in the development of EOLC strategically as well as regionally and locally.</p> <p>The post holder will autonomously, or with senior nurse colleagues/medical colleagues, demonstrate to an expert level specialist knowledge and skills (in) to provide a consistent high-quality specialist palliative care service for patients and families within this locality.</p> <p>The post holder will lead the Specialist Palliative Care team providing support supervision and mentorship for the supportive and palliative care nurses within the team. Delivering appraisals, psychological support and development.</p> <p>The post holder will continue to work as part of the team (CNS) delivering expert specialist palliative and EOLC</p> <p>The post holder will continuously review the service to ensure the right skill mix to provide the best specialist EOL service in the Trust.</p> <p>The post holder will participate actively in high level reviews of the service and future strategy development for the specialist palliative care and end of life services. The post holder will have oversight of clinical audit activity – local, regional, national compliance and audit against NICE guidance. They will help the Trust to achieve and maintain standards required by regulators such as CQC and continue to work closely with the commissioners (ICB) in order to ensure this.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

To be an active and visible specialist nurse providing timely advice and guidance, to help co-ordinate care, and to be involved in/attend all relevant communications that discuss care, treatment and implementation of support for the patient, including supporting the clinical teams in delivering bad news and identifying death.

Develop and promote the use of an organisational End of Life Care strategy to improve end of life care across the RDUH

Develop and promote the use of resources and End of Life Care tools.

Assess, examine, investigate, diagnose and treat patients resulting in safe management and appropriate admission, referral and or/discharge.

Exercise a high degree of personal professional autonomy as an expert practitioner providing specialist advice and clinical opinion to colleagues.

Plan, order, interpret and act upon the results of tests and investigation

Receive and make direct referrals from/to other departments/colleagues, relying on own interpretation of clinical information, and expert clinical decision -making.

Work as an independent non-medical prescriber

Use expert theoretical and practical knowledge to refer to other departments, colleagues within or outside the Trust as necessary

The post holder will have specialist knowledge of caring for patients at the end of their life, underpinned by theoretical knowledge and relevant practical experience.

The post holder will have leadership experience and feel confident in negotiating and implementing new and developing services.

Design and facilitate training and development opportunities for people working within the Northern and Eastern locality.

Monitor improvements to End of Life Care within services, and the continued reduction in the number of avoidable hospital admissions in the last year of life, through the education and development of staff.

Provide highly specialised advice and support to services on best practice in relation to end of life care of the people that we care for and support.

Act as an expert and role model for end of life care clinical provision within the Trust.

Responsible for policy implementation and for service development of the end of life service.

Demonstrate high professional standards and leadership.

Communicate with the operations team to identify specific support and development needs within the individual services and The Trust as a whole.

Work closely with the Consultant in Palliative Medicine with regard to supporting compliance and ethos of continuous improvement.

Assess/mentor learners undertaking specialist awards in health.

Respond and contribute to resolutions for unplanned events.

Be responsible for maintaining own post registration education and practice and personal development under the guidance of your line manager.

Ensure that day-to-day tasks and routines are carried out to contribute to the smooth running of the service as a whole.

Contribute and link into local and regional end of life care projects/groups.

Contribute to the success of the whole staff team by respecting colleagues and participating in team meetings and communications systems.

Promote a culture that supports self-management.

Promote the philosophy of person-centred care, co-creating care with people affected by life limiting illnesses.

Actively participate in multi-professional meetings, acting as patient advocate and representing nursing views.

Participates actively in high level reviews of the service and future development of strategy.

Translate service strategy into effective operational functionality and objectives.

Work with wider working with locality and regional groups and networks regarding EOLC and ACP

KEY WORKING RELATIONSHIPS

Context:

The provision of care at the end of a patient's life is the responsibility of every member of the multidisciplinary team. The post holder will provide education, support and structure to staff in identifying and caring for this group of patients to enable them to provide high quality, respectful and timely care to patients who are who are in the final year of life and as a priority who are felt to be in the dying phase (last days of life). It is a fundamental entitlement to have a dignified and peaceful death and the post holder will ensure staff understand and provide this.

The lead supportive and palliative care nurse will monitor and lead improvements to standards of care through supervision of practice, clinical audit, evidence-based care, teaching and supporting professional colleagues and the provision of skilled professional leadership. They will contribute to clinical governance and the implementation of relevant research into practice thus aiding service development.

In North and East Devon, our trust is the main provider of secondary care and community NHS services. This role gives its postholder a unique opportunity to shape and influence palliative and end of life care for the local population, in all settings, through work internally and collaboration with other stakeholders in our health and social care system.

Of particular importance are working relationships with:

Internal to the Trust

- Consultants in Palliative Medicine
- Supportive and Palliative Care Team
- Chaplaincy team
- Patients, Relatives and Carers
- Executive and Non-Executive Directors and team members
- Trust Board
- Deputy Medical Directors
- Clinical Leads
- Associate Directors of Nursing
- Information and Performance Teams
- Risk Management Team
- Communications Team
- Senior Managers
- Bereavement team
- Volunteers
- Clinical Teams
- Specialist Nurses e.g. Dementia, LD, Neurological disorders (MS, MND)
- Consultant Medical Staff
- Cancer Services team
- Outreach and Resuscitation team
- Medical Education team
- Learning Disability Nurses
- Multi-Disciplinary Team – e.g. Therapists, pathfinders
- Medical Examiners
- Primary Care staff
- Community Pharmacists and Allied Health Professionals
- Patients & Carers
- OPD staff
- Finance Department
- Innovations Hub

External to the Trust

- Regulation and registration bodies within the NHS
- Care Quality Commission
- Other NHS Trusts
- Local Authorities
- Healthwatch
- North Devon Hospice
- General Practice
- South West Ambulance NHS Foundation Trust
- Regional networks of hospital EOL leads
- Hospice educators
- Bereavement Alliance
- NHSE and NHS Improvement EOL network groups
- Devon Training Hub

ORGANISATIONAL CHART

FREEDOM TO ACT

A high level of independence and autonomy is required. The post holder will operate within Trust policies and procedures, using own initiative and responsible for establishing how policies should be interpreted, seeking advice as required.

They will be responsible for maintaining knowledge of national policy changes in relation to their specialist area and interpreting them for local use.

Expected results are defined but the post holder decides how they are best achieved and is guided by principles and broad occupational policies or regulations. Guidance may be provided by peers or external reference points.

COMMUNICATION/RELATIONSHIP SKILLS

Demonstrate at an advanced level, communication skills which provide appropriate support, relevant information and education to facilitate decision making on all treatment options for patients and their family/carers.

The post holder has the freedom to act within broad professional policies, seeking guidance from others as necessary. He/she is accountable for his/her professional actions as they will not be directly supervised and will have broad local working procedures to operate within

Provide and receive highly complex, highly sensitive information.

Provide highly specialised education to staff within the organisation on end of life subjects.

Demonstrates skills in conflict resolution and competent negotiation skills when dealing with difficult or challenging situations.

Communicate effectively between departments and other organisations to ensure the patient journey is seamless.

To work in partnership with nurses and other health professionals to address people's health needs through planning and delivering interventions which are based on best practice and clinical judgement

Have the ability to promptly and appropriately form relationships with colleagues at all levels; and have the ability to promote end of life care to all.

Maintain accurate and confidential records.

Maintain relationships with other stake holders and commissioners.

ANALYTICAL/JUDGEMENTAL SKILLS

The post holder requires the ability to make judgements regarding strategy and development of service, potentially involving complex facts or situations, which require the analysis, interpretation and comparison of a range of options.

Lead on the implementation, and effective operation of a robust end of life strategy that includes Advance Care Planning

Lead and have responsibility to establish and oversee systems and processes for the management of end of life

Ensure that clear agreed policies, procedures, and protocols are in place to support the delivery of high quality and safe services and care to patients.

Ensure that such policies are published widely, available, understood, and acted upon.

Based on JM0238 formally matched on 11/11/2022 and consistency checked on 25/11/2022.

Checked by JE team on 01/10/2024

Ensure on-going alignment with all national strategies and policy change.

To be aware of own limitations and emotional effort needed and regularly attend clinical supervision

PLANNING/ORGANISATIONAL SKILLS

Planning and organisation of the supportive and palliative care service, which requires the formulation and adjustment of plans or strategies.

Working with senior operational and medical colleagues, lead on the delivery of processes linked to end of life giving assurance across the Trust, by providing significant challenge and support within divisions to help them demonstrate the delivery of high quality care

Map the quality and safety of service and end of life care pathways, identifying gaps in current provision and areas for change and improvement.

Motivate and gain the commitment of senior stakeholders to lead the change in culture and behaviours towards achieving programme objectives.

Communicate quality and strategy initiatives in a compelling, inspiring, and interesting way using case studies and patient stories.

Ensure there are appropriate Trust wide systems in place to monitor quality and safety of end of life care.

Ensure that there is a comprehensive strategy for end of life and advanced care planning

Provide assurance to the Board that patients receive high quality consistent care at the end of life.

PATIENT/CLIENT CARE

The post holder will be required to put the patient as the first priority at the centre of all activities.

Contact with patients and their relatives to provide highly specialised advice and support during end of life care, the post holder will always act as the patients advocate.

To make appropriate clinical decisions following assessment utilizing highly specialist knowledge in this specialty, underpinned by theory and experience.

To improve the quality of the patient experience by identifying and meeting the individual clinical needs of patients

To promote an innovative and progressive attitude to the continual improvement of patient care through audit, research and evidence-based practice.

To act as a role model and highly competent specialist practitioner, providing leadership in developing staff and others, knowledge and skills of patient care within wards, departments and community setting.

To be highly accessible to patients and family/friends for support specifically at time of diagnosis, in the outpatient or inpatient setting, in person or via phone/bleep/virtual;

Support and promote an integrated approach to quality, seeking always to improve patient care and patient experience.

To be conversant with all Trust policies and procedures and ensure they are correctly implemented.

Work within the scope of professional practice and adhere with the nursing and midwifery council code of professional conduct ensuring extension of practice in line with the agreed local and national guidelines, protocols and competencies

POLICY/SERVICE DEVELOPMENT

To provide expert support, direction and judgement in the collection of information towards annual peer review processes and service developments, working closely with other colleagues, in the review and analysis of the service

To develop evidence-based policies and procedures specifically required by the team.

To discuss all treatment options in depth with sensitivity, knowledge and expertise

It is the post holder's responsibility to continue to develop the service provided to patient's at the end of their life, using audit and feedback to reflect and develop.

Develop new skills in response to emerging knowledge and techniques in end of life care and implement these across the wider Trust community.

Work across professional boundaries at a high level using creative reasoning and problem-solving

Develop and review department policies and processes to improve practice.

Keep abreast of legislative and policy changes affecting end of life care and update local policy as required.

Instigate and manage change within a complex environment in order to develop the provision of care to patients at the end of their lives in line with Trust objectives.

The post holder is responsible for ensuring devising of training and development programmes are of the highest quality and may be required to deliver some of this training

FINANCIAL/PHYSICAL RESOURCES

The post holder will ensure the efficient and effective use of all resources used within the course of their own duties, whilst maintaining an awareness of the financial impact of inappropriate use.

Leading the development, management and promotion of the service ensuring the delivery of high quality, cost-effective care.

Authorised signatory for small cash/financial payments such as releasing travel claims and bank shifts

HUMAN RESOURCES

Line management responsibility for other nurses and administrative staff within the Specialist Palliative Care team including supervision, appraisal and managing any performance issues

Involved in recruitment

The post holder will have an on-going responsibility to provide education, training and support to members of the multidisciplinary team. This may take the form of workshops, lectures or group work, as seen suitable to the staff group. There will be opportunities for 1:1 teaching in clinical environments as required.

Fostering a culture that promotes self-management

Acting as a role model demonstrating high standards of care and providing clinical leadership for others

Continually monitoring own performance and that of other staff in provision of care, ensuring professional standards are maintained at all times.

Instigating and managing change within a complex environment

To review own professional development in line with NMC guidelines on PREP

To identify personal training and development needs.

To work collaboratively with all members of the supportive and palliative care team, participating in the planning, organising, provision and evaluation of specialist educational programmes to other professionals involved in patient care.

Liaising with health care professionals to provide specialist information and education where needed regarding individual patient management.

Maintaining awareness of current developments in palliative care and the implications they may have for nursing care and the wider healthcare teams and related educational programmes.

Advising health care professionals on learning materials and resources that are available for their use.

Taking personal responsibility for life-long learning and personal development through clinical supervision, appraisal and Knowledge and Skills Framework

To identify, assess and meet the educational needs of the patient and their family, paying particular attention to the public and personal attitudes to conditions and how these relate to political, social, economic and ethical issues.

Undertake training courses to develop maintain and increase knowledge, skill and expertise whilst reflecting service and Trust aims.

INFORMATION RESOURCES

Responsible for the development of end of life documentation.

Lead in national audits related to end of life and will be expected to input this information accurately.

Present reports for the board.

Maintain contemporaneous patient records

RESEARCH AND DEVELOPMENT

The post holder will lead in national audits related to end of life and will be expected to input this information accurately.

Comply with Trust's requirements and undertake surveys and audits as necessary to own work.

Identify own development needs and maintain the knowledge and skills necessary to perform role effectively.

Undertake own personal development activities through the pursuit of relevant professional and academic study.

Network locally and nationally, promoting RDUH by sharing developing practice initiatives at conferences and by written publication

Participate in local and national R&D that can influence, innovate and support Palliative care services sustainability and future development. Participating in and applying up to date evidence/ research/audit in practice

PHYSICAL SKILLS

Fine manual dexterity required to perform physical examinations as required.

Keyboard and IT skills required.

PHYSICAL EFFORT

The job will involve frequent sitting and standing and occasional lifting and manoeuvring

Occasionally may be required to drive to provide care in community and domiciliary setting.

Occasional lifting of equipment into clinics (max weight 2-5 kilos) is necessary.

MENTAL EFFORT

Frequent long periods of mental effort and concentration regarding patient assessment and report writing

Frequent prolonged concentration developing, implementing, and monitoring of Trust strategies and policies for quality, safety, and governance, involving a broad range of complex activities.

Responsibility for ensuring all appropriate information is accurately reported to demonstrate Trust has met statutory targets and fulfilled its legal duties.

Intense concentration when representing the Trust at external organizations and functions

Work pattern can be unpredictable with interruptions due to bleeps and phone calls to manage urgent situations including during clinics

EMOTIONAL EFFORT

Frequent need to support patients and their relatives at a highly distressing time such as conveying distressing news regarding prognosis.

Frequently working with staff and providing support during the death of a patient.

Occasional exposure to highly distressing or highly emotional circumstances with frequent indirect exposure to highly distressing or highly emotional circumstances.

Frequently responds to staff or patient concerns or complaints

WORKING CONDITIONS

Required to engage with distressed, emotional and sometimes angry/aggressive patients and carers.

Occasional lone working.

Occasional exposure to contained cytotoxic drugs.

Frequent exposure to highly unpleasant working conditions including contained and uncontained bodily fluids

Use of VDU on a daily basis

Potential for abusive language or patient actions

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.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Lead Specialist Palliative Care Nurse
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
First level registration	E	
First level degree in relevant subject	E	
Master's degree or evidence of study at this level.	E	
Oncology qualification or qualification/experience relevant to specialty.	D	
Non- medical prescriber or willing to undertake	E	
Advanced Communication	E	
Advanced Assessment Skills	E	
Teaching/mentorship qualification		D
KNOWLEDGE/SKILLS		
Ability to manage stressful situations, challenge decisions and work independently to ensure the patients' needs are being met	E	
Ability to lead, manage and motivate self and others.	E	
Highly developed knowledge of Palliative Care Pain and Symptom control management	E	
Proven advanced communication skills	E	
Good IT skills, including word, excel and PowerPoint	E	
Able to work as part of a team	E	
Ability to establish good working relationships with managers and staff at all levels	E	
Able to demonstrate effective training/coaching skills	E	
Excellent teaching ability	E	
Excellent ability to audit	E	
Excellent report writing and presentation skills	E	
Ability and experience of writing policies and protocols	E	
EXPERIENCE		

Based on JM0238 formally matched on 11/11/2022 and consistency checked on 25/11/2022.
 Checked by JE team on 01/10/2024

Extensive experience with patients who are at the end of their life	E	
Extensive knowledge of National End of Life Strategy	E	
Extensive experience in end of life	E	
Effective facilitation and influencing skills	E	
Experience of working with team to build quality outcomes	E	
Experience of working with external service providers	E	
A thorough understanding of best practice within supportive and palliative care	E	
Good knowledge of evidence based practice in supporting end of life.	E	
Good knowledge of evidence based practice tools for end of life	E	
PERSONAL ATTRIBUTES		
Diplomatic	E	
Calm and objective	E	
Assertive, confident, yet approachable	E	
Personally and professionally mature	E	
Recognition of own limitations	E	
Demonstrates enthusiasm	E	
Clear understanding of the role of lead clinical nurse specialist and the associated professional responsibility and accountability	E	
Able to be flexible to meet the needs of the role.	E	
Ability to adapt and change to meet the needs of the service	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required	E	
Ability to work effectively under pressure and to tight deadlines	E	
Flexible attitude and task adaptability	E	
Enthusiasm to learn and adapt to changing situations	E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y			x	
Contact with patients	Y				X
Exposure Prone Procedures	N				
Blood/body fluids	Y			X	
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)	Y		x		
Animals	N				
Cytotoxic drugs	Y		x		
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			x	
Heavy manual handling (>10kg)	Y		x		
Driving	Y		x		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y			x	
Mental Effort	Y				x
Emotional Effort	Y				x
Working in isolation	Y		x		
Challenging behaviour	Y			x	