

**Job Description**

**1. JOB DETAILS**

**Job Title: Nurse Specialist Sidmouth Hospice at Home**

**Band: 6**

**Reports to: Nurse Specialist Team Manager**

**Sidmouth Hospice at home**

**Accountable to: Clinical Matron**

**Department / Directorate: Community Nursing - Health and Social Care Directorate**

**2. JOB PURPOSE**

The post holder will work as part of the Sidmouth Hospice at Home Specialist Nursing Team, to deliver the Sid Valley Integrated Model for Palliative and End of Life Care for All. This service is commissioned and funded by Sidmouth Hospice at Home but hosted and managed by the Royal Devon University Healthcare NHS Foundation Trust, as part of the Community Nursing service for Sidmouth.

This team provides a specialist 24 hour holistic and patient-centred palliative-care service for all patients who are registered with a Sidmouth GP and diagnosed as palliative, regardless of disease or complexity, guided by the individual needs and wishes of the patient and their family/carer.

This role encompasses the assessment and advisory skills of a Palliative Care Clinical Nurse Specialist, with practical Registered Nurse “Hospice at Home” skills.

This team integrates seamlessly with the existing community nursing and social care providers, and local primary and secondary care services in the Sid Valley. The team works alongside the Sidmouth Hospice at Home volunteers to provide optimum specialist and supportive palliative care.

**3. Job Outline**

As part of the Sidmouth Hospice at Home Specialist Nursing Team you will:

* Work closely with the Team Manager and other members of the team, using your skills as a registered nurse to deliver the highest standard of specialist end of life care, that is holistic and patient centred, in collaboration with all appropriate health and social care services.
* Be expected to establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open honest communication.

Be expected to work with the Team Manager, Clinical Matron and CEO of Sidmouth Hospice at Home, to further develop services in collaboration with key stakeholders and the wider health and social care team.

* Ensure that the Sidmouth medical practice population receive the appropriate end of life care in their preferred place, usually at home, avoiding unnecessary hospital admissions and facilitating discharge.

This role will involve:

* Lone Working
* Remote working without supervision
* Antisocial hours and On-Call cover, with the ability to provide home visits out of hours when required
* Supervising, teaching and involvement with the development of peers and other relevant team members, students, carers and patients.

**4. Key Relationships**

* Other members of the Sidmouth Hospice at Home Specialist Nursing team.

Royal Devon University Healthcare NHS Foundation Acute Trust colleagues: End of Life Leads, Royal Devon & Exeter Palliative and Supportive Care Team, Clinical Nurse Specialists.

Eastern Services: Royal Devon University Healthcare NHS Foundation Trust Community Matrons and Nurses, Urgent Care Response team, Victoria Community Hospital staff.

Eastern Services: Primary and Social Care colleagues, especially GPs and staff at The Beacon Medical Practice, local care agencies, Residential and Nursing Home staff.

Sidmouth Hospice at Home Volunteering Co-ordinators and Volunteers.

* Sidmouth Hospice at Home CEO, Office Manager, and other administrative staff.
* Hospiscare In-Patient Unit, Exeter.

**5) ORGANISATION CHART**

Community Services Manager

Clinical Matron

Band 7 Nurse Specialist Team Manager Sidmouth Hospice at Home

Sidmouth Hospiscare CEO and   
Sid Valley Steering Group on Palliative & EOL Care

Band 7 Community Nurse Team Leader

Community Services including community nursing, Urgent Community Response and Community Matrons

Band 6 Nurse Specialist Sidmouth Hospice at Home

Band 4 Assistant Practitioner Sidmouth Hospice at Home Assistant Practitioner

**6) KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES**

**Clinical Responsibilities**

* To assess and review specialist palliative care needs for patients and their loved ones that are holistic and person-centred.
* To support families as they care for their loved ones at home, in a way that is acceptable to them, tailored to their individual need.
* To collaborate and communicate with primary and secondary care colleagues to direct patient care as needed.
* To approach patient care using evidence-based practice, maintained by continued professional development and personal reflective practice in order to maintain highest standards of care and service delivery.
* To deliver hands-on nursing care, symptom management, informed choices and carer support that enables patients to remain at home, and to avoid unnecessary acute hospital admissions.
* To act as the patient’s advocate when relevant, enabling them to communicate their wishes and care preferences to family and other involved health and social care professionals. To assist them with Advance Care Planning decisions if appropriate.
* Communicate highly distressing information regarding prognosis/disease progression to patients, families and carers.
* To be alert to any safeguarding issues with our patients and family carers and escalate as appropriate. To understand the implications of the Mental Capacity Act and Deprivation Of Liberty Safeguards, and refer any concerns to the Nurse Specialist Team Manager.
* To work as a valued team member, eager to share knowledge and be supportive of your colleagues, and your co-workers in health and social care.
* To recognise and value that multi-professional team working in palliative care is of paramount importance, both for our commitment to provide best care possible for patients and their loved ones, and to our responsibility in supporting each other in our highly emotive work environment.
* To support and care for junior staff, volunteers and students so that they are encouraged to learn, and feel valued as part of the Sidmouth Hospice at Home Nurse Specialist Team.
* To positively support the service strategic plan and service developments, upholding both the Royal Devon and Sidmouth Hospice at Home values.
* To uphold the NMC Code of Conduct at all times, acting as both a role model for the nursing profession and an ambassador for Sidmouth Hospice at Home..
* Infection Control: To adhere to the Royal Devon University Healthcare NHS Foundation Trust policies on infection control, and guidance on use of PPE. To encourage and support other team members in doing the same.
* To maintain standards of care using audit and data to measure the way patient and carers are cared for, and to uphold NICE quality standards.

**Management and Leadership**

* Participate in clinical supervision of self and others, respecting confidentiality.
* Suggest and encourage ideas for service improvement and share these with the Nurse Specialist Team Manager.
* Ensure that Royal Devon University Healthcare NHS Foundation Trust and Sidmouth Hospice at Home policies and are adhered to at all times.
* Work within the Royal Devon and Sidmouth Hospice at Home governance frameworks at all times.
* Respond to any clinical incidents, near misses and complaints promptly, and communicate these to the Nurse Specialist Team Manager and/or Royal Devon Community Matron.
* Recognise examples of good practice, and constructive feedback, ensuring that compliments about the service, and thanks are acknowledged, and shared with the appropriate team members, and the Nurse Specialist Team Manager.
* Work closely with Sidmouth Hospice at Home volunteering managers and co-ordinators, and support volunteers where appropriate.
* Support junior members within the Hospice at Home nursing team, sharing specialist knowledge, and promoting evidence-based practice.

**Educational Responsibilities.**

* Identify own educational and training needs in relation to your role with the Nurse Specialist Team Manager through individual performance review, appraisal and personal development planning.
* Act as a resource for specialist advice and education to other health and social care providers in the Sid Valley.
* To actively engage with and contribute to in-house and mandatory training as required.
* To support students placed with the Sidmouth Hospice at Home Specialist Nursing Team, sharing knowledge and expertise.

* Utilise the outcomes of research evidence and reflective practice to inform and influence own practice and that of others, promoting excellence in palliative end of life care.

**Communication and Relationship Skills**

Contribute to maintaining and developing good working relationships in the Sid Valley locality with:

* Patients, and their family/carers.
* Community nursing teams, including Community Matrons, and the Urgent Community Response team
* GPs and Co-Workers at the Sid Valley Practice
* Sidmouth Hospice at Home
* Providers of out of hours services
* Community Health & Social Care colleagues
* Care Homes
* VCH Community Hospital

And with:

* Royal Devon Specialist Nurses, and Supportive Care team
* Hospiscare In-Patient Unit, Exeter
* Demonstrate an empathic approach towards patients, family members and carers during difficult circumstances and throughout challenging conversations.
* To build effective working relationships with primary and secondary health and social care teams.
* Prioritise communication with the GP practice to maintain continuity of care and sharing of information e.g. Gold Standards Framework register, Special messages, SystmOne.
* Provide clinical and emotional support for social and healthcare colleagues as appropriate: reflective practice, debrief meetings.

**Professional Responsibilities**

* Act at all times in accordance with the NMC code of professional conduct.
* Ensure own clinical practice is up to date by attending yearly mandatory training and ensuring all essential learning is updated as required.
* Maintain live registration with the NMC and comply with all relevant standards and guidelines.
* Reflect on own performance and share learning from critical incidents at staff debriefing meetings.
* To support and participate in regular clinical supervision.
* Contribute to Royal Devon clinical governance and audit process.
* Develop self-care strategies that enhance coping mechanisms and balance the emotional demands of the role.

**Responsibility for Policy and Service Development**

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* Access best practice by attending conferences and appropriate study days.
* Contribute towards promoting high standards of evidence-based practice involved with care delivery at end of life.
* Communicate with the Nurse Specialist Team Manager when a need to change of practice is identified in order to promote quality and improve services.
* Actively participate in clinical audit and act on patient feedback

**Responsibility for Financial and Physical Resources**

* To be aware of the efficient use of resources within the service.
* Knowledge of how to access equipment and resources in the community.
* Knowledge of appropriate benefits and grants that are available for palliative care patients and families.

**Responsibility for Human Resources**

* Ability to discuss specialist role with student nurses or medical students on placement within the Royal Devon University Healthcare NHS Foundation Trust or with students placed with Sidmouth Hospice at Home Specialist Nursing Team, and with other interested health and social care professionals.
* Share knowledge and resources with health and social care professionals to enhance clinical practice and end of life care delivery.

**Responsibility for Information Resources**

* Accurately complete and maintain effective electronic patient records using MYCARE.
* Development and distribution of information packs for Sid Valley patients, to include information about Sidmouth Hospice At Home and Sidmouth Hospice at Home volunteer services as appropriate.
* Providing bereavement support information for families, including the support offered by Sidmouth Hospice at Home Bereavement Support Volunteers.
* Access to a range of information for patients and their families regarding benefits and grants available to palliative patients and their carers and facilitating people to claim these.
* Linking with relevant local agencies, charities and support groups.

**Responsibility for Research and Development**

* When the opportunity is offered, to attend regional and national level conferences relating to palliative and end of life care, and be prepared to cascade learning to the Sidmouth Hospice at Home Specialist Nursing Team.
* Contribute to evaluating the Sidmouth Hospice at Home Specialist Nursing Service through research, clinical audit and patient satisfaction questionnaires.

**Freedom to Act**

* Take responsibility for prioritising own workload and maintain decision making to ensure that overall objectives are met with the patient and family.
* Use own judgement to negotiate, problem solve and make decisions in the absence of the Specialist Nurse Team Manager.

**Physical Effort**

* Daily work involves frequent car driving, sitting/standing and walking, moving equipment, and manual handling in restricted positions.
* Working hours negotiated according to service need include working weekends and on-call at night.
* Use of IT equipment in the office and remotely.

**Mental Effort**

* Work independently as well as within the team.
* Use own initiative when planning delivery of services, interpreting policy and practice guidance to ensure that the service meets the requirements of both Royal Devon University Healthcare NHS Foundation Trust and Sidmouth Hospice at Home policies.
* Maintaining effective communication with colleagues that is mindful, respectful and professional.

**Emotional Effort**

* To provide emotional support for patient, families and colleagues.
* Maintaining awareness of the emotional impact on others when discussing palliative and end of life care.
* Maintain awareness of self-care and emotional well-being.
* Support and look after your colleagues and co-workers.