

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Enhanced Supportive Care (ESC) Clinical Nurse Specialist (Northern) |
| **Reports to**  | Oncology/Haematology Matron |
| **Band**  | Band 7 |
| **Department/Directorate**  | Clinical Specialist Services Care Group |

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| **JOB PURPOSE**  |
| This is a Specialist nursing post which enables the individual to be responsible for aspects of the provision of high-quality Specialist Nursing care to both inpatient and outpatients within the speciality and to provide expert advice and support for patients.This post holder will act as an expert resource for both nursing and medical staff by providing advice, support and education through clinical practice evidence-based development.There will be close liaison and appropriate referral between all relevant departments, the lead clinician and other services, including those provided by community teams.The post holder will develop and sustain partnership working with individual groups, communities and agencies.Facilitate the planning and delivery of care programmes to address patient needs and develop/improve the service. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The Clinical Nurse Specialistwill be based at Royal Devon University Healthcare Trust-Northern Services and will be responsible for:Supporting cancer services to co-ordinate the care throughout the patient’s pathway whilst under the care of the specialist team, from diagnosis through treatment and follow-up care. The post holder will be a key member of, actively participate in, and work within the guidelines of the Multi-Disciplinary Team, supporting patients with the specialist diagnosis. To provide appropriate written information for patients, relatives and hospital staff To provide psychological, social and cultural support to patients diagnosed with the relevant condition.The post holder will fulfil all tasks and work as part of a team.To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager.  |
| **KEY WORKING RELATIONSHIPS**  |
| 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. **Clinical Skills*** In conjunction with the wider MDT be a core member of the Specialist Palliative and Enhanced Supportive Care team
* To establish close working links with the tumour specific MDT’s and oncology/haematology teams to ensure appropriate referrals to the Enhanced Supportive Care service
* To present complex patient cases for discussion at the ESC MDT ensuring that MDT outcomes are followed-up and acted upon accordingly
* To support tumour specific Clinical Nurse Specialists and oncology/haematology teams in the management of Enhanced Supportive Care patients
* The post holder has the skills and knowledge to be able to clinically assess, reason and order relevant investigations and be able to implement care to patients with advanced cancer, dealing with patients in difficult and complex and unpleasant environments.
* The post holder will be able to refer patients to other professionals when appropriate.
* The post holder will be willing to train to be a non-medical prescriber or be a non-medical prescriber.
* Act as a role model within oncology, haematology and supportive and palliative care nursing, adhering to evidence based research and best professional standards at all times
* Leads clinical care by managing a defined patient caseload, providing an expert assessment, plan and evaluation of needs
* Utilises specialist skills and works collaboratively with the multidisciplinary team to ensure most appropriate plan of care for both patients and their families, ensuring all interventions are patient centred and evidence based
* Assists with Enhanced Supportive Care nurse-led clinics
* Establishes effective partnerships with patients and where appropriate relatives/carers within the oncology, haematology and supportive and palliative care nursing setting ensuring patients and families understand all aspects of their care and treatment
* Acts as the patient’s advocate when relevant, when informed discussion may lead to choices being made concerning treatment options
* Advice medical and nursing staff on appropriate interventions and care to maximise symptom control
* Participate in complex discussions around patient management and place of future care with patients, carers and medical/nursing staff
* Initiate and participate in discussions around breaking bad news with patients and families. Communicate highly distressing information regarding diagnosis/prognosis to patients’ families and carers.
* Ensures referrals and information are discussed with the appropriate statutory and voluntary teams/organisations
* Maintains good communication lines within the complete multidisciplinary team caring for advanced cancer patients to facilitate a seamless service at all times
* To provide patient and carer information through a variety of ways, including face to face and telephone advice
* To conduct Holistic Needs Assessment and care plan accordingly
* To provide telephone support to patients, carers and the wider MDT
* To liaise with supportive and palliative care teams in both secondary and primary care to ensure a high level of care is provided for patients with advanced cancer
* To liaise with tumour specific teams, including CNS’s, Oncologists, Haematologists, Surgeons to ensure appropriate care for patients with advanced cancer

**Educational Skills*** In collaboration with senior healthcare professionals identify the supportive and palliative/end of life care educational and training needs of members of the multidisciplinary team.
* Contribute to the development, provision and evaluation of supportive and palliative/end of life care education within the Trust (formal and informal)
* Identify own educational and training needs in relation to supportive and palliative care and enhanced supportive care and work on professional development plans to achieve these.
* 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.
* Provide mentorship to healthcare professionals as needed.

**Management and Leadership*** Acts as an educational resource for members of the multi-professional team and other health professional, both in the cancer centre and the network
* Assists in the development and delivery of educational programmes, both formal and informal for all appropriate health care staff
* Empowers staff to develop their skills to provide the care required to meet the needs of advanced cancer patients
* Acts as a resource for the Trust in Enhanced Supportive Care nursing and practice
* Participates in identifying areas of nursing research that need to be researched and to participate, where appropriate in both nursing and multi-disciplinary research, linking in with the established research team within the trust
* Critically analyse current research to actively promote and utilise evidence based knowledge within the practice setting
* Disseminates research findings and knowledge by pursuing opportunities to present work locally and at national conferences or via national and international nursing publications
* Attends Clinical Nurse Specialist meetings and educational sessions within Cancer Services
* Networks with Enhanced Supportive Care teams across the United Kingdom to promote professional development
* Identifies own personal and professional education needs in relation to developing and specialist role. Participate in individual performance review, appraisal and personal development planning
* Works within the trust clinical governance framework at all times and also attend the directorates clinical governance half days
* Participates in clinical supervision of self and others, if appropriate
* Acts in a safe and professional manner at all times
* Maintains a high level of awareness of relevant research, issues and trends within advanced cancer nursing care and in nursing generally
* Liaises with the team of clinical nurse specialists within the Royal Devon and Exeter NHS Foundation Trust to evaluate, develop and promote the Enhanced Supportive Care service
* Maintains clinical competencies for senior experienced registered practitioner and higher level practice framework
* Ensures that Royal Devon and Exeter NHS Foundation Trust policies are adhered to at all times

**Quality Service*** Assists with the development of standards and clinical protocols for Enhanced Supportive Care
* Ensure robust data collection processes, alongside the MDT coordinator and Lead Enhanced Supportive Care CNS

**Responsibility for Patient and Client Care*** To ensure patient centred management is delivered by the Oncology,

Haematology and supportive and palliative care team for in patient and out patient care. * To manage patient care alongside ESC consultant, AHP, site

 specific CNS and oncologist/haematologist.* To work with the multidisciplinary team, social services and community teams in planning review meetings.

**Planning and Organisational Skills*** Review MDT data and make a judgement on suitability for Enhanced supportive care amidst conflicting medical opinion
* Follow up outstanding issues with Social services, Community Matrons, District nurses, GP’s, and Care agencies.
* An ability to work autonomously at an advanced level, making complex decisions, providing advice and support to patients, carers and other healthcare professionals.
* Non-medical prescribing – to be aware of current legislation and prescribing developments that may impact on the delivery of services. Have a good knowledge and apply current Trust medicine, controlled drug and non-medical prescribing policies and associated Standard Operating Procedures.

Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Ward teams
* Cancer nurse specialists
* Cancer services including oncology and haematology
* Cancer MDT’s
* Pain team
* Acute Oncology Service
 | * GP’s and primary care
* Trust wide specialities
* Hospiscare / Community palliative care teams
* Members of NHS Devon
* Providers of out of hours services
* Social and domiciliary care workers
* Care Homes
* Community Hospitals
* Informal carers
* Other Specialist Palliative Care providers
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| To work within the nursing and medical teams and contribute to decisions about patient care.Be professionally accountable for all aspects of own work, including the management of patients in your care. To work autonomously be able to provide expert advice to patient and families in relation to patient condition and specialist treatments and services in line with the Trust and service policy.The post holder will work with the lead nurse and lead consultant to support development of the service |
| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| Provide and receive highly complex and highly sensitive information. Communicates very sensitive, complex condition related information to patients, relatives offering empathy and reassurance.To communicate effectively between departments, wards and Trusts to ensure patients 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 |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Complex facts or situations requiring analysis, interpretation, comparison of a range of options. Requires skills for assessing and interpreting specialist acute and other patient conditions and taking appropriate actions, this may include non-medical prescribing.To monitor and review the effectiveness of interventions with the patient and colleagues and modify this to meet changing needs and established goals of care. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Plan, organise complex activities, programmes requiring formulation and adjustment.To receive direct referrals within the speciality and to provide expert assessment of patient’s needs.To develop and provide a co-ordinated specialist service to patients with the relevant diagnosis and their carers and to have direct clinical involvement in complex care in both the outpatient and inpatient setting.To support and prevent admission for the patient with the relevant diagnosis and support the coordination of complex discharges for patients with the relevant diagnosis that have been admitted. Plan & organise day-to-day service provision. |
| **PATIENT/CLIENT CARE**  |
| To support patients in meeting their own health and wellbeing through providing expert information, advice and support.To assess patients and their complex needs and those of their families and plan, implement and evaluate appropriate programmes of care – this will include communicating highly sensitive information about diagnosis, treatment options and issues surrounding palliative care and bereavement.To provide emotional, psychological and practical support to the patient and their family/carer throughout their pathway and to facilitate communication between patients, families and professionalsTo recognise ethical dilemmas relating to care and act as the patient/relative’s advocate when requiredTo develop care pathways for patients with the relevant diagnosis |
| **POLICY/SERVICE DEVELOPMENT**  |
| To develop specialist nurse led care where appropriate, in line with National guidance.To supervise/instruct qualified and unqualified members of the nursing team as appropriate. To act as an expert resource to others in developing and improving specialist knowledge and skills in specialist clinical practice, through acting as an assessor, facilitator and teaching groups of staff as requiredTo develop evidence-based standards, policies and guidelines at a local network and national level to improve the practice of own and other professions.To evaluate clinical effectiveness within the speciality, identifying poor quality and a plan for quality improvement and produce an annual report.Act as facilitator in developing clinical practice and promoting changes in service that meet National Standards – both clinical and operational.To participate in developing the specialist service strategy and shared vision of the service and work with the multi-disciplinary team, organisation and external agencies to achieve this.To employ effective decision-making skills to address complex issues and use effective change management skills to implement these.To use effective prioritisation, problem solving and delegation skills to manage time effectively.To establish networks with other specialists at a local, national and international level, to exchange and enhance knowledge and expertise.To maintain a peer network of support, information and learning with other nurse specialists within the organisation. |
| **FINANCIAL/PHYSICAL RESOURCES**  |
| The post holder has a personal duty of care in relation to equipment and resources. The post holder will work within a defined day to day operational budget. Ensuring that any projects undertaken are established and managed in a financially responsible manner.  |
| **HUMAN RESOURCES**  |
| To promote a learning environment through identifying opportunities and seeking resources required for own and others learning.To provide specialist input to post-registration courses and professional development programmes.To reflect on own practice through clinical supervision/mentorship and to act as a clinical supervisor/mentor to others.To act as a specialist resource to advice and support healthcare professionals and others involved in the delivery of care to patients, their families and carers.To support and facilitate the development of an education strategy which ensures that all those involved in the management of patients with a relevant diagnosis are able to deliver the highest standards of care. |
| **INFORMATION RESOURCES**  |
| To document all patient contacts in patient record, as per Trust Documentation Policy.To be involved in the Audit Programme relevant to the service.The post holder will use a wide range of computer systems e.g. word, excel and PowerPoint to create reports, documents and presentations. The post holder will be responsible for sourcing and gathering information to produce presentations, informative reports, briefings and papers for meetings. |
| **RESEARCH AND DEVELOPMENT**  |
| To maintain own and others’ awareness of relevant research evidence related to the speciality and work with others in applying this to practice.To identify areas of potential research relating to the speciality and to participate in relevant research activities.To participate and lead in local and national research and audit projects and service evaluation as requested in order to improve standards of patient care on a regular basis and provide feedback to relevant groupsTo ensure the Trust provides accurate clinical data to national data collection programmes relevant to the service. |
| **PHYSICAL SKILLS** |
| High degree of competence and dexterity in practical nursing skills, providing a supporting role with Assessments, administering intravenous and oral medication, cannulation, andtaking blood.  |
| **PHYSICAL EFFORT** |
| High degree of competence and dexterity in practical Nursing skills, providing a supporting role with nursing assessments on the ward, in outpatients and in the emergency department as appropriate.The role will have a combination of sitting, standing and walking with occasional moderate effort for several short periods involving sitting at a VDU for long periods of time. |
| **MENTAL EFFORT** |
| Ability to carry a caseload of clients and formulate effective treatment programmes to cure or alleviate symptomsActively participate in strategic service planning & development The post holder will require resilience to deliver specialist nursing care in at time, stressful and emotional demanding environments. Requirement to regularly concentrate to deliver and manage varied priorities and demands of liaising with a wide range of people across different organisations whilst also providing senior support to junior members of nursing staff. The work pattern is unpredictable and subject to frequent interruption  |
| **EMOTIONAL EFFORT** |
| Work with patients/service users and carers who have a poor/life limiting prognosis, including the communication of distressing news on a day to day basisWork with patients in the aftermath of bad news.Work with patients with mental health problems or occasional challenging behaviour.Talk to relatives following a death.The post holder will respond to concerns and questions from a wide range of people who may be anxious and distressed relating to their condition and treatment.Ability to adapt to an unpredictable workload.High level of mental effortManaging conflict in the workplace and assist in dealing with crises/problems/ difficult circumstances within department teams/individualsDealing with complaints and patient feedbackFrequent exposure to distressing or emotional circumstances |
| **WORKING CONDITIONS** |
| Occasional working with hazardous substances (cytotoxic drugs, bodily waste and fluids) when in clinical settingOccasional aggressive behaviour when dealing with face to face complaints Regular use of VDU |
| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute 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 infectionAs 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.
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| **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.  |

PERSON SPECIFICATION

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| **Job Title** | ESC Clinical Nurse Specialist |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**Registered NursePost-registration qualification at Masters level in specialist field or working towards and / or significant experience.Formal qualification in teaching of adultsFormal qualification in Non-medical prescribing or working towardsAdvanced Communication course, or willing to participate in training Degree in relevant discipline or willing to work towards.Competent in the physical examination of patients including assessment, history taking or willing to undertake | EEEEEEE |  |
| **KNOWLEDGE/SKILLS**Significant experience in specialism (oncology and palliative medicine) Extensive experience in care of patients in the specialityExperience of managing service provision and the supervision and managing of staffAbility to represent the department at meetings of internal, local, regional and national bodies and institutions | EEEE |  |
| **EXPERIENCE** Able to manage and conduct nurse-led clinicsAble to manage and control research projectsCounselling skillsIT competence in the usual applications – database, spread sheet and presentation software etcHigh level of presentation skills and experience of public speaking | EEEEE |  |
| **PERSONAL ATTRIBUTES** Good interpersonal skills, Good communication skills, Ability to be empathetic, Ability to handle difficult or emotional situations, Excellent organisational skills MotivationAbility to adapt and change to meet the needs of the serviceAble to work as a team member | EEEEEEE |  |
| **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 | EE |  |

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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 | Y |  | X |  |  |
| Contact with patients | Y |  |  |  | X |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  | X |  |  |
| Laboratory specimens | Y |  | X |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 | Y | XX |  |  |  |
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| **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 |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | Y |  | X |  |  |
| Driving | Y |  | X |  |  |
| Food handling | Y |  | X |  |  |
| 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 |  |  |