**1. JOB DETAILS**

**Job Title: Specialist Palliative Care Nurse Team Manager**

**Band: 7**

**Reports to: Community Services Manager**

**Accountable to: Clinical Matron (Professional Lead)**

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

**2. JOB PURPOSE**

The post holder will work closely with the Clinical Nurse Team Manager, Community Services Manager and Seaton and District Hospital League of Friends to establish and manage the new Palliative Care Nursing Team, in line with the SOP which aims to integrate the available services within the community into a “one-team” approach to provide the best possible care for all patients who are diagnosed by their GP as palliative, regardless of diagnosis or complexity, guided by the individual needs and wishes of the patient and their carer.

The post holder will give direction, leadership and overall management to the team to ensure the service delivers its core specification within allocated resources. This will include managing service delivery against risks and using skills as a registered nurse.

Specialist Palliative Care, including assessment and advice will be provided by Clinical Nurse Specialists in Palliative Care.

The post holder will be a pivotal member of the team linking with community services and the wider elements of the Integrated Model. The post-holder will line manage the Specialist Palliative Nursing Team and work closely with the Community Services Manager to ensure that cluster and practice population receive the appropriate care and treatment as close to home as possible and that care is patient centred and delivered to a high standard.

The post will be 50% managerial and 50% clinical activity and contact. The post-holder will provide supervision and clinical expertise to the Clinical Nurse Specialists in Palliative and End of Life Care. and their caseload and will, in exceptional circumstances, hold their own patient caseload.

The post holder will provide leadership and development for the service to ensure a skilled, knowledgeable and proactive workforce, to meet the changing health and social care agenda.

To support and develop students of nursing through mentorship.

**Context:**

* The post holder will work closely with the Community Services Manager, using skills as a registered nurse.
* The post holder will work with the Clinical Matron / Community Nurse Team Manager to further develop services with key stakeholders and the wider health community.
* The post holder will be a pivotal member of the Integrated Specialist Palliative Care Team, bringing together the other community services alongside other managers. The post-holder will line manage the Specialist Palliative Care Team and work closely with the Community Services Manager to ensure that cluster and practice population receive the appropriate care and treatment as close to home as possible and that care is patient centred and delivered to a high standard.
* Lone Working
* Remote working without supervision
* Antisocial hours
* Supervising, teaching and involvement with the development of peers and other relevant team members, carers and patients

**3. DIMENSIONS/ KEY WORKING RELATIONS**

Patients, Relatives and Carers

Community Nursing Team

Senior Nurse Community

Community Services Manager

Community Matron

Adult Health and Social Care

Community Hospitals

General Practitioners and other members of the Primary Health Care Team

Palliative Care Teams / Consultants

Continuing Healthcare

Safeguarding Lead/Team and Care Home Educators

Urgent Community Response

Statutory and Voluntary Agencies

Secondary Care Providers including Discharge Teams

Specialist Nurses

Out of Hours Services

Adult Mental Health Teams

Public Health Teams

Other Agencies/Provider

**4. ORGANISATION CHART**

Community Services Manager

Clinical Matron

Steering Group on Palliative & EOL Care

Band 7 Community Nurse Team Leader

Band 7 Specialist Palliative Care Nurse Team Manager

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

Band 6 Specialist Palliative Care Nurse

Band 4 Specialist Palliative Care Assistant Practitioner

**KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:**

**Communication and Relationship Skills**

Communicating, building and maintaining therapeutic relationships with patients, relatives, carers and professional partners to ensure patient care is focal and managed effectively.

This role requires excellent leadership and management ability and excellent communication skills both verbal and written including the use of IT.

Act at all times in a manner which illustrates compassion, respect for privacy, dignity and confidentiality, dealing with sensitive and complex issues with patients, relatives, carers, staff and other health professionals in a caring manner.

Use negotiating and influencing skills to overcome barriers to understanding and conflict in the patient setting.

Leadership and management of the specialist palliative care team including innovation and change management to meet national and local objectives for service delivery.

Understand the implications of the Mental Capacity Act and acts to assess capacity as appropriate.

Understand safeguarding procedures and act within the guidance of the policy to keep adults within their care safe.

Able to keep accurate contemporaneous documentation using and supporting the organisation’s documentation / IT systems.

This role requires excellent communication skills, verbal, written and use of IT.

**Analytical and Judgement Skills**

Makes judgements on complex facts requiring interpretation and comparing options.

Analyses and acts appropriately in complex situations and escalates where required eg to Safeguarding Lead / Palliative Care Consultant

**Planning and Organisational Skills**

Reviewing workforce planning with Community Services Manager and Clinical Matron..

Overseeing the palliative nursing services organisational and professional objectives in planning and implementing programmes of care for individual patients.

Leadership, management and organisation of the team, ensuring that the service delivers its core specification within allocated resources.

Organises the team workloads, ensures the team works in partnership with professionals from other services and partner agencies.

Amends and signs off roster’s and organises the team’s workload.

**Physical Skills**

As a clinical practice facilitator to support nursing practice.

A range of clinical skills including dexterity and accuracy for intravenous injections, syringe drivers, insertion of catheters and removal of sutures. This is not an exhaustive list.

**Responsibility for Patient and Client Care**

The post holder will assess, plan, implement and evaluate nursing care programmes in the community setting.

Demonstrate clinical competence developed through continual professional development, reflective practice and maintenance of a skills portfolio.

Undertake training to develop a range of knowledge and skills in order to deliver high quality evidenced based nursing care.

Recognise and appropriately address risk factors to patients and carers within their healthcare setting and escalate the risk.

Ensure that self and team members are aware of and work within the Nursing and Midwifery Council (NMC) Code, standards of practice and behaviour for nurses and midwives.

To ensure team members demonstrate clinical competence and maintain a professional portfolio.

Demonstrate clinical competence developed through continual professional development, reflective practice and maintenance of a skills portfolio.

Undertake training to develop a range of knowledge and skills in order to deliver high quality evidenced based nursing care.

Evaluate staff training to ensure delivery of evidence based, high quality nursing practice, recognising and appropriately addressing risk factors to patients, carers and employed staff within their healthcare setting.

Report and manage any untoward incidents, complaints and clinical emergencies to the appropriate professional within the appropriate timescale including safeguarding.

Management of incidents in accordance with organisational policy including safeguarding with the support of the Community Services Manager and Senior Nurse Community.

Promotion of health and wellbeing.

Prevention of adverse effects on health and wellbeing.

Manage the appropriate delegation and use of resources; responsible for the delivering of the service in their allocated region/cluster.

Analyse audit reports and organisational performance data to evidence quality care delivery.

Give assurance regarding the quality of service delivery through organisational data.

**Responsibility for Policy and Service Development**

To work to Trust Policies, Procedures and Standard Operating Procedures (SOP).

To maintain Trust Standards of Clinical Governance

To maintain Professional Standards of Practice

To monitor nursing teams Standards of Practice

To implement and audit policies, protocol and pathways facilitating change in practice which will improve clinical outcomes and meet the needs to patients, relatives and carers.

Provide assurance of the implementation of procedural documents.

**Responsibility for Financial and Physical Resources**

Work with Community Services Manager and Clinical Matron to monitor the correct use of skill mix and staff resources.

Ensure the efficient use of resources i.e. appropriate wound dressing choice that is evidence-based and use of agreed formularies.

Authorised signatory for expense claims and supplies; oversees the maintaining of stocks and supplies.

Higher level prescribing of equipment from joint equipment store.

**Responsibility for Human Resources**

Line manages and leads the staff within their cluster.

To ensure the members of the team have clear management and clinical supervision arrangements.

To ensure each member of the service has regular appraisals and personal development plans.

To be responsible for supporting and participating in the recruitment and selection of staff.

To ensure adequate staffing levels for the delivery of safe, effective service within their cluster.

To manage poor performance and initiate any appropriate initial investigation regarding complaints with support from the Community Service Manager and/or Senior Nurse Community.

Management of absence in accordance with the Trust’s policy.

Ensure implementation and adherence to lone working policies and staff tacking systems.

Supervising and training of new staff, pre and post registration students, quality care framework candidates, care certificate, work experience students, support workers, formal and informal carers.

Participate in supervision and appraisal with Community Services Manager and Senior Nurse Community to support professional development focussing on the individual skill set and competency.

To ensure registrants within the service have mentorship qualification.

Individual responsibility as well as ensuring all team members attend mandatory training.

**Responsibility for Information Resources**

Inputting, storing and providing information in relation to patient records.

Accurately completing and maintaining effective patient’s records including addressing confidentiality issues.

Completing activity data using Trust agreed data collection sets.

Inputting and storing information on relevant IT systems.

**Responsibility for Research and Development**

Demonstrate commitment and work with senior nurses and other colleagues in developing own and team research skills and future evidence based nursing practice and contribute towards the audit process.

To ensure the service is regularly evaluated and where appropriate clinically audited and that recommendations for service improvement are acted on.

To ensure the active involvement of patients, relatives, carers and members of the public in feedback of the service.

**Decision Making**

Work autonomously without direct supervision and will be a specialist within palliative care, managing the team.

Work will be prioritised - work according to time scales required taking into account any clinical risks.

Work within codes of practice and professional guidelines.

Work within organisational Policies, Procedures and Standard Operational Procedures (SOP).

Is responsible for taking decisions alone.

Decide when appropriate to involve palliative care consultant and refer to specialist services, adult health and social care team or other providers.

Can identify through risk assessment actions to be taken to mitigate risk and following this process when to escalate to: the Community Nurse Team Manager, Community Services Manager, Clinical Matron or on-call escalation process and other healthcare professionals.

**Physical Effort**

Daily work involves frequent driving, sitting/standing and walking, moving equipment, manual handling in restricted positions.

Working hours negotiated according to service need.

Use of IT equipment.

**Mental Effort**

Understanding of a range of procedures which are evidence based:

Community procedures

Clinical observations

Basic life support

Assessing, planning, implementing and evaluating patient care

Infection control

Instigate emergency procedures i.e. finding a collapsed patient and commencing basic life support.

Accurately completing and maintaining effective patient’s records including addressing confidentiality issues.

To liaise with and develop effective partnerships with a wide range of individuals and organisations in the statutory, voluntary and private sectors, in relation to the delivery of health and social care within the cluster, including case management of patients in receipt of Continuing Healthcare funding.

To investigate disputed cases/complaints with support from the Community Services Manager and/or Senior Nurse Community.

Capacity to balance the clinical leadership and overall management aspect of the role.

Frequent requirement for concentration where work pattern is unpredictable and subject to interruption i.e. calls being prioritised, other work colleagues, family/patients/carers needs, re-prioritisation of workloads for self and team to deal with urgent issues as they arise.

Ability to use and concentrate for long periods using IT.

**Emotional Effort**

Managing a service which cares for patients at end of life, chronic conditions with complex needs, their families, carers and friends. This includes having to break bad news or give distressing news to patients/relatives/carers and dealing with emotional circumstances.

Working with patients with mental health, learning disabilities problems and challenging behaviour.

Ability to cope with and deal with areas of complexity and conflict.

**Working Conditions**

Frequent daily contact with:

* Body fluids e.g. faeces, vomit
* Smells
* Infections
* Dust
* Occasional exposure to unpleasant working environment
* Driving hazards
* Transportation of samples in own vehicle
* Visual Display Unit (VDU)

**Other Responsibilities:**

To take part in regular performance appraisal

To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

To contribute to and work within a safe working environment

The post holder is 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.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

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.

**THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity

Fairness,

Inclusion & Collaboration

Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

**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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.



**PERSON SPECIFICATION**

**POST: Specialist Palliative Care Nurse Team Manager**

**BAND: 7**

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| **REQUIREMENTS** | **At**  **Recruitment** | **At PDR** |
| **QUALIFICATIONS / TRAINING**  Registered nurse.  Post graduate/post registration qualification, or equivalent training and/or experience.  Advanced Qualification in Palliative Care  Non Medical Prescriber  Highly numerate and Literate  Leadership/Management qualification or commitment to work towards  Mentorship qualification / skills and/or experience, or committed to undertaking appropriate mentorship course. | E  E  E  E  E  D  D | E  E  E  E  E  E  E |
| **KNOWLEDGE / SKILLS**  Leadership skills and excellent decision making capabilities.  Significant clinical knowledge relating nursing practice.  Excellent communication skills  Good teaching style and an understanding of the benefits of clinical supervision and staff development and review  Evidence of continual professional development  Specialist knowledge and understanding of current issues relating to community nursing, social care, integration and the wider national agenda | E  E  E  E  E  E | E  E  E  E  E  E |
| **EXPERIENCE**  Significant and proven senior community nursing experience  Experience of management and leadership within a healthcare setting including service development | D  E | E  E |
| **PERSONAL ATTRIBUTES**  Self-motivated and able to use own initiative.  Organisation Skills  Self-reliant, ability to deal with stressful situations and work under pressure  Must be able to work in a team environment  Patient and quality focused  Flexible approach to change  Sensitive and empathetic  Prepared to work flexibly  Excellent communication and interpersonal skills, both written and oral | E  E  E  E  E  E  E  E  E | E  E  E  E  E  E  E  E  E |
| **OTHER REQUIREMENTS:**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust  Ability to travel | E  E | E  E |

\* Essential/Desirable

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| HAZARDS:- Updated 31st May 2013 | | | | | |
| Laboratory Specimens |  | Clinical contact with Patients | X | Dealing with violence & aggression of patients/relatives |  |
| Blood / Body Fluids | X | Dusty Environment |  | VDU Use (occasional) | X |
| Radiation / Lasers |  | Challenging Behaviour | X | Manual Handling | X |
| Solvents |  | Driving | X | Noise / Vibration |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in isolation | X |
| Cytotoxic Drugs |  | Electrical work |  | Night Working |  |