

**ROWANS HOSPICE CHARITY**

## ROLE SUMMARY

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| **Job Title** | Hospice at Home Team Manager |
| **Department** | Hospice at Home |
| **Location** | Rowans Hospice Charity (RHC) |
| **Reporting to** | Clinical Lead |
| **Job Purpose** | The post holder will be recognised as a senior manager taking on duties and responsibilities related to the management of Rowans Hospice at Home Service.  The post will manage and advise on strategic direction for Rowans Hospice at Home Service which will be providing specialised support to patients and families in the community at end of life and supporting discharge into the community. |
| **Key Accountabilities, Responsibilities &Tasks** | |
| **Departmental & Role Specifics** | * Lead and Manage the Hospice at Home Team, including adminsitrators. * Take part in the Hospice Manager On-Call Rota. * To support and direct assessment of the care needs of patients referred to the Hospice at Home service ensuring that programmes of care are appropriately developed and implemented by members of the hospice at home team. To carry out and / or supervise the carrying out of specific treatments and clinical procedures. To base clinical practice on current evidence-based practice. * Promote effective triage and assessment of new referrals within the Team. * Provide leadership to the Team engaging with Hospice at Home and the wider Specialist Palliative Care MDT Frameworks. * Participate and attend Governance and End of Life meetings in support of strong effective relationships with stakeholders. * Work effectively with Multi-Disciplinary Teams across care boundaries supporting patient’s choice to be at home in a safe environment. * Work closely with Human Resources to support effective recruitment and staff support with sickness and well-being management. * To maintain continuing personal contact with patients and evaluate the effectiveness of programmes of care. * To assess the needs of patients and carers requiring intervention from other professionals/therapies within or outside the hospice referring and liaising as appropriate. * To provide advice on symptom control/care management to other health care professionals as appropriate. * To support appropriate verification when a death has occurred, notifying relatives and carers as appropriate following the procedures carried out within the community. * Provide high quality timely care for the deceased patient by administering last offices as appropriate and ensuring the safe and timely removal of the body from the home working with in the procedures in place within the community. * To comply with Hospice nursing policies, standards, guidelines and procedures. To understand the obligation to comply with external stakeholder policies. * To assist the Clinical Lead /Director of Clinical Services/ Matron & Director of Quality in compiling standards to promote a high quality of patient care. * To administer drugs, and assist with their ordering and storage, in accordance with the NMC Standards for the Administration of Medicines. To recognise and report any errors or omissions in the administration of medications. * To work to develop quality improvement initiatives within the team alongside the Clinical Lead /Director of Clinical Services/Doctors/GP/DN. * Support data collection and reporting within the Hospice quality account alongside the Clinical lead/Director of Clinical Services * Report to Doctor/OOH/DN any relevant information on any safeguarding the condition of specific patients, or concerns regarding their care or treatment. * Out of hours report to the senior on call Manager as appropriate any immediate concerns related to the smooth running of the hospice at home service. * In conjunction with Clinical lead Director of Clinical Services/Matron/Director of Quality to report and manage any complaints/safe guarding concerns from patients, their relatives, or others acting on their behalf and assist with investigation of complaints as necessary – knowing your boundaries and expectations within the process. * Able to discuss and complete the lilac Trust wide UDNACPR form as a registered nurse with accreditation following completion of the approved competency framework and undergone the practical course. * To adhere to the NMC Code of Professional Conduct. * To ensure knowledge about patients is maintained in the strictest confidence, and is not divulged except to professional where it would materially assist with the programme of care or protection of the individual. (See Staff Handbook Confidentiality and Data Protection Act). |
| **Qualifications, Skills, Experience, Knowledge & Approach** | **Qualifications and/or Experience**  RGN or RN Adult Branch.  On NMC Register parts 1 or 12  ENB 931/285/237/998 or equivalent/or relevant area of study  Five years experience in Palliative Care– that equates to Degree Level  Orfive years experience in community care at D/N level – that equates to Degree Level  5 years proven leadership/management experience  Evidence of service development and implementation  Driving License/Car Owner  Desirable  Teaching qualification/experience  **Skills**   * Excellent basic nursing care skills * Excellent communication and interpersonal skills * Ability to facilitate individualized evidence-based care * Leadership insight and potential with the evidence of effective team co-ordination skills * Ability to prioritise work load and be flexible to changing demands * Ability to share knowledge with others to develop and influence practice * Able to maintain active and contemporaneous records * Well-developed coping strategies   *Personal grief resolved sufficiently to cope and perform within palliative care setting*  **Knowledge**  Able to demonstrate a good insight into palliative care principles and philosophy   * Sound pain and symptom control knowledge |

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| **Communication** | * Disseminate all relevant information received by Director of Clinical Services and Matron to team members. * To communicate effectively with patients, carers and the bereaved to establish and maintain trusting relationships. * To ensure communication between members of the hospice at home team is effective so the care needs to patients are easily transferred to the person or persons assuming continuity of care at shift changeovers. * Maintain effective liaison with Clinical Nurse Specialists, Medical team, inpatient team, Hospital Team, GP’s /D/N’s/Community Matron’s * Work closely with Clinical Nurse Specialists team to ensure that there is excellent communication between the teams with regard to support and care of patients in the community. * Liaise with all members of the multidisciplinary team who contribute towards hospice at home services. * Develop and maintains effective relationships with members of the Primary Health Care Team and all other agencies involved in delivering care in the community. * To offer a high level of emotional support to patients and/or carers particularly during the breaking of bad news and around time of death. * To contribute to bereavement care offered to families by facilitating bereavement interviews and assessing risk factors for bereavement, referring to the bereavement service as necessary. * To sensitively handle out of hours enquires from patients and carers. * To develop and maintain effective working relationships with other members of the Nursing Team, and all other Hospice employees, including volunteers. * To promote the aims and ideals of the Hospice service to the general public. |
| **Internal & External Contacts** | **Internal:** Patients, carers and relatives. All Hospice staff and volunteers  **External:** Patients, carers and relatives, NHS Trusts, Primary Health Care Teams, other Hospices and Charitable organisations, Nursing Homes, Social Services, Emergency Services, Funeral Directors, Coroner. |

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| **Decision Making** | * Freedom to make decisions within the boundaries of the job description * Responsible for knowing own limitations and when to seek help or advice |
| **Mental and Physical Consideration, Working Conditions & Environment** | * Mentally tiring due to prolonged episodes of listening and support for patients/carers and staff. * Occasional requirement to exert moderate effort for several short periods. * Regular safe moving/handling of patients and equipment, including beds, mattresses, chairs and as necessary. Regular bending and stretching involved. |
| **Health & Safety** | * Contribute towards ensuring that exposure to risk is minimised through safe practice and awareness of health and safety and infection control * To ensure that equipment is kept clean and in good working order, checked routinely and that any defect or malfunction is reported to the Director of Clinical Services and Matron/Director of Quality. * To act at all times to promote the safety and wellbeing of patients. * To ensure the safe storage and use of hazardous substances according to COSHH regulations. * To be aware of the security of the hospice building out of office hours, and to be aware of security within the patients’ home * To ensure that any observed actual or potential Health & Safety hazards/concerns or issues are immediately reported to Director of Clinical Services and Matron/Director of Quality * To ensure that the procedure for the care of patients’ effects is observed, as detailed in the Staff Handbook and as per community procedures * Work within the hospice lone worker policy – to ensure staff within the team adhere to the lone worker policy. |
| **Assistance** | * The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety. |

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| **General Data Protection Regulations** |
| Under the provision of the General Data Protection Regulation 2018 (GDPR), it is the responsibility of every employee and volunteer to ensure that all data, whether electronic or manual, is kept secure at all times. This includes data relating to patients, members of staff and volunteers. Data must not be disclosed to any unauthorised person and must be regarded as strictly confidential at all times. Failure to adhere to this instruction will be regarded as serious misconduct and could lead to dismissal. Further information can be obtained from the Confidentiality and Information Governance including Caldicott and GDPR compliance procedure. |

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| **Rehabilitation of Offenders Act 1974** |
| This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are ‘spent’ must be declared. Previous convictions will not necessarily preclude an individual from employment within the Rowans Hospice but must be declared in writing at the appropriate stage during the recruitment process. |

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| **Signatures**  This Role Summary is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job alongside your KPIs. The Role Summary remains flexible to cope with the changing needs of the job and is subject to review in line with the services of Rowans Hospice Charity. |
| Signed: ……………………………………………………… Date: ……………………………..  **Employee**  Signed: ….…………………………………………………… Date: …………………………….  **For and on behalf of the RHC** |