

## ROLE PROFILE

### Living Well Services Senior Staff Nurse

#### About Us

Rowans Hospice is a charity that provides free care and support to adults and their families living in the Portsmouth and South East Hampshire region who have a life-limiting illness. Established in 1994, our income is generated by ongoing support of the local community, donations, legacies, fundraising and through our retail shops.

Many people think that hospices are all about dying, but through our many different services, we support people to live as well as they can with their illness. From the moment of diagnosis through to bereavement support. Our Living Well Services put an emphasis on living with a life-limiting illness and patients and carers can drop in and gain advice and support to maintain individuals' resilience.

The Hospice is also supported by an assembly of volunteers, from various backgrounds and ages who are crucial in supporting the teams to ensure people live well to the end of their life and attain a good death within a caring and compassionate environment.

#### Your Role

The Senior Staff Nurse role will work within the Rowans Living Well Services, which is led by the Living Well Services and Community Engagement Manager who are responsible to Deputy Chief Executive and Clinical Director. The role is based at Rowans Living Well Centre, Purbrook.

#### Job Purpose

The post holder is responsible for contributing to the assessment and the implementation of programmes of care for users of the Living Well Services and community Hubs in association with the Living Well Centre Manager.

The post holder is also expected to carry out all relevant forms of care without direct supervision and to supervise, where necessary, other qualified, unqualified and volunteer staff within the Living Well Centre. To ensure continuity of set programmes of care in the absence of the Living Well Services and Community Engagement (LWS Manager) Manager.

#### Key Working Relationships

- Staff and Volunteers at LWS and Rowans Hospice
- Facilitators for the activities delivered in Centre
- Community Hubs – staff and volunteers from those charities
- Macmillan CAB
- Specialist Palliative Care Teams and Hub
- GP practices with Social Prescribers and Care Coordinators and well as GP's
- Specialist Palliative care teams within Hospital
- Specialist teams and charities such as MND Parkinson's, Huntington's dementia Heart Failure and Pulmonary Fibrosis

Patients Carers and Bereaved.  
Veterans Services.

This list is not exhaustive.

## **Key Areas of Responsibility / Key Accountabilities**

### Role Specifics

In conjunction with the LWS Manager: provide a Monday to Friday 9-4 pm (Wednesday till 6pm) service including Community Satellite hubs -

To support the growing need for those who may look to The Rowans Hospice for help and support before they reach the final stages of their life

To support a service where there are opportunities to inform, support, care and re-able people, their families and friends, who are affected by the diagnosis of a life shortening or incurable illness or indeed to those who are approaching the end of their natural life span.

To support an environment that provides companionship for both the patient and carer.

To maintain the health and well-being of the local community and as far as this may be possible, support people in the process of Future planning and decision making; helping them to remain in control of their lives for as long as this may be possible

Ensure each patient/carer is assessed /triaged and a programme of care and therapies arranged to support their individual needs.

To assess the needs of patients and carers using tools IPOS and CSNAT requiring intervention from other professionals/therapies within and outside the hospice and refer appropriately.

To liaise with members of the clinical team, Hospice Companions Co-Ordinator, Volunteers Service Manager, and relevant Primary Care and Social Care professionals to facilitate the continuity of patient care within the community.

To liaise with other in-patient/out-patient departments of hospitals as appropriate.

In conjunction with The LWS Manager support the expansion and extension of current services, providing more therapy sessions for a greater number of people; offered flexibly throughout the week. To promote a therapeutic environment utilising the skills of therapist/artists working within the setting and taking an active part in special projects i.e., Work/Mindfulness

To provide advice on symptom control/care management Living Well Services patients to other health care professionals.

To report to the LWS Manager / Deputy LWS Manager /Hospice Doctor/Palliative Care Hub any relevant information on the condition of specific patients, their care or treatment.

To report to the LWS Manager / Deputy LWS Manager / Director of Clinical Services any matter affecting the smooth running of the centre and community hubs

To report any complaints/safe guarding concerns from patients, their relatives, or others acting on their behalf to the LWS Manager Deputy LWS Manager / Director of Clinical Services and assist with investigation of complaints as necessary – knowing your boundaries and expectations within the process.

To ensure knowledge about patients/carers is maintained in the strictest confidence, and is not divulged, except to professionals where it would materially assist with the programme of care or protection of the individual

To demonstrate a consistent level of courtesy and consideration to patients, their relatives and visitors.

To promote a high quality of care by adhering to set standards.

### Management

In the absence of the LWS Manager / Deputy LWS Manager to take responsibility for the efficient and effective running of the Living Well Services including Community Hubs and commitments to community outreach. This includes the smooth running and overview of the rota for both staff and volunteers.

In conjunction with the LWS Manager / Deputy LWS Manager to support the members of the whole LWS in the mental health and wellbeing of the team, training and communication as appropriate – including volunteers.

In conjunction with the LWS Manager and LWS deputy Manager create a positive and effective work environment where team members feel valued, motivated, and empowered.

Participate in critical incident review and risk management reviews in line with Clinical Governance recommendations.

To support change within the hospice environment and LWS, supporting decisions by Managers. This includes acknowledging the need for change when necessary, addressing concerns, providing resources and support, and fostering a positive attitude towards the transition alongside the LWS Manager/LWS Deputy Manager

To promote a harmonious environment by offering support to staff and giving them the opportunity to vent their feelings. Ensuring staff have access to supervision or opportunities to debrief. Escalating to LWS Manager where needed.

To assist with the recruitment of staff as appropriate including shortlisting and interviewing.

To comply, and where appropriate help inform, with hospice policies, guidelines, standards and procedures.

To support and encourage audit, surveys and evaluations with the intention to aid LWS reporting.

- To attend meetings and supervision as directed and ensure the team have the access.

- To promote a high quality of care by adhering to set standards, and ensuring the team have access to appropriate resource.

- To promote the aims and ideals of the hospice and LWS service to the general public. This may include attending support groups and external services to promote the LWS and participating with fund-raising activities.

- To undertake appraisals of Band 5 and HCSW with support from LWS Manager and Deputy LWS Manager and support assessments when needed for students on placement

### Person Specification

- Experience, knowledge and qualifications
- Professional Qualification–RGN.
- On relevant professional register
- Relevant post qualifying qualification
- Experience in Specialist / Palliative Care
- Experience of supervising junior staff

### Essential Competencies

- Excellent interpersonal skills and the ability to interact well with the team, clients, volunteers and the bereaved.
- Excellent verbal and written communication skills and the ability to prepare comprehensive notes.
- Understanding of grief and bereavement counselling.
- Decision making, being responsible for knowing appropriate limitations of the role and when to seek further advice.
- Able to manage unexpected disruption or changes in your daily routine or schedule.
- Able to handle high-pressured and emotional situations in a busy environment.
- Ability to manage sensitive and confidential information.
- Able to show effective time management and diligence skills.
- Strong analytical and data-inputting skills and ability to manage multiple tasks at a time.
- Leadership insight 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

### Desirable Competencies

(List what is required – ideas below)

- Adaptable to changing IT and technical software systems and open to learning.
- Experience of using SystemOne database.
- Teaching qualification/experience
- Interest/qualifications in therapeutic interventions. i.e. Complementary Therapies, counselling

## Other

Undertake any duties, which may be reasonably required within the scope of the role.

Good understanding of palliative care principles and philosophy within a therapeutic day services environment.

Good pain and symptom control knowledge

Please note that this job description is not exhaustive, and you may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Rowan's Hospice is committed to equality of opportunity and to eliminating discrimination. All employees are expected to follow our Code of Conduct and comply with policies and procedures. They must also undertake specific training and assume responsibility for safety relevant to specific roles.