

## ROLE PROFILE

### 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 with the Hospice at Home service, which are led by the Hospice at Home Manager who are responsible to the Clinical Director. The role is based at Rowans Hospice, Purbrook.

#### Job Purpose

The post holder is responsible for contributing to and the implementing of programmes of care within a patient's home.

The post holder is also expected to carry out all relevant forms of care without direct supervision and to supervise, where necessary, other qualified and unqualified staff within the primary nursing team.

#### Key Working Relationships

Patients, relatives and caregivers  
Hospice at Home Deputy Manager/Manager  
Health and social care professionals from other organisations (social services)  
NHS trusts  
Primary Health Care Teams  
Nursing Homes  
Emergency Services  
Funeral Directors  
Coroner  
Other Hospices or organisations related to palliative care and bereavement.

## Key Areas of Responsibility / Key Accountabilities

### Hospice at Home Service

- To triage/accept patients and carry out assessments of patients, develop programmes of care. Ensure that programmes are implemented throughout the 24-hour period within the patient's home. Community setting demands continued risk mitigation by assessment
- To maintain continuing personal contact with patients and their relatives and contribute with the evaluation of programmes of care. Whilst prioritising & allocating care according to patient care service demands
- To carry out specific treatments and clinical procedures. To base clinical practice on current research-based evidence. Evaluating & implementing symptom management as appropriate
- To assess the needs of patients and carers requiring intervention from other professionals/therapies within and outside the hospice and refer appropriately seeking support from senior staff as appropriate
- Ongoing assessment of symptom control /care management
- To verify when a death has occurred, notifying relatives and carers as appropriate following the procedures carried out within the community
- To 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 within the procedures in place within the community
- To report to the Hospice at Home Team Lead/Co-ordinator / Senior Hospice Nurse/ Hospice Doctor/ GP or D/N any relevant information on the condition of specific patients, their care or treatment
- Out of hours to report to the on-call Hospice Doctor/OOH/DN any relevant information on the condition of specific patients, their care or treatment
- Out of hours report to the on call Clinical Nurse Manager as appropriate any immediate concerns related to the operations of the hospice at home service
- To report any feedback, concerns and complaints from patients, their relatives, or others acting on their behalf and assist in the investigation as appropriate
- 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 adhere to the NMC Code of Professional Conduct
- To report to the Hospice at Home Team Lead/Co-ordinator/ Clinical Lead any matter affecting the smooth running of the hospice at home service
- To ensure knowledge about patients 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 (See Staff Handbook Confidentiality / Data Protection Act)
- In conjunction with H@H Team Leader report any complaints/safeguarding concerns from patients, their relatives, or others acting on their behalf to the H@H Team Leader/Clinical Director and assist with investigation of complaints as necessary – knowing your boundaries and expectations within the process

- To demonstrate a consistent level of courtesy and consideration to patients, their relatives and visitors – respecting that you are working within the patient’s own home
- To promote a high quality of nursing by adhering to set standards
- To contribute to the ordering and storage of clinical stores required for hospice at home
- To ensure that all nursing records are completed and updated at each shift change over shift in line with the policies within the community
- Complete assessment of bereavement vulnerability and liaise where necessary with Psychology/Bereavement Team
- To ensure that clinical stores utilised from the Inpatient Unit for community patients are used efficiently and economically
- To ensure that Infection Control standards are maintained at all times, participating in audits and monitoring as required
- To contribute to the development of HCSWs and student nurses by ensuring delivery of effective induction programmes and continuing development through appraisal and education
- To attend lectures, formal meetings etc. to maintain professional update, adhere to aspects related to the Health and Safety at work act and promote the effective running of the service and participate in research.

### Management

- To deputise in the absence of the Co-ordinator. To take responsibility as Senior Staff Nurse and co-ordinate when rostered for the efficient running of the Hospice at Home Team
- To manage the process of receiving and responding to referrals to Hospice at Home Service, prioritising the workload of the team and managing and allocation of care
- To support change within the hospice at home team and supporting decisions by Managers
- To report to the Team Lead/Co-ordinator/Clinical Director any matter affecting the smooth running of the unit or the hospice at home service
- To support and supervise members of the hospice at home team and volunteers
- To chair Team Meetings at the request of Team Lead/Co-ordinator, reporting to them on their return or, if necessary, Clinical Director
- Assist Team Leader/Co-ordinator with the recruitment of staff to include short-listing, interview selection, induction of staff and probationary review for their team members
- In conjunction with Team Leader/co-ordinator, carry out annual appraisals for all nursing staff within the hospice at home team
- Promote clinical supervision, critical incident review and risk management reviews in line with Clinical Governance recommendations
- In conjunction with Team Leader, to ensure staffing levels are maintained at the optimal level, writing staffing rotas, booking bank nurses, altering shifts and booking bank nurses to cover sickness/study leave
- To allocate tasks, considering skill mix, ensuring continuity of care for the patients and their carers within the home

- To promote a harmonious working environment, dealing with discord between staff members as able, reporting all incidents to Team Leader/Clinical Director/Chief Executive
- To respect that care is being carried out in a person's home
- To demonstrate a consistent level of courtesy and consideration to patients, their relatives and visitors and ensure that this is also observed by staff supervised by the post holder
- To attend meetings as directed
- To contribute to the development of care provision by participating in standard setting and clinical audit in accordance with the Hospice clinical governance framework
- To comply with all clinical and non-clinical Hospice policies and procedures and all information detailed in the staff handbook
- To participate in the collection of data for approved survey, research management, planning projects and auditing.

## Learning and Development

- To develop and maintain own knowledge and skills in Palliative care
- To maintain and extend management knowledge and skills
- To attend all Mandatory Training
- To have a basic awareness of current research and developments within palliative care settings
- To undertake training and development as required for Hospice and personal development using clinical supervision, Key performance Indicators (KPI's) and Annual Appraisals as a basis for identifying training needs
- To assist the Team Lead/Co-ordinator/Clinical Director in identifying the training and development needs of individuals within the hospice at home team and to participate in relevant programmes
- Completion of drug competency required both in community and ward setting.

## Communication

- 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
- To offer emotional support to patients and/or carers particularly during admission, breaking of bad news and around time of death seeking advice from senior staff as appropriate
- With the support of the Hospice at Home Co-ordinator, contribute to bereavement care offered to families by facilitating bereavement interviews and assessing risk factors for bereavement, referring to the bereavement service as necessary
- With the support of the hospice sensitively handle out of hours enquires from community patients and carers
- To develop and maintain effective working relationships with other members of the hospice at home team, and all other Hospice employees include volunteers.
- To promote the aims and ideals of the Hospice service to the general public

- Maintain effective liaison with Clinical Nurse Specialists, Medical team, inpatient team, GP's and D/N's/Hospital Teams
- 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.

### Person Specification

Experience, knowledge and qualifications

RGN or RN Adult Branch  
 On NMC Register parts 1 or 12  
 ENB 931/285/237/998 or equivalent/or relevant area of study  
 Two years' experience within a Palliative Care setting  
 Driving License/Car Owner

Essential Competencies

Experience of supervising junior staff  
 Proven leadership/management experience Excellent basic nursing care skills  
 Excellent communication and interpersonal skills  
 Able to demonstrate a good insight into palliative care principles and philosophy  
 Able to demonstrate an understanding of palliative care symptom knowledge including and not exhaustive of; pain, nausea and vomiting, terminal agitation, bowel obstruction  
 Able to demonstrate an understating of pharmacological and non-pharmacological interventions to support symptom management  
 Ability to facilitate individualised evidence-based care  
 Leadership insight and potential with the evidence of effective team co-ordination skills  
 Ability to prioritise workload 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.

Desirable Competencies

Communication qualification/experience  
 uDNACPR training  
 Physical Assessment and History Taking  
 Experience of using SystemOne database  
 Regular safe moving/handling of patients and equipment, including beds, mattresses, chairs and as necessary as regular bending and stretching involved.

### Other

- Mentally tiring due to prolonged episodes of listening and support for patients/carers and staff.

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