



Jersey Hospice Care
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JOB DESCRIPTION

Job Title:	Clinical Nurse Specialist (Jersey General Hospital)
Reports to:	Lead Nurse
Department:	Specialist Palliative Care Team
Hours:	37.5 hours
Working Pattern:	Monday to Friday 9-5 with a requirement to participate in a telephone on call rota, covering out of hours (5pm to 8am each weekday and will also include full days i.e. 24/7, weekends, Bank and Public Holidays)
Contract Type:	Permanent
Pay Code:	Pay Grade NM06
Salary Range:	£76,921 - £80,684

General

Jersey Hospice Care (JHC) is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

Job Summary

The post holder will work within the policy framework of the hospice in its provision of specialist palliative care by contributing to the team in ensuring that the clinical aims and objectives of the JHC are met within Jersey General Hospital (JGH).

The post-holder will provide specialist knowledge and skills to ensure the delivery of Specialist Palliative Care across all areas of the hospital. They will be self-motivated and able to work independently as well as part of the multi-professional team prioritising work and flexibly responding to changing situations.

The post holder will foster good working relationships and communicate with members of the multi-disciplinary team, other healthcare professionals and service users to ensure the delivery of high standards of effective specialist palliative care. They will demonstrate a professional and pro-active approach, providing expert clinical practice and advice which will also include involvement in clinical audit, education, and research programmes within JHC.

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

Job Context

The Specialist Palliative Care Team (SPCT) is an island wide team covering hospice, community, and hospital. The team works collaboratively with all health care professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential homes or in hospital.

The post holder will be employed by Jersey Hospice Care and whilst based at Jersey General Hospital there will be a requirement when needed to support care delivery through cross cover with the community teams.

Core working hours are 9.00am to 5.00pm, although flexibility will be required. The team adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

Nature and Scope of Role

The accountabilities of the role will include but are not limited to the following areas:

- 1. Clinical Practice**
- 2. Professional Leadership and Management**
- 3. Clinical Audit and Service Development**
- 4. Education and Training**

In addition, the post holder is required to operate in adherence to Jersey Hospices Care Culture Pathway, Vision, Mission, Values and Behaviours.

1. Clinical Practice

- Demonstrate advanced clinical judgement in the assessment, planning, implementation, and evaluation of the total care of the patient with complex palliative needs, and their family, ensuring care is individualised, evidence based and is of the highest standard and quality.
- Work closely with all members of the Multi-Disciplinary Team (MDT) within both JHC and JGH, including members of the JHC medical support model which comprises of our Consultant, Associate Specialist and Staff Grade doctors.
- Participate in weekly ward rounds with either the Consultant or Associate Specialist.
- Maintain and manage hospital caseload and referrals through the electronic record system within the hospital.
- In conjunction with the Specialist Palliative Care Pharmacist, ensure hospital medicine policies are adhered to.
- Monitor and evaluate nursing documentation continuously and implement any required actions to ensure high quality professional record keeping in accordance with JHC and NMC requirements.
- Manage clinical issues, assessing and advising patients and relatives including in crisis situations where significant barriers to acceptance of help will need to be handled using the highest level of interpersonal and communication skills.

- Ensure that the principles of infection prevention and control are embedded within standard processes by ensuring adherence to JGH infection control policy and report any witnessed poor practice.
- Ensure that all JHC and JGH clinical care policies and procedures, and the NMC professional codes of conduct are adhered to at all times. .
- Give support and advice to Hospital patient's families and other Health Care Professionals.
- Keep up to date with new nursing skills and be prepared to initiate changes as and when appropriate in consultation with the Senior Nurse.
- Act in a way that upholds patient and staff confidentiality at all times.
- Act sensitively and be the patients advocate to ensure that the patient's perspective is heard within the wider multidisciplinary, community and health and social care teams to inform decision making.
- To actively promote and embed the Gold Standards Framework programme within the hospital setting.
- Promote identification of specific goals in relation to supportive, rehabilitative and specialist palliative care needs that may require input from the wider MDT and Family Nursing and Home Care & Social Work Teams.
- Utilise staff support systems, e.g., clinical supervision, reflective practice, ensuring they are accessed within normal working practice and hours.
- To utilise the electronic patient administration system (EMIS and MAXIMS and make full use of the information and technology resources available, becoming skilled in the system to ensure high quality patient care is evidenced and documented in a timely manner.
- To ensure accurate and contemporaneous records, inputting patient data as required by JHC and JGH, and respecting confidentiality of all personal data stored in line with the requirements of the Data Protection Act.

2. Professional Leadership and Management

- Maintains current registration with the NMC ensuring revalidation requirements are submitted in a timely manner.
- Work within the guidelines laid down by the NMC's Code of Professional Conduct, embedding the Code of Conduct in everyday practice.
- Accepts professional accountability for own clinical practice.
- Demonstrates and embeds the professional values and beliefs as agreed by JHC.
- Actively participate in regular team meetings to ensure awareness and understanding of operational and organisational information and takes a proactive role in making suggestions or decisions around aspect of improvement to the patient's experience.
- Manage own time and work effectively to meet the objectives, skills and competencies required for the role within working hours.
- Actively participate in the hospice's individual performance review process to identify own learning needs and take necessary steps in order to reach personal and professional objectives.
- Participate in the wellbeing, resilience and one team training programme provided by JHC and ensure the principles are embedded within the professional environment.
- Actively establish and develop relationships with internal and external agencies and organisations as part of a wider system of promoting the hospice with key stakeholders.
- Attend the MDT meetings to provide expert opinion on patient and clinical care issues.
- Participate proactively in meetings within the hospital and hospice as required i.e., MDT's, community engagement, joint meetings between JHC and external organisations.

- Promote a culture of positive attitudes and wellbeing, ensuring the post holder always acts professionally.

3. Clinical Audit and Service Development

- Undertake research, audit, and quality initiatives, encouraging participation and awareness throughout the team.
- Identify potential risks and actively participate in carrying out risk assessments within the working environment. Use valid risk assessment tools ensuring that the SPCT risk register is populated as appropriate, and any concerns are escalated to the Senior Nurse in line with the NMC's Code and organisational policies.
- Maintain own awareness of, and comply with, policies and procedures relating to Health and Safety, whether statutory or JHC.
- Ensure the post holder is trained, competent and validated to use equipment safely and accurate records are maintained.
- Ensure all equipment used is in accordance with instructions and departmental procedures, reporting faults as necessary.
- Ensure incident reporting is expedited promptly and appropriate action plans completed.
- Demonstrate critical analysis skills to evaluate relevant research findings in order to develop current and future practice.
- Identifies when audits and evaluation of work is required to develop and improve palliative/ end of life care for patients and their carers.
- To contribute to JHC's Governance framework and ensure active participation in relevant meetings.
- To be aware of professional responsibilities and comply with all appropriate policies, standards, and guidelines.
- Act as an ambassador for JHC, representing JHC at external meetings and events as required.

4. Education and Training

- Participate in orientation and induction programmes for new staff, teach students and take on mentorship of new staff.
- Take responsibility for life-long learning, promoting a culture of continuous improvement with regard to clinical practice.
- To be an exemplary role model to all peer colleagues, new staff, volunteers, and visitors to the service.
- Provide a verbal or written report and disseminate to colleagues and other team members any learning, knowledge gained from attending study/ training days.
- Undertake professional development and maintain own levels of specialist palliative care knowledge, competence, and skill level in complex symptom control management, teaching and communication skills.
- Keep up to date with new nursing skills and be prepared to participate in initiating changes as and when appropriate.
- As part of the SPCT, work collaboratively with the Education Team to share clinical knowledge and expertise with staff within the hospital and Hospice and participate in the delivery of formal education programmes to meet the needs of health care staff and other agencies island wide.

- Actively participate in morbidity and mortality reviews
- Work alongside clinical teams within the hospital to provide education and support with addressing end of life care issues, including acting as an expert resource for staff using syringe pumps, anticipatory prescribing, providing direction and guidance on using the devices and EOLC medications.
- Teach patients and relatives and carers about their condition, treatment, health promotion and self-help options.
- Undertake mandatory training in line with JHC requirements.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Jersey Hospice Care are expected to comply with the general duties detailed below as well as the policies, procedures and guidelines of Jersey General Hospital:

Infection Prevention and Control - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

Safeguarding - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children, and young persons. All employees are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-clinical employees and all clinical employees will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

Information Governance - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All employees have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

Governance - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health & Safety - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, employees, self, or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all employees must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Volunteers – All employees have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

OTHER INFORMATION

Data Protection - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

Equal opportunities statement - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforce. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion, or age. We oppose all forms of unlawful and unfair discrimination.

Jersey Hospice Care operates a strict no smoking policy.

NB: Although this is a comprehensive job description, you may be required to undertake other duties assigned by Jersey Hospice Care in response to organisational or service demands.

PERSON SPECIFICATION Clinical Nurse Specialist (Hospital Based)		
Essential Criteria for selection		Desirable Criteria for selection
Qualifications and Training	<ul style="list-style-type: none">• 1st level Registered Nurse with current NMC registration• 1st Degree in a Health and/or Social Care related subject• Palliative Care award/qualification.• Evidence of working towards a post graduate Palliative Care qualification /award or equivalent• Demonstrates commitment to successful completion of a nonmedical prescribing qualification• Completion of Advanced Communication skills training	<ul style="list-style-type: none">• Masters in Palliative Care award at equivalent level modules/credits• Post Graduate qualification in palliative care.• V300 Independent Nurse Prescriber• Mentorship or teaching qualification/module or award

Knowledge and Experience	<ul style="list-style-type: none"> • Has significant post qualification experience of and experience of working within a palliative care setting • Expert knowledge of palliative care symptom management, and palliative care/end of life care emergencies • Experience of informal teaching • Knowledge and participation of audit and benchmarking • Knowledge of professional and political issues in health care • Clear understanding clinical governance 	<ul style="list-style-type: none"> • Palliative Care experience in a hospital setting • Awareness and understanding of commissioned Health Care Standards • Previous experience and/or knowledge of working within the charitable sector • Previous experience of teaching within a formal setting • Previous experience of leading and implementation of change following clinical audit
Technical abilities	<ul style="list-style-type: none"> • Good IT skills e.g., in Word processing, Excel, Outlook and Power Point • Car driver/owner with current and clean licence • Experience of using cloud based electronic patient records e.g., EMIS 	<ul style="list-style-type: none"> • Previous experience of working with electronic rostering systems
Personal attributes	<ul style="list-style-type: none"> • Dynamic, confident, and assertive • Ability to present a positive and professional image • Flexible and adaptable in approach to own role and working pattern • Motivational and enthusiastic team player • Innovative approach and ability to inspire • Reliable and dependable prepared to work outside normal hours as required by the role and service needs • Proven committed to lifelong learning and continuous professional development • Ability to communicate effectively with patients living with a life limiting condition • Ability to communicate difficult and sensitive information • Ability to develop effective interpersonal relationships with colleagues • Ability to present written information in a logical manner 	

	<ul style="list-style-type: none"> • Ability to work independently and flexibly under pressure • Effective negotiation and problem-solving skills 	
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JERSEY HOSPICE CARE BACKGROUND

Specialist Palliative Care Team – The Specialist Palliative Care Team works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

Living Well Team – works in partnership with other providers to support patients and families from the point of diagnosis. They are based in the community and hospital and support with physical challenges such as pain or fatigue, emotional or psychological support. Signpost and support with social or financial worries, support with spirituality and help patients and families plan for the future in whatever way matters most to them.

Out of hours telephone on call – operates 5pm- 9am Monday to Friday then 5pm Friday to 9am Monday morning. Is staffed by specialist nurses and staff grade doctors and provides on island telephone advice to health professionals.

In Patient Unit – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

Bereavement & Emotional Support Service – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

Education, Learning and Development Team - The Education, Learning and Development Team co-ordinate a broad range of academic and competency-based education programmes to support our employees irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey's health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

Retail - There are two Jersey Hospice Care shops; a town shop in St Helier and a country shop in St Ouen, both operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

Income Generation team - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat

Festival, 5000 Club and Christmas Tree collections.

Volunteers - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

Support Services - The Support Services' employees are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team, and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.