



Jersey Hospice Care
your care, your choice, your time

JOB DESCRIPTION

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| Job Title: | Clinical Nurse Specialist (CNS) / Clinical Paramedic Specialist (CPS) |
| Reports to: | Lead Practitioner |
| 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: | £75,921.00 - £80,684.00 |

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 play a pivotal role within Jersey Hospice Care's progressive and patient-centred framework, actively contributing to a dynamic team dedicated to delivering exceptional specialist palliative care across the Island. As a key member of our service, they will bring specialist knowledge, skills, and a passion for excellence to help drive forward JHC's clinical aims and objectives.

This is an exciting opportunity for someone who is self-motivated and confident working autonomously. The successful post-holder will manage their own caseload with agility and innovation, responding proactively to evolving situations and ensuring the highest level of compassionate, expert care.

Collaboration lies at the heart of this role. The post-holder will build strong, positive relationships with our multi-disciplinary team, wider healthcare partners, and service users to ensure seamless, high-quality care. They will act as a champion of best practice through expert clinical input, leadership, and meaningful involvement in clinical audit, education, and research initiatives that help shape the future of palliative care at JHC.

As part of our Island-wide community service and on-call telephone support, the post-holder will work across all healthcare boundaries, contributing to an integrated, responsive and forward-thinking care environment.

This job description serves as a guide to the scope and spirit of the role. Responsibilities may evolve over time to reflect the changing needs of our service and the community we proudly support. It does not form part of the contract of employment.

Job Context

The Specialist Palliative Care Team (SPCT) is a vibrant, Island-wide network that proudly connects hospice, community, and hospital care into one seamless circle of support. United by compassion and expertise, the team partners with healthcare professionals across every corner of the Island to ensure that patients and their families receive truly exceptional guidance, comfort, and specialist care—wherever and whenever they need it most. In this dynamic role, the post-holder will experience the full breadth of palliative care across the community and Jersey General Hospital. This rotation brings rich variety and the privilege of making a meaningful difference in multiple care settings. While core hours are 9:00am to 5:00pm, the role invites flexibility to respond to the evolving needs of our community. The post-holder will also contribute via an on-call rota, to our vital out-of-hours Specialist telephone on-call service, offering specialist clinical advice to other healthcare professionals and expert support during evenings, weekends, and Bank and Public Holidays. The SPCT's collaborative, multidisciplinary spirit is the heartbeat of the service. Together, the team brings specialist clinical skills, empathy, and creativity to deliver complex symptom management and deeply holistic care. Every interaction, every conversation, and every shared decision is guided by a commitment to helping patients live with the greatest comfort, dignity, and quality of life possible. This is more than a role—it's an opportunity to be part of an inspiring team that is leading specialist palliative care across the Island.

Nature and Scope of Role

The accountabilities of this role reflect its breadth, influence, and opportunity to make a meaningful difference to islanders. The post-holder will contribute to four key areas that shape the quality and future of our service:

- **Clinical Practice** – delivering expert, compassionate, and innovative care that supports patients and families at the moments that matter most.
- **Professional Leadership and Management** – acting as a role model and positive force within the team, helping to inspire excellence, nurture collaboration, and uphold the highest standards of practice.
- **Clinical Audit and Service Development** – driving continuous improvement through reflective practice, quality initiatives, and a commitment to shaping services that evolve to meet the needs of our community.
- **Education and Training** – sharing specialist knowledge to empower colleagues, students, and partners across the Island, and contributing to a culture of continual learning and growth.

In addition, the post-holder will embody and actively champion the Jersey Hospice Care Culture Pathway—bringing our Vision, Mission, Values, and Behaviours to life in every interaction. This role is not only about delivering exceptional care; it is about contributing to a shared purpose, inspiring others, and helping build a hospice service that leads with compassion, innovation, and integrity.

1. Clinical Practice

- Deliver exceptional, personalised palliative care using specialist clinical judgement to assess, plan, implement, and evaluate care for patients with complex needs and their families.
- The post-holder will work in close collaboration with the Living Well Team, providing specialist palliative care expertise to support them in managing complex clinical situations and enhancing the quality and safety of care across community and clinic settings. They will offer specialist assessment, decision-making, and symptom-management input, enabling the Living Well Team to continue delivering high-quality generalist support while ensuring patients and families receive timely access to specialist-level intervention when needed.
- Work collaboratively across the Island, building strong relationships with the multidisciplinary teams at Jersey Hospice Care (JHC), Jersey General Hospital (JGH), GPs, Family Nursing and all other healthcare providers.
- Actively participate in MDT meetings and ward rounds across hospital, hospice, and community settings, helping shape shared clinical decisions.
- Working autonomously, manage and prioritise caseloads and referrals confidently, using EMIS and MAXIMS to ensure smooth and effective service delivery.
- Champion safe and effective medicines management, working in close partnership with the Specialist Palliative and End-of-Life Care Pharmacist, and exercise responsibilities as an independent prescriber, ensuring the safe initiation, review, and optimisation of medicines in line with professional standards and patient-centred best practice.
- Ensure excellence in clinical documentation, monitoring standards and driving improvements in record-keeping across the service.
- Provide expert support in complex or crisis situations, using advanced communication and de-escalation skills to guide patients, families, and colleagues.
- Promote and embed the Gold Standards Framework across all care settings to raise the quality and consistency of palliative and end-of-life care.
- Act as a dedicated patient advocate, ensuring every individual's voice and preferences are central to care decisions.
- Engage in reflective practice and clinical supervision, supporting your own wellbeing and contributing to a positive, resilient team culture.
- Maintain accurate, confidential, and contemporaneous records in line with Data Protection legislation, professional standards and organisational policies.
- Work within a commissioned service, holding responsibility for key performance indicators (KPIs) and contributing to the delivery of the local End-of-Life (EOL) Care Strategy, including active involvement in Learning from Deaths processes. They will ensure job plans support high-quality community practice and use patient and family feedback to drive continual service improvement.
- Promote and facilitate holistic, person-centred support by recognising and responding to the spiritual needs of patients and those important to them.

2. Professional Leadership and Management

- Maintain active registration with the NMC or HCPC, confidently meeting revalidation requirements and demonstrating a commitment to ongoing professional growth.
- Register with, and maintain full compliance with, the Jersey Care Commission's local registration requirements for your profession, actively participate in JCC inspections, and meet all professional obligations to maintain registration.
- Work in alignment with professional standards and JHC policies, ensuring care is safe, ethical, and delivered with integrity at all times.
- Take ownership of your clinical practice, embracing professional accountability and consistently striving for excellence.
- Engage fully in team meetings, performance reviews, and wellbeing initiatives, contributing to a supportive, reflective, and high-performing team culture.
- Build and nurture strong relationships with a wide range of internal and external stakeholders, helping to strengthen collaboration across the Island.
- Champion a positive, professional culture, promoting wellbeing, mutual respect, and a can-do approach in every interaction.

3. Clinical Audit and Service Development

- Drive continuous improvement by contributing to research, audit, and quality initiatives, and encouraging team-wide engagement.
- Proactively identify and assess risks using validated tools, updating the SPCT risk register, and escalating concerns in line with professional codes and organisational policies. Champion a safe working environment by maintaining full awareness of Health & Safety responsibilities and adhering to all statutory and JHC procedures.
- Ensure competence and confidence in the safe use of clinical equipment, keeping training up to date and maintaining accurate validation records.
- Use all equipment safely and according to guidelines, promptly reporting faults or issues when identified.
- Promote a culture of openness and learning by ensuring timely incident reporting and completion of action plans.
- Apply critical analysis to evaluate research and evidence, helping shape and advance best practice.
- Recognise when audits are needed and support initiatives that enhance palliative and end of life care for patients and their loved ones. -of-life care for patients and their loved ones.
- Actively contribute to JHC's Clinical Governance framework, taking part in relevant meetings and shared decision-making processes. making processes. -making processes.
- Uphold professional standards by complying with all policies, guidelines, and codes of practice.
- Represent JHC with pride and professionalism, acting as an ambassador at external meetings and events.

4. Education and Training

- Support and inspire new team members by contributing to staff orientation, induction, student teaching, and mentoring of new colleagues.
- Champion lifelong learning, promoting a culture of continual growth and excellence in clinical practice.

- Act as a positive role model, demonstrating professionalism and compassion to colleagues, new staff, volunteers, and visitors.
- Share learning widely, providing verbal or written feedback to colleagues after attending study days, training, or educational events.
- Maintain and develop specialist expertise in palliative care, including complex symptom management, communication, and teaching skills.
- Stay current with evolving clinical skills, contributing to service improvements and embracing change where appropriate.
- Collaborate closely with the Education Team, helping deliver formal education and clinical training to staff across the Island's healthcare system.
- Provide expert bedside teaching, supporting clinical teams with end of life care issues including syringe pumps, anticipatory prescribing, device use, and EOLC medications. -care strategies.
- Educate patients, relatives, and carers, empowering them with knowledge about their condition, treatment options, and selfcare strategies.
- Complete all mandatory training, ensuring compliance with JHC standards and professional requirements.

GENERAL DUTIES

In addition to the key responsibilities outlined in this job description, everyone who joins Jersey Hospice Care is warmly encouraged to follow the general duties below, along with the shared policies, procedures, and guidelines of Jersey General Hospital. These expectations help us work together smoothly and ensure we continue providing the compassionate, high quality care we're proud of.-quality care we're proud of.

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) | |
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| Essential Criteria for selection | Desirable Criteria for selection |

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| Qualifications and Training | <p>We're looking for someone who brings:</p> <ul style="list-style-type: none"> • A 1st level Registered Nurse qualification with current NMC registration — or HCPC registered Paramedics with equivalent experience are very welcome too. • A degree in a Health or Social Care related field. • A palliative care qualification or award. • Evidence that you're working towards a postgraduate palliative care qualification. • A genuine commitment to completing an independent prescribing qualification. • Advanced Communication Skills training.-registered Paramedics with equivalent experience are very welcome too.-related field.-medical prescribing qualification. | <p>It would be great (but not essential) if you also have:</p> <ul style="list-style-type: none"> • Master's level or equivalent modules in palliative care. • A postgraduate qualification in palliative care. • V300 Independent Nurse Prescriber status. • A mentorship or teaching qualification.-level or equivalent modules in palliative care. |
| Knowledge and Experience | <p>It would really help if you already have:</p> <ul style="list-style-type: none"> • Strong post qualification experience, ideally including work in a palliative care environment. • Solid knowledge of symptom management and palliative/end of-qualification experience, ideally including work in a palliative care environment.-of-life care emergencies. life care emergencies. • Experience offering informal teaching or sharing knowledge with colleagues. • An understanding of audit, benchmarking, and how these support service improvement. • Awareness of the professional and political issues shaping today's healthcare landscape. • A clear understanding of clinical governance | <p>You don't need these to apply, but they're definitely a bonus:</p> <ul style="list-style-type: none"> • Palliative care experience specifically in a hospital setting. • Awareness of commissioned healthcare standards. • Experience or insight into working within the charitable sector. • Experience teaching in a formal setting. • Experience leading change following clinical audit findings. |
| Technical abilities | <p>You'll be comfortable with:</p> <ul style="list-style-type: none"> • Using everyday IT applications like Word, Excel, Outlook, and PowerPoint. • Driving and holding a clean, current licence. • Working with electronic patient record systems such as EMIS. | <p>Experience using electronic rostering systems would be helpful.</p> |

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| Personal attributes | <p>We're hoping to welcome someone who is:</p> <ul style="list-style-type: none"> • Confident, dynamic, and comfortable communicating with a wide range of people. • Able to represent the service in a warm, professional, and positive way. • Flexible and adaptable in how you approach your work and working pattern. • A naturally motivated and enthusiastic team player. • Creative, forward thinking, and able to inspire others. • Reliable and willing to work outside standard hours when the service needs it. • Passionate about ongoing learning and development. • Skilled in communicating sensitively with people facing life limiting conditions. • Able to deliver difficult or sensitive information with compassion. • Good at building strong relationships with colleagues across different teams. • Comfortable writing clearly and presenting information in a logical way. • Able to work independently, stay calm under pressure, and adapt when needed. • Confident in problem solving and negotiating solutions.-thinking, and able to inspire others.-limiting conditions.-solving and negotiating solutions. | |

JERSEY HOSPICE CARE BACKGROUND

Specialist Palliative Care Team – Our Specialist Palliative Care Team works in close partnership with healthcare professionals across the entire Island, ensuring that patients and their families receive expert guidance, compassionate support, and specialist input at every stage of palliative and end-of-life care. Whether care is delivered at home, in nursing or residential settings, or within the hospital, the team provides seamless, high-quality support wherever it's needed most. With a strong multidisciplinary approach at its core, the team brings together a wide range of skills and perspectives

to deliver complex symptom management and truly holistic care. Their shared purpose is simple yet powerful: to help every patient achieve the best possible quality of life, with dignity, comfort, and personalised support throughout their journey.

Living Well team – Our Living Well Team works closely with our specialist colleagues to provide compassionate, generalist palliative care to islanders—supporting them as they navigate every aspect of their journey. Whether it's managing symptoms, understanding finances, making important decisions, or simply coping with the everyday tasks we often take for granted, the team is there to guide, encourage, and empower. Care is delivered wherever it's needed most: in the comfort of patients' homes or in our welcoming King Centre clinics. Our nurses walk alongside patients and their families every step of the way, promoting independence, building confidence, and creating opportunities for people to live well—on their own terms, with dignity, choice, and support.

King Centre - The King Centre offers a vibrant range of wellbeing services designed to help people living with life-limiting illnesses continue to live as fully and confidently as possible. Taking a rehabilitative and empowering approach, the team walks alongside patients as they navigate their illness, helping them focus on what matters most to them.

Our dedicated King Centre Team provides a rich mix of day services—including day hospice support, physiotherapy, and complementary therapies. These sessions are delivered by skilled, compassionate practitioners through both individual and group activities, all tailored to each person's unique goals, priorities, and needs. At the King Centre, every interaction is centred around helping patients regain a sense of strength, connection, independence, and possibility.

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 three Jersey Hospice Care shops; a town shop in St Helier and a shop in the east and a shop in the west. All are 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.