



ellenor.^x
hospice care in your home or ours

Job Description

Clinical Nurse Specialist (Adult Community Services)

ellenor.org

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Registered Charity No: 1121561

[@ellenorcharity](https://www.instagram.com/ellenorcharity)



Job Title: Clinical Nurse Specialist (Adult Community Services)

Department: Adult Hospice @Home

Contract Terms: 22.5 hours per week, Flexible Workdays including weekends

Salary: £45,118 – £48,288 (Pro-rata) per annum

Location: Ellenor Coldharbour Road, Gravesend, Kent. DA11 7HQ

Responsible To: Head of Adult Community Services

Accountable To: Director of Patient Care

Manages: Nurses

About

Us: **ellenor** is a Hospice charity in Gravesend supporting a core population of 270,000 people in North Kent and Bexley including over 45,000 adults aged 65 and above. Our Children's services extend to Bexley covering a population of around 250,000.

The organisation has an In-patient Ward, at the Hospice in Northfleet. The service also has adult, children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

Our non-clinical teams play an essential role in supporting our charity. From our fundraising and supporter care team to our retail shops and warehouse operations, they help raise vital funds to further our mission. Our office teams ensure the smooth running of all departments, providing invaluable support to both staff and volunteers.

Our Vision: We are dedicated to enabling every person we support to have a seamless and personal experience, that meets their needs and wishes.

Our Mission: We are respecting patients' dignity and independence, providing quality care and supporting them and their families to live with life limiting illnesses in their homes or our Hospice.

Our Values: We are inclusive, we are caring, we are focused.



Scope and Job purpose

Working as part of an integrated multidisciplinary team, the purpose of this role is to facilitate optimum quality of life for patients and families with advanced progressive life limiting disease. This will be achieved in collaboration with patients through the provision of specialist palliative care nursing interventions based on comprehensive holistic assessment, care planning and education and support to both patients and families, and for other health and social care professionals.

The role supports primary care key workers in the delivery of high-quality palliative and end of life care, through partnership working and giving information and advice, training and education. The post holder will supervise the work of colleagues in the extended Hospice at Home team as appropriate.



Main Duties and Responsibilities

Clinical Practice

- To take responsibility for a defined group of patients in the community, ensuring the highest possible standards of individualised care and prioritising need in line with available resources.
- Ensure the patient's dignity is promoted and respected and that equality and diversity are a top priority in the care of patients and families.
- Undertake a comprehensive specialist palliative care nursing assessment in an outpatient, home or care home setting, agreeing a plan of care for patients and families based on clear goals intended to bring about effective, measurable patient / family outcomes.
- Work proactively to meet the needs of patients providing an urgent response when needed to support patients and their families at the end of life.
- Deliver, monitor and review the care of patients and families reporting any variances of concern to senior colleagues in the team, taking appropriate advice in complex cases.
- Ensure patients / families preferred place of care/death is clearly discussed and identified and advanced care plans are in place wherever possible.
- Makes proactive patient referrals to appropriate alternative internal or external services.
- Actively plans and reviews patient care ensuring identified goals have been met.
- Provides advice and guidance related to symptom management, and psychological, social and spiritual needs, referring onto the appropriate professional or service accordingly.
- Works pro-actively to ensure that everything is in place to support patients with complex/ end of life care needs, including medicines, DNACPR and advance care plans/ directives. Also ensures this has been communicated to all those involved in the care.
- Provides clear explanations and education as appropriate to ensure that patients and families have the information they require in a timely fashion.



Main Duties and Responsibilities

- Undertakes bereavement follow-up in line with the agreed pathway and bereavement risk assessment.
- Actively promotes the rehabilitative and therapeutic approach to specialist palliative care.
- Participates in a seven day per week operational service
- Works proactively to ensure patients, families and professionals have appropriate links to colleagues in the absence of the post holder, ensuring continuity of advice and intervention through effective team working
- Regularly attends Hospice at Home multidisciplinary team meetings, proactively discussing and planning care for patients and families.
- In the best interests of patients and families, proactively collaborates with a wide range of community and hospital-based health and social care services including voluntary support groups.
- Regularly liaises with allocated primary care network, GPs to ensure accurate palliative care registers and early identification of patients in the last year of life, to ensure they receive the right support.
- Promotes the work of the organisation in all settings, encouraging collaborative working and the referral of appropriate patients with all diagnoses.
- Utilises the electronic patient record system to ensure a high standard of communication and patient care, maximizing patient benefit and make best use of resources.
- Ensures accurate and contemporaneous records, inputting patient data as required by the organisation.



Education, Training and Professional Development

- Maintains own expert clinical knowledge and skills, and achieves the educational standards set out in line with the skills, knowledge and competency level required for the role.
- Participates in the induction, training and support of new staff and colleagues.
- At the request of the operational Lead, plays a supportive role to health and social care students undertaking training within the organisation.
- As directed, actively participates in the delivery of training sessions including internal and external courses, education and awareness raising events for professionals
- Participates fully in clinical supervision sessions in line with organisational policy

Main Duties and Responsibilities

Quality, Audit and research

- Participates in regular clinical audit to aid ongoing service improvement and development.
- Stays updated on research and audits to align practice with current guidance and policies
- Assesses, reports and manages risks in line with the Nursing and Midwifery Council's Code and the organisation's policies.
- Identifies and reports verbal complaints in line with the organisation's policy.
- Contributes to Clinical Governance and stays current with related activities, policies, and procedures.
- Works with colleagues to identify and implement quality improvement opportunities.
- Participates in research and audit aimed at enhancing patient or family care.
- Actively works to ratified clinical policies and procedures.
- Abides by all organisational policies and guidance in relation to confidentiality and information governance.

General

- Organises and prioritises any competing demands of the role, completing duties as required within working hours.
- Adapts and develops in line with changing needs of the role
- Acts as an ambassador for **ellenor** in order to raise the profile of the organisation at a local, regional and national level as required
- Works flexibly across sites and departments from time to time as may be requested by their managers.
- Undertakes other duties commensurate with the seniority of the post as maybe requested by their managers.
- To be aware of the philosophy of **ellenor** and to behave as a fit representative
- To abide by the organisations general confidentiality policy
- To be aware of guidelines stated in staff handbook and all relevant policies and procedures
- To undertake bi-annual performance review when personal development plan will be discussed
- To attend statutory and specialised training when required.
- At **ellenor** we are committed to creating and managing a safe working environment for all our staff, visitors, volunteers and patients.

All **ellenor** employees are expected to know, understand and deliver their Safety Responsibilities.

Person Specification All criteria are essential unless stated otherwise.

Job Title: Clinical Nurse Specialist

Education / Qualifications

Essential:	Desirable:
<p>First Level Registered Nurse with demonstrable experience in Palliative Care (min 3 years)</p> <p>Degree in palliative care or related subject (including long term conditions)</p> <p>Evidence of commitment to ongoing professional development</p>	<p>Teaching / mentorship module</p> <p>Advanced Communication Skills certificate / training</p> <p>Post-registration qualification in either specialist palliative, community care or end of life care</p>

Experience

Essential:	Desirable:
<p>Experience working in either community, palliative care, or long-term conditions services for at least 3 years</p> <p>Experienced in working within own developing level of competence</p> <p>Experience of productive multi and inter-disciplinary working</p>	<p>Experience in delivering training for other</p> <p>Experience of working in a hospice setting</p>

Knowledge, Skills, and Attributes

Essential:	Desirable:
<p>Good understanding of the role that specialist palliative care must play in palliative and end of life care</p> <p>Sound knowledge of palliative and end-of-life assessment tools and their impact on patient care</p> <p>Skilled in symptom management and initial assessment of psychological, social, and spiritual needs, with appropriate referrals as needed.</p> <p>Ability to communicate effectively with patients and families</p> <p>Ability to work effectively with a diverse range of colleagues / individuals involved in palliative care services</p>	<p>Ability to deliver training programmes / packages with confidence and clarity</p> <p>Advanced assessment skills</p> <p>Ability to maximize use of IT in the workplace</p> <p>Ability to undertake clinical audit and recommend change to practice if appropriate.</p>

