

JOB TITLE: Outpatient Clinical Nurse Specialist



The Hospice of St Francis Charity provides essential free care across West Hertfordshire and South Buckinghamshire and inspires people to raise over £6million every single year to fund this care. Our care at home and in the Hospice, delivered through interdisciplinary teams and skilled volunteers is rated outstanding by the Care Quality Commission. As a local employer we aspire to meet this 'outstanding' rating in all aspects of what we do, from the experience of staff and volunteers through to our compliance with the corporate, financial, fundraising, charity and trading regulations for our business. The post holder will.....

Permanent: 15 hours per week – Salary/Band 7a

Reports to : Community Team Lead

Main duties and responsibilities:

- **To work predominantly within our outpatient service providing advice and support to patients affected by life-limiting disease and to support their families**
- **To manage their caseload effectively, including identifying when appropriate to discharge patients from service with appropriate signposting and safety netting. .**
- **Support the Community Team lead and clinical admin with the operational running of the outpatient service triaging referrals, carrying out complex holistic assessments along with 1:1 support for patients.**
- **To work as a member of the Hospice multi-professional team aiming to provide a high quality, skilled and compassionate service.**
- **To assess patients' physical, psychological, spiritual and information needs, plan, implement and evaluate care, provide specialist symptom control advice and emotional support.**
- **Enhance coping and resilience skills through information, therapeutic relationships and education for patients and those important to them.**
- **Refer to appropriate services in order to ensure patients have the support they require, working closely with the Spring Centre MDT, co-facilitating MDT.**
- **Introduce the philosophy and environment of The Hospice to patients and those close to them, with aim of reducing anxiety about receiving Hospice care.**
- **Act as the patient or carer advocate by liaising with other colleagues including the GP, hospital teams or within the HOSF and sign post appropriately.**
- **To provide education for other professionals and visiting students in both opportunistic and formal settings**
- **Work with others to develop services which improve patient experience**

- Undertake clinical audit as part of your role and contribute to research activity.
- The post holder shall carry out their duties according to the philosophy of the Hospice, acting at all times in such a manner as to justify public trust and confidence, and to safeguard the interests and confidentiality of individual patients and their families. They shall uphold and enhance the good standing and the reputation of the nursing profession, being accountable for their professional practice, according to the NMC: The Code.
- To work within the community team maintaining oversight of the community team caseload, being confident in supporting those in the community setting when required.
- Potential to work shifts at weekends as required in support of the community team and flexibility to set up clinics out of hours if required.

**The Hospice of St Francis supports flexible working, paid carers leave and jobshare*

Key Accountabilities, Responsibilities & Tasks	
Departmental & Role Specifics	<ul style="list-style-type: none"> • Advise and support patients and their families in an outpatient setting. Acting in a consultative capacity to other members of the health care team. • Participate with others involved in the patient’s care in the initial and continuous assessment/evaluation of the individual patient, establishing with the patient and carer’s the objectives of care in order to maintain as far as possible the patient’s mental and physical comfort, independence and dignity, providing an individual and holistic programme of care. • Provide psychological support/assessment for patients and their families using recognised theoretical models to identify specific needs and make appropriate referrals for psychological support • Regularly monitor and evaluate the effects of prescribed treatments/interventions, in consultation with medical staff and ensure appropriate adjustment are made to ensure the most effective palliative care is achieved. • Promote patient wellbeing, with a focus on encouraging independence and autonomy with their health needs. • Recognise signs of deterioration in condition, referring on to appropriate community support when out patient services are no longer meeting patient and carer needs. • Have a good understanding of complex symptom control and management, recognising own limitations and utilising MDT input. • Have an understanding of the community virtual ward, recognising when to admit and discharge patients from this service. • Share with other members of the health care team the social, cultural and emotional support of patients, families, friends and other colleagues, which may include providing advice on ethical issues and acting as the patient’s advocate. • Provide continuity of care through comprehensive, accurate recording and verbal handover to the multi-professional team within the Hospice and/or community. • To have understanding of RPCS including criteria and referral process supporting the service in the delivery of care to our patients. • Provide bereavement support for patient’s family as appropriate following the death of a patient, liaising with the Supportive Care Team to provide comprehensive handover of care.

This list of tasks and responsibilities is not exhaustive, other relevant and appropriate duties as required by the Manager may be required. This Job Description will be reviewed and can be amended by agreement with the Post Holder and Manager.

- To be competent at discussing advance care planning and completing ReSPECT documentation
- A willingness to complete Non-Medical Prescribing recognised module. Once competent in this extended role to practice safe prescribing within HOSF and NMC guidelines. Keeping up to date with prescribing developments, changes and MRHA warnings.
- Maintain a research-based approach to nursing and participate in research projects when appropriate and in line with Hospice policy.
- Be aware of and comply with legal and professional, standards relating to the duties and responsibilities of a Clinical Nurse Specialist, including The Code: Nursing and Midwifery Council (2015)
- Working as a member of the community team, being able to visit patients in the community setting when required in support of the community service. Being prepared to Participate in the weekend/Bank Holiday working if required to support the community service.
- The post holder will be required to deputise in the absence of the Team leader. In such instances to lead the team. In these circumstances, to report to the Associate Director of IPU and Care at Home.
- To support the allocation of patient referrals as required to ensure timely communication and sign posting to appropriate services and liaising with referrer as appropriate.
- Ensure availability to offer appropriate clinical advice/guidance for rest of community team and external professionals.
- Act as mentor and line manager for junior members of the team, for example mentor band 6 Hospice of St. Francis Community Nurses and support Health Care Assistants.
- To co-facilitate Spring Centre MDT, to continuously review and develop processes ensuring most effective and efficient service development.
- Take appropriate action in the event of a drug error or discrepancy, in line with the Hospice Medicine policy and procedure.
- Receive and disseminate information through attendance at community nursing team and other unit meetings, and liaise with other hospices and support teams.
- Serve on committees and working groups as appropriate.
- To keep abreast of key changes in legislation, governance and practice development relevant to the mission of The Hospice of St Francis with onward briefing into the organisation.
- To take responsibility for the continuing professional support and self-development, receiving regular supervision, working where appropriate with a mentor, actively seeking opportunities to develop skills and knowledge through the processes of additional education and training, reflection with peers and engagement with other professionals
- To act as an ambassador and role model at all times promoting the values of the Charity and in accordance with the post holders professional Code of Practice where appropriate
- Participate in the induction of new staff to the Hospice.
- Participate in the teaching and training of professionals in field of palliative care and end of life planning.
- Help promote the philosophy of hospice/palliative care by teaching members of the community, lay and professional, either within the Unit or elsewhere
- Be involved in the education and teaching of both patients and carers in all aspects

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	<p>of health care, including drug administration, moving and handling techniques.</p> <ul style="list-style-type: none"> • Assure compliance with statutory and mandatory training, continuous professional development • Ensure when handling personally identifiable and sensitive information your conduct and that of your direct reports is consistent with the requirements of the legislative and regulatory frameworks for information and information governance whether that be in hard or soft copy or digital formats
<p>Qualifications, Skills, Experience, Knowledge & Approach</p>	<ul style="list-style-type: none"> • Palliative care degree or willingness to work towards • Teaching and mentoring or equivalent • RGN with extensive post registration experience including in palliative care. • Registered with NMC • Evidence of continuing professional development • Nurse prescriber or willingness to train • Community experience desirable • Experience in managing, developing and supporting staff • Lead responsibility for project management • Ability to work as part of a team and also autonomously • Have a clear understanding of, and experience of, a multi-disciplinary team • Ability to show interpersonal sensitivity to others demonstrating caring and empathetic approach • Understanding & experience of the diverse needs of patients & carers in the community • Experience of assessment in outpatient nurse clinics <i>desirable</i> • Up to date knowledge of best practice within palliative care • Quality and audit • Be in possession of basic IT skills – Word, email and internet • Evidence of successful motivation of others • Effective line management skills • Ability to work as an advanced practitioner coordinating complex cases, working under pressure & prioritising effectively • Ability to carry out effective and appropriate clinical assessment, planning, monitoring and evaluation • Demonstrates constructive communication skills • Evidence of change management • Ability to manage a patient care case load • Demonstrates the ability to incorporate judgement & decision making skills into CNS role • Car owner & Full driving Licence
<p>Key Accountabilities, Responsibilities & Tasks</p>	
<p>Communication</p>	<ul style="list-style-type: none"> • Good communication and interpersonal skills • Evidence of the ability to teach and to give presentations • Ability to work effectively in an emotionally demanding environment • Ability to identify own (and team's) stress and seek appropriate support • Drive & enthusiasm • Flexible & adaptable to a variety of tasks including on call working

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	<ul style="list-style-type: none"> • Able to maintain confidentiality
Internal & External Contacts	<ul style="list-style-type: none"> • Members of the public as patients, carers and family members. • Colleagues and managers in your immediate team/organization and across specialties and organization's • Actively participate in local, national and international networking to maintain and develop expert level of knowledge and to act as a resource for education and compliance expertise • Supervise volunteers in set projects and where needed
Decision Making	<ul style="list-style-type: none"> • Commitment to the HOSF mission, strategic aims & values. Imparting this knowledge to the community. • Importance of HOSF values underpinning your work. • Able to demonstrate initiative & take innovative approach to work • Excellent understanding of unconscious bias in your own practice with a solution focused approach to identifying and resolving the blocks to access and engagement • Understand and assess reputational risk, compliance and safeguarding risk and seek appropriate advice • Freedom to act within delegated responsibility and organizational policy and procedure
Mental and Physical Consideration. Working Conditions & Environment	<ul style="list-style-type: none"> • Commitment to the aims and ethos of the Hospice • Continually strive to improve the business • Development of others to succeed • Keen to develop self within role
Health & Safety	<ul style="list-style-type: none"> • Understand and comply with all Health and Safety, Fire and Infection Control regulations • Complete all mandatory training and ensure compliance of direct reports and contractors
Safeguarding	<ul style="list-style-type: none"> • Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis

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