

JOB DESCRIPTION	
JOB TITLE:	Nurse Associate
REPORTS TO:	Head of IPU
<p>CONTEXT: The Hospice of St Francis Charity provides essential free care across West Hertfordshire and South Buckinghamshire and inspires people to raise over £5million every single year to fund this care. Our care at home and in the Hospice, delivered through inter-disciplinary 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.</p>	
<p>OVERALL JOB PURPOSE:</p> <ul style="list-style-type: none"> ▪ To represent the organisation and uphold its reputation and values. ▪ To work flexibly within IPU to cover a range of shifts including nights, weekends and Bank Holidays ▪ To work with the multi-disciplinary team delivering exceptional standards of individualised holistic care to patients and their families. ▪ To carry out 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. ▪ As a Registered Nurse Associate the post holder will take responsibility for their own actions and omissions and work within their competence as defined by the NMC Code of Conduct for Nurses Midwives and Nursing Associates. 	

KEY RESPONSIBILITIES:
1. Operational
1.1 Demonstrate professional expertise and ensure all tasks are completed in line with best practice and Hospice policy to ensure all practice is safe and effective.
1.2 Support the department and charity strategy, and help identify opportunities and challenges
1.3 Deliver and maintain professional relationships with individuals and organisations whether direct, or indirect interface with The Hospice of St Francis
1.4 Work with productivity measures and best practice to accomplish individual objectives that contribute to the department goals

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1.5	To attend and represent team at professional meetings and ensure information is cascaded in a timely and effective manner.
1.6	To participate in keeping accurate records in accordance with existing practice and procedure demonstrating an understanding and awareness of legal requirements.
1.7	Demonstrate the ability to manage complaints in a calm, polite manner, and report and escalate issues to your line manager according to hospice procedure.
1.8	The post holder will keep updated and well informed of current changes and situations on IPU and across the organisation by accessing e mail and attending sessions that include dissemination of information.
1.9	Ensure careful financial awareness and use resources appropriately.
1.10	Demonstrate good time management. Work in an organised and calm manner delegating work, planning care, and ensuring breaks for yourself and your colleagues.
1.11	Be actively involved in maintaining an inviting, clean and well-ordered environment for those who work, stay or visit the premises.
2. Clinical	
2.1	Assist the senior nurse in patient assessment and planning of physical, emotional, practical and spiritual care.
2.2	Demonstrate knowledge, skills and ability to meet patients' needs related to safe care using evidenced tools to assess skin integrity, mobility, nutrition, oral care and other nursing risk assessments.
2.3	Evaluate, monitor and update patient centred and individualised plans of care according to need.
2.4	Take responsibility for feeding patients safely ensuring there is clear communication with the kitchen to meet the individual needs of our patients.
2.5	Demonstrate a good knowledge and understanding of the dying process and use evidenced and proven strategies to deliver compassionate care whilst ensuring dignity and comfort throughout.
2.6	Recognise the potential for and actual palliative care emergencies and seek advice and support as necessary.
2.7	Communicate highly sensitive information to patients and carers ensuring there is adequate on-going support.
2.8	Demonstrate the ability to maintain clear, timely, written records through electronic and /or written documentation of patients care.
2.9	Ensure communication across the organisation is professional, and maintain excellent working practice with colleagues from other departments.
2.10	Be able to share ideas and together with the wider IPU team explore new projects and new ways to work together.
2.11	Actively participate, communicate effectively and contribute to the discussion and planning of care with the MDT, facilitating holistic individualised patient care.
2.12	Assist with admissions to IPU and lead on discharges as directed by the multi-disciplinary team.
2.13	Communicate with other professionals to ensure clear and concise details are shared to ensure a smooth planned transition across places of care (eg hospital to hospice, hospice to home or hospice to hospital)
2.14	Demonstrate a knowledge of how other professional organisations in SW and NW Herts work together to provide palliative care to the wider population.

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2.15 Demonstrate an excellent level of safe and secure handling of medicines and have a working knowledge of the policies and procedures for receiving, handling and storing of medicines.
2.16 Follow all requirements for safe administration of medication within the realms of the Nurse Associate qualification.
2.17 Escalate, document and report any drug incidents or omissions promptly and in the correct manner.
2.18 Participate and support training of staff and prospective and existing volunteers as required
3. Governance
3.1 Identify and notify line manager of any operational risks, and when identified follow the correct process
3.2 Comply with statutory and mandatory training, continuous professional development, and any registration revalidation requirements, as necessary
3.3 Participate in the maintenance and auditing of hospice standards
3.4 When handling personally identifiable and sensitive information ensure your conduct 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
3.5 To actively participate in the development, implementation and evaluation of clinical policies as required and to participate in champions roles as appropriate, sharing and feeding back relevant information to the team.
3.6 Ensure all patients and/or family/NOK are involved in the planning and implementation of care and are communicated with at all times and that care is delivered with the patients consent and/or in their best interest .Always ensure patients /carers are given all the information required to make a well informed decision.
4. Personal Development
4.1 Keep up to date of key changes in policy, legislation and governance requirements relevant to the role and the Charity
4.2 Be accountable for your own practice, ensuring professional registration and revalidation remains up to date in accordance with the NMC Code of Practice.
4.3 Demonstrate an awareness at all times to the scope of your professional practice and ensure competence to undertake duties allocated.
4.4 Maintain continuing professional support and self-development to develop own skills and knowledge through additional education and training
4.5 Work as part of the close and wider IPU team, facilitating and maintaining good working relationships. Demonstrate an awareness of your colleagues and offer support and encouragement to help everyone reach their full potential.
4.6 Act as a role model promoting the values of the Charity in accordance with the post holders professional Code of Practice
4.7 Review effectiveness of own work and make recommendations to improve
4.8 To identify gaps in personal training and development and attend training as requested
4.9 Demonstrate a willingness and enthusiasm to learn and increase your skill set
4.10 Participate in the champions program on IPU and be prepared to share your knowledge and learning with the team through various medians.

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4.11 Participate fully, and play an active role, in supervision and team meetings
4.12 Buddy and mentor new starters on IPU in a variety of roles including volunteers.
4.13 Actively participate in the performance review scheme and take responsibility to engage with HCAs if required to support them through the process.
5. Health and Safety
5.1 Understand and comply with Health and Safety, Fire and Infection Control regulations, and Hospice policy, to assure compliance and resolve and/or mitigate risk
5.2 Ensure own safety, patients and visitors in accordance with the Hospice Health and Safety Policy on-site and off-site at Hospice run events
5.3 Complete all mandatory training for Health and Safety, Fire and Infection Control. Ensure risk assessments are completed as necessary to maintain compliance with Hospice regulations
5.4 Follow all agreed policies for moving and handling, infection control, health and safety, ensuring a safe environment for patients, staff and visitors.
5.5 Report any accidents or incidents in the department to the Head of department or their deputy and ensure timely record the incident/accident on the designated form. Agree with the Governance Team and Director of Care as appropriate the investigation, action and closed loop learning.
6. Safeguarding
6.1 To act in a manner that safeguards the interests of beneficiaries and upholds public trust and confidence in The Hospice of St Francis
6.2 Ensure safeguarding training is up to date and demonstrate a clear understanding of how to respond to an actual or suspected safe guarding issue.
6.3 To have a clear understanding of The Mental Capacity Act in the context of our patient group.

DIMENSIONS: The following posts report to this role/budget responsibilities:		
RELATIONSHIPS:		
Direct reports Staff and volunteers Patients and Families Bank staff Kitchen team Multi-disciplinary team members <i>(add any relationships that are not included & remove any that are not applicable)</i>	Head(s) of Service Key donors and suppliers Community teams across SW and NW Herts <i>(add any relationships that are not included & remove any that are not applicable)</i>	Regulators regional officers/partners National Charities Professional bodies/networks Relevant regional & national peers <i>(add any relationships that are not included & remove any that are not applicable)</i>

We sign to confirm that we have read and agree to the contents of the job description
Employee (print name):

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Signature		Date	
Director or Head of Department (print name):			
Signature		Date	

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August 2021