

**Royal Hospital for Neuro-disability**

**Job Description**

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| **Job title:** | Clinical Nurse Specialist – Palliative Care |
| **Department:** | Clinical Operations |
| **Salary grade:** | Band 7 |
| **Responsible to:** | Head of Nursing |

**Scope**

The RHN is a leading national centre of excellence, providing adult person-centred services that span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education programme.

To carry out comprehensive holistic needs assessments of patients, carers and families at the RHN, to understand their immediate and on-going priorities, concerns and goals in relation to their palliative and end of life care needs. Deliver expert evidence-based patient-centred advice, care and support working in close collaboration with other health and social care professionals

**Key Responsibilities**

**Communication and Relationships**

* Utilise advanced communication skills to communicate information which may be distressing to individual patients, carers and families
* Provide expert advice, care and information to patients and their carers which is appropriate to their needs and in accordance with their priorities
* Receive and convey sometimes highly complex and highly sensitive information to relevant stakeholders (where due consent is provided), often including detailed clinical information which may be contentious requiring empathetic and reassurance skills to address barriers to acceptance
* Ensure that communication with RHN colleagues is open, supportive, constructive and collaborative in order to build trust and mutual support within the team and enable the delivery of seamless care
* Establish excellent internal working relationships with peers and colleagues
* Communicate effectively at every level within the organisation and in the external environment
* Be resilient to manage individuals and groups (staff, patients, formal meetings and the public) who are emotionally distressed, angry, and/or in conflict with the information given to them
* Work collaboratively with RHN colleagues during inter-disciplinary meetings to agree and deliver holistic care
* Establish excellent relationships with clinical colleagues within the NHS and other institutions, providing relevant information about RHN
* Ensure that the values and culture of the RHN are maintained during interactions with other agencies
* Establish relationships with partner organisations to enable and facilitate early return from acute settings to the RHN for patients who are coming to the end of their life.

**Knowledge, training and experience**

* Registered Nurse
* In depth knowledge of the diagnosis and management of common palliative care symptoms (e.g. pain, breathlessness, nausea and vomiting, constipation) and ability to autonomously recommend interventions in line with national guidance and clinical best practice.
* Critically analyse complex clinical data and information to inform diagnosis and decision-making.
* Understands a range of work procedures and practices which require expertise within specialist palliative care drawing upon a theoretical and practical knowledge as a specialist nurse practicing at a senior level
* Specialist resource in palliative care to external agencies/organisation; assisting them to develop their skills and knowledge as appropriate.
* Understand the full range of hospital policies, processes and procedures relevant to the role and apply these during day-to-day service delivery in a range of routine and non-routine situations
* Maintain a clinical portfolio and demonstrate that practice is up to date and evidence-based, liaising with relevant external individuals, advisors and/or organisations to assist with personal and professional development

**Analytical and judgement skills**

* Support clinical colleagues in decision-making in complex care situations to ensure appropriate care planning through the multi-disciplinary team meetings (MDT)
* Analyse and make informed judgements regarding the most efficient and effective way of delivering services on a daily basis liaising with colleagues
* Use relevant validated patient outcome measures and clinical judgement both to undertake assessment and inform care plans in line with patient priorities and goals
* Assess and review the effectiveness of care interventions drawing upon own clinical expertise and liaison with working in collaboration with the Specialist Palliative Care Consultant to ensure evidence based expert care.
* Ensure the provision of accurate and timely data required for reporting to support team and organisational needs

**Planning and organisational skills**

* Manage own time and workload effectively
* Openly and honestly discuss workload levels with the Head of Nursing to ensure the best allocation and use of resources
* Participate in planning and organising care delivery involving assessment, care planning, review and discharge whilst working with clinical colleagues and liaising with relevant external agencies
* Support the administrative staff undertaking a care coordinating function in support of patients

**Physical skills**

* Good standard of keyboard and computer skills
* Able to complete to a high standard all physical aspects of work as a Clinical Nurse Specialist within the RHN

**Responsibilities for patient/client care**

* Ensure clinical records are completed to a high standard in line with hospice and NMC guidelines.
* Liaise directly with the patient’s family and carers, using validated tools to understand their needs and address these through the multidisciplinary care planning process
* Ensure timely communication of any proposed or actual changes in patients care or condition to all relevant agencies.
* Work with the team to identify and implement changes to clinical practice in the service area ensuring the delivery of care is up to-date and evidence-based

**Policy & service development implementation**

* Adhere to the clinical policies and procedure guidelines in line with the RHN’s clinical and information governance requirements
* Adhere to the standard operating procedures palliative care and make suggestions to the Head of Nursing should there be areas where they could be improved
* To be a member of the End of Life Care Group at the RHN, contribute to the QELCA (Quality in End of Life Care for All) task and finish group and work closely with the End of Life Care clinical lead for the RHN.

**Financial / Physical Resources**

* Ensure during the delivery of services that due care and attention is given to the efficient and effective use of hospital resources
* Adhere at all times to the hospital’s financial policies and procedures

**Human Resources/Training**

* Ensures timely completion of mandatory training updates
* Support and train others in RHN operational procedures as appropriate
* Ensure that equality and diversity agenda is fully incorporated into service delivery and that everyone is treated fairly according to RHN policies
* Formally and informally reflect on practice and performance with line manager or identified mentor/supervisor in 1:1 meetings and annual review
* Participate in the induction and ongoing support and supervision of new staff, students and visitors to the RHN.

**Information Resources**

* Maintain personal identifiable and sensitive data according to information governance (IG) guidance and policy
* Adhere to IG policy and processes
* Ensure that incidents and near misses are reported on the incident management system (Datix)
* Ensure that accurate written and computerised patient records are maintained in accordance with confidentiality, data protection (General Data Protection Regulation GDPR) and other statutory regulations and requirements
* Ensure the provision of information to patients, taking account of their individual needs, taking advice from their families, from those who are close to them and from other colleagues or professionals, where appropriate

**Research and Development**

* Identify and highlight any areas for improvement in the operation of RHN services
* Implement guidelines and standards as appropriate
* Undertake and participate in audits and research which support service development

**Freedom to act**

* Use own discretion and experience in clinical and decision making to work within RHN policies and procedures, making suggestions where adjustments to SOPs will improve performance
* To be in close contact with medical staff at the RHN and educate, advise and contribute to all appropriate medical prescriptions in a timely and evidence based manner
* To be in close contact with prescribing dieticians at the RHN and advise, if appropriate, on the timing and delivery of tube feeding regimens and the relationship to the care plan for that patient.

**Physical effort**

* Able to tolerate light physical effort for several short periods of time over a shift undertaken in accordance with moving and handling policy and training
* Undertake moving and handling in line with policy and training when required

**Mental effort**

* Adapt to changes in planned work pattern, and managing multiple demands
* Show high level of emotional intelligence and resilience
* Seek support and guidance where required
* Adapt to the different settings in which services need to be delivered
* Be able to concentrate during assessing patients and writing clinical notes when disruption from colleagues and phone calls may arise for periods during the day

**Emotional effort**

* Have a high degree of self-awareness and use this to maintain the emotional wellbeing of yourself and those around you
* Able to manage individuals and groups in distress or in conflict with information presented
* Able to demonstrate resilient in the face of frequently encountered highly emotional circumstances regarding death and dying
* Support clinical and support staff who are dealing with workload and emotional pressures
* Skills to give ‘bad news’ and to discuss difficult options with patients and families
* Skills to manage complaints and anger
* Ability to understand and manage where there is an individual or team to organisation conflict

**Working conditions**

* Occasional exposure to bodily hazards e.g. bodily fluids
* Daily requirement to use a computer, tablet or mobile device for extended periods of time

**Supplementary information (included in all job descriptions):**

**Health and safety**

The RHN has a Health and Safety policy applicable to all employees. Employees must be aware of the responsibility placed on them under the Employment Rights Act 1996 to ensure that agree safety procedures are carried out and to maintain a safe environment for all employees, patients and visitors. Implement at all times the RHN’s Lone Worker Policy Do we have one?

**Infection control**

The prevention and control of infection is the responsibility of everyone employed at the RHN. All staff and volunteers must be aware of infection control policies, procedures and the importance of protecting themselves, patients and visitors and in maintaining a clean and healthy environment.

**Staff involvement**

RHN is committed to involve staff at all levels in the development of the organisation. Managers should ensure that staff are encouraged to be involved in organisational and service developments including business planning and they are able to influence discussions which affect them and their working conditions. All managers should support a culture of openness

and inclusion so that staff feel free to contribute and voice concerns. They should develop and implement communications systems that ensure staff are well informed and have an opportunity to feedback their views.

**Confidentiality**

Employees should be aware that RHN produces confidential information relating to patients, staff and commercial information. All employees have a responsibility for ensuring the security of information and to comply with the Data Protection Acts, Access to Health records and Computer Misuse Act. Disclosure of personal, medical, commercial information, system passwords or other confidential information to any unauthorised person will be regarded as gross misconduct and may lead to disciplinary action including which may include dismissal.

**Equal opportunities**

All employees of the RHN are expected to be aware of, and adhere to, the provision of RHN Equal Opportunities Policy and to carry out their associated duties and responsibilities under this policy.

**Job description**

This job description is intended an outline of the post holder’s duties and responsibilities. The list of responsibilities is not exhaustive and will be reviewed annually with the post holder as part of the appraisal review process.

**This job description will be reviewed in the light of changing circumstances, and other duties may be required of the post holder in accordance with the grade. The job description may be varied in consultation with the job holder and the relevant Executive Team Member**.

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| **DEPARTMENT – Nursing** | **JOB TITLE -** |
|  | Clinical Nurse Specialist |

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| **CRITERIA RELEVANT TO ROLE** | * **ESSENTIAL** | **DESIRABLE** | **HOW ASSESSED** |
| EDUCATION & QUALIFICATIONS | * Registered General Nurse * First level degree in related   subject or working towards   * Post-qualifying degree level module in   Brain injury / palliative care or relevant subject   * Evidence of continued   professional development   * Level 2 psychological   skills training or working towards   * Advanced Communications   skills training or working  towards | Evidence of Masters level  learning or prepared to work  towards  Research  qualification | CV, Application form, NMC PIN check, Portfolio |
| RELEVANT EXPERIENCE | * Relevant post registration experience, at Band 6 or above, in palliative care * Experience of teaching * In-depth specialist experience * Able to conduct reflective practice and participates in clinical supervision facilitated by a level 3 / 4 practitioner * Experience of multi professional working * Evidence of advanced communications skills * Experience of participating in audit and research * Ability to lead and influence change | Previous experience  of working as a  clinical nurse  specialist | Application form, interview, references |
| SKILLS AND  ABILITY | * IT literate * Teaching/assessment and presentation skills * Organisation and negotiation skills * Effective communication * Leadership and motivational skills * Ability to motivate self and others * Ability to work autonomously and as part of a team * Flexible attitude to working * Exemplary written communication skills | European Computer  Driving Licence or  equivalent | Interview,  References  Application form  Presentation |
| PERSONAL  CAPABILITIES | * Diplomatic * Calm and objective * Assertive, confident, yet * approachable * Personally and professionally * mature * Recognition of own limitations * Demonstrates enthusiasm * Ability to deal with complex and difficult emotional situations * Committed to the RHN vision, mission and values |  | Interview |
| SPECIAL REQUIREMENTS e.g. flexible to working patterns and working weekends, work under pressure | * Commitment to equal opportunities, equality, diversity and inclusion |  | Application form & Interview |

**Leadership Behavioural Framework: Level 1**

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| **Working Collaboratively for RHN** | |
| Working Collaboratively for the RHN is about working together to deliver the best possible service for patients, carers and key stakeholders. It is about demonstrating our values particularly in finding ability in disability, delivering excellence through personal responsibility, being pioneering and sharing knowledge, ensuring clarity and compassion, respect and constancy. | |
| * I carry out my duties as part of a team working towards an agreed outcome. * I share information with my colleagues and listen to their ideas. * I offer help to my colleagues if they need it. | * I am not afraid to ask for help if I’m struggling with something. * I work with patient, carers, colleagues and others to resolve problems. * I am open to different ways of working. |
| **Achieving our Potential** | |
| Achieving our Potential is about giving staff and volunteers the time, support and opportunities to develop both themselves and their roles. It is about being able to develop our skills and knowledge and being able to take the time to reflect on successes and set-backs. It is about demonstrating a commitment to continuous professional and personal development and a flexible approach to working. | |
| * I understand my role and the personal skills that are required to perform effectively * Takes personal responsibility and seeks opportunities for personal development * Prepared to be flexible in approach to work * Acts pragmatically and decisively | * Shows willingness to embrace change * Takes a risk aware rather than risk averse approach to work * Prepared to challenge the ‘status quo’ and suggest improvements * Aware of own strengths and development areas * Finds time to reflect on personal performance |
| **Preparing for the Future** | |
| Preparing for the Future is about being aware of what is over the horizon, anticipating opportunities and having the vision to look forward. It is about taking the time to reflect on current activities and challenging the status quo. It will involve accepting the need for change and developing a culture of continuous learning and improvement. | |
| * I will actively contribute ideas and suggestions whilst being receptive to the contributions of others * I am curious about how developments outside my immediate working environment can be utilised to improve things * I feel able to challenge the status quo | * Awareness of own development needs * An open and positive attitude to change * I will collaborate with colleagues from across the Organisation * I will take time to reflect on my successes and challenges * I actively participate in team meetings and in the staff awards scheme |
| **Leading by Example** | |
| Leading by Example is about acting as a role model and setting an example that motivates and inspires others. It involves providing a clear direction that recognises and utilises the strengths of our people. | |
| * I am able to achieve my set goals and seek self-development * I am thorough in all aspects of my work, taking pride in what I do. * I do my best to meet deadlines. * I recognise when I cannot cope with a situation and am willing to seek help as necessary. | * I recognise that I am working as part of a team and balance my own needs with those of my team. * I improve my knowledge by learning from others, keeping up to date with relevant issues and taking advantage of appropriate development opportunities. |
| **Committing to our Patients & Customers** | |
| Committing to the patient and customer is about understanding who those people are and what their specific needs involve. It is about the provision of high quality patient care and/or customer service and the development of on-going relationships. It is about treating those people as individuals, meeting and exceeding their expectations and treating them with respect, dignity and consideration. It is about providing an exceptional patient/customer experience. | |
| * I want to be part of a positive experience for our patients and customers. * I demonstrate an ‘I care and I want to help YOU’ attitude * I treat customers in a friendly way that puts them at their ease * I always promote a positive image of my colleagues, the services we provide and the RHN as a whole * I will share knowledge with my colleagues | * I am proud of the excellent service that I provide * I treat customers with empathy, honesty and respect * I respond to customers in a timely and effective manner * I seek to widen knowledge levels so that I can improve the range and depth of my customer service skills * If I cannot help I will find someone who can |

**The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the postholder.**

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed:

Date: