



Jersey Hospice Care
your care, your choice, your time

JOB DESCRIPTION

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| Job Title: | Lead Nurse for Community Services (Band 8) |
| Reports to: | Director of Palliative Care Services |
| Department: | Clinical Management |
| Hours: | 37.5hrs per week |
| Working Pattern: | Monday to Friday - 7.5 hours daily with flexibility to work extended hours to meet the needs of the role and the service and to participate in out of hours Managers on-call 24/7 Rota |
| Contract Type: | Permanent |

General

Jersey Hospice Care (JHC) is an independent charity which provides palliative care services within a range of settings including community, in-patient and outpatient clinics and Jersey General Hospital.

Clinical services based at Jersey Hospice Care are regulated and inspected by the Jersey Care Commission and benefit from a well-resourced multiprofessional 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.

Jersey Hospice Care is committed to continuous professional development and is supported by an onsite Education Team.

Job Summary

This role will provide an expert level of operational management and professional leadership to the workforce within the Community Palliative Care Team, the Living Well Team and the Bereavement and Emotional Support Team.

The post holder will act as the Registered Manager for the clinical services and will work closely with the Lead Palliative Care Consultant to ensure delivery of high-quality Palliative and End of Life Care across all areas of the community and the hospital in Jersey.

Reporting to the Director of Palliative Care Services, the post holder will role model professional practice using strengths based clinical leadership model to empower, inspire and motivate the

teams, and provide a visible and supportive presence. The post holder will coordinate multidisciplinary meetings creating a supportive network for efficient practice and learning with a focus on quality assured patient and family centred care.

The post holder will maintain operational and professional responsibility for the teams within their designated portfolio and will ensure that the needs of the patient and family or carers are placed at the centre of care delivery across all services working across health and social care boundaries as required. The role will focus on improving quality outcomes and experiences of people who are in the last year of life and providing support to their families and carers.

The post holder will work collaboratively with the members of the Senior Clinical Leadership Team to ensure the services meet the clinical outcomes to improve patient care and experience, and work within the robust clinical governance framework.

Job Context

The post holder will be based on the main Clarkson House site and required to work core office hours (9am – 5pm) with flexibility around work pattern to suit the needs of the role and the service. The working pattern will be agreed between the postholder and line manager. The post holder will participate in the out of hours 24/7 Manager on-call rota.

Nature and Scope of Role

The accountabilities of the role will include core functions and then more specific functions in each of the areas below:

1. Management and Leadership
2. Clinical Responsibilities/Co-ordination of Patient Services
3. Service Planning
4. Performance and Financial Management
5. People Management and Organisational Development
6. Quality and Risk Management
7. Education and training
8. Research and Audit

In addition, the post holder is required to operate in adherence to the culture pathway, vision, mission, values, behaviours and principles of JHC.

Core Functions of Role

1. To provide professional and operational leadership for all employees working within the Community Palliative Care Team, the Hospital Palliative Care team, the Living Well Team, the Bereavement and Emotional Support Team, and the wider support team.
2. To be visible and accessible and act as a resource and support for employees, patients, carers and wider health and social care partners. Maintain clinical credibility by working and educating in the practice setting when it is appropriate to the role.
3. To actively promote the use of the Gold Standard Framework across the island and to support the enhancement of knowledge, skills and experience of palliative and end of life care to the wider professional community.

4. To manage allocated resources efficiently and effectively. To ensure that staffing establishments and skill mix is based on clinical need taking into account increased case complexity, and clinical safety whilst maintaining quality and cost-effective financial control.
5. To actively encourage and develop a multidisciplinary approach throughout the clinical teams, ensuring strong links and relationships are built with key external partners in care.
6. Provide leadership and vision, challenging service delivery methods and developing innovative methods to improve efficiency and effectiveness. This will include developing the use of technology within the service to enhance and support wider patient and carer access to palliative and end of life care services.
7. To represent the interests and concerns of allocated services at all levels, ensuring that the appropriate clinical governance structures are in place and that teams are compliant with relevant policy and procedures.
8. To act as a clinical expert in the field of palliative and end of life care dividing the time between services within agreed portfolio, and in the absence of peers to provide support to other clinical teams.
9. To deputise for the Director of Palliative Care Services when required and to represent JHC and act on behalf of fellow senior clinical employees at meetings/forums when needed at both a strategic and operational level.
10. To act as a catalyst for innovation and quality improvement within the portfolio often working across health and social care boundaries to facilitate changes including development of coproduction methodologies.
11. To take an active role in standard setting, data collation and validation, ensuring that key performance targets are met, and any associated contractual reports are reviewed and completed and linked into the Quality Assurance Team.
12. To ensure that the development of palliative and end of life care practice is in line with both local and national standards, ensuring that patients receive compassionate care in accordance with their wishes in a place they choose, continuously learning from the experience of people and their families at the end of life.
13. To contribute to raising the profile of the service by demonstrating and sharing good practice and innovations within the professional groups across multi-professional teams, both locally, regionally and nationally.

1. Management and Leadership

- To be Registered Manager for the Community Palliative Care Service and the Living Well Service, accountable for the service and for the management and development of their team members.
- To provide support to and leadership to the Hospital Palliative Care Team when inspection and regulation is introduced for secondary care services.
- To provide visible professional and operational leadership for all employees, acting as a point of contact for advice and expertise on appropriate matters relating to community services, specialist palliative care and/or end of life care.

- To be accountable for the quality-of-service delivery, ensuring that JHCs Key Performance Indicator's (KPIs) are met.
- To promote the development and maintenance of high standards of care in order that the care offered is family centred, sensitive and responsive to service users.
- To act as a strong, connected and collegiate partner across the health and care system in Jersey to the benefit of islanders and families who are either palliative or at the end of their life.
- To be responsible, working with the Director of Palliative Care Services and senior nurses/clinicians across all disciplines and service users, for developing the annual service objectives and effecting their implementation across clinical teams.
- To build effective relationships with partners and ensure effective working practices to maximise the delivery of a seamless service.
- Develop and monitor job plans within the Community Palliative Care Team ensuring that all core elements of the Clinical Nurse Specialist (CNS) role are met.
- To ensure that demand and capacity workforce reviews are regularly undertaken across all teams, that take into account case complexity.
- To promote effective working partnerships Hospice-wide and with Regional and National employees to strategically position JHC for future service change and developments in accordance with local, regional and national policy in maintaining the reputation of the service for high standards of care and innovative practice.
- To ensure all JHC quality data and clinical operational data is recorded, reviewed and analysed on a regular basis.
- To be an active member of the Senior Clinical Leadership Team.
- To be responsible for robust systems that regularly review clinical policies and procedures with a particular focus on the quality of practice and management.
- To lead and support good clinical governance practice within JHC.
- To support the Director of Palliative Care Services, the Lead Palliative Care Consultant and the Director of People with workforce planning, professional development and clinical leadership.
- Work closely with income generation and marketing to ensure good connectivity between the teams to the benefit of patient care and service needs.

2. Clinical Responsibilities/ Co-ordination of Patient Services

- To provide excellent standards of clinical practice and develop a culture focused on patient engagement, outcomes and experience. To ensure this the post holder needs to be accessible to patients, families and carers.
- To provide expert clinical advice and support to team members particularly around complex care delivery and maintain clinical credibility by working within the palliative care service where necessary.
- To be responsible for ensuring patient and team safety ensuring all risk assessments and audits are completed and fed back to improve outcomes.
- The post holder is responsible for ensuring effective co-ordination of patient case management in line with JHC Community Palliative Care Team (SPCT) Referral/Admission/Last Days of Life policies and all relevant standard operating procedures.

This involves:

- Ensuring that effective activity and outcomes are consistently implemented and documented as agreed within service specifications including achievement against the KPIs.

- Ensuring all team meetings to discuss patient care take place and there are clear goals and actions agreed.
 - Ensure individual case management meetings are held with each member of the team within an agreed timeframe.
 - Collation and reporting of data to inform Council, Clinical Governance and Health and Care Jersey (HCJ) Commissioning reports.
 - Oversight and management of staffing acuity demonstrating case complexity.
 - Act as Clinical Supervisor and ensure regular reflective sessions available to the team
- Core member of the island wide Multidisciplinary Team (MDT).

3. Service Planning

- To be responsible for the co-ordination, review and planning of nursing services to meet service agreement requirements stipulated by HCJ and to support the development of plans to achieve required changes in service provision, working closely with the Director of Palliative Care Services, Lead Palliative Care Consultant and the Senior Clinical Management Team.
- To be responsible for the development of business cases and/or other proposals for improvements or modernisation of nursing/clinical services.
- To be responsible for the identification of cost improvements, service developments and income generation opportunities within the service.
- To identify unmet need in the population and to work with employees to identify
- To lead projects which improve the quality of services provided to patients evidenced by improved performance against national and international benchmarks.
- To support the Director of Palliative Care Services in strategy development.
- Participate in Island wide and service plan development as directed by the Director of Palliative Care Services.

4. Performance and Financial Management

- To act as a budget manager for JHC in respect of nursing resources and day to day expenditure of the Community Palliative Care Team, the Hospital Palliative Care Team, the Living Well Team and the Bereavement and Emotional Support Team.
- To be accountable for the effective use of clinical resources.
- To monitor, control and report on colleague and non-colleague activity and income and expenditure, working closely with the finance and people teams, and the Senior Clinical Leadership Team.
- To further develop a series of performance indicators in line with corporate objectives for the organisation and support the achievement of hospice-wide KPIs.
- To work with professional leads to develop mechanisms to ensure that clinical activity is measured accurately and fully costed where appropriate.
- To promote a corporate approach to JHC overall strategic objectives, mission and values.
- In collaboration with the Director of Palliative Care Services, participate in strategic planning, development and redesign of community clinical services.

5. People Management and Organisational Development

- Provide direct management for the Community Palliative Care Team, the Hospital Palliative Care Team, the Living Well Team and the Bereavement and Emotional Support Team. Responsible for the management of the people employed within the teams.
- Responsible for staffing, rota management, out of hours on call and business continuity planning. Maintain strong oversight of practice and people working in the community

and in Jersey General Hospital ensuring induction and ongoing supervision, and clear routes for escalation are in place.

- Ensure that the responsibilities and objectives for direct reports are clearly defined and understood – job descriptions and person specifications up to date.
- Be responsible for managing performance, including poor performance
- Responsible for managing sickness and absence in accordance with JHC's Sickness Absence Policy.
- Responsible for the Lone Worker Policy, adherence to and application of for those teams working in the Community.
- Responsible for ensuring all employees understand their responsibilities under Health and Safety at work, and maintain clear oversight on any incidents, demonstrating appropriate action and reduction of risk.
- Promote equal opportunity and adherence to best practice employment and approaches to managing and implementing change.

6. Quality and Risk Management

- Contribute to the development and lead on the implementation of best practice service modernisation and improvement plans and strategies within JHC.
- To be a safeguarding lead for adults.
- Encourage a culture of continuous improvement and mutual co-operation in the achievement of the highest possible standards of clinical care and maximum efficiency.
- Work with Director of Palliative Care Services, stakeholders and employees to develop clinical governance systems within JHC and ensure that all relevant Jersey Care Commission (JCC) standards are met.
- Provide on request regular reports on all aspects of service delivery and clinical governance to the Director of Palliative Care Services.
- Ensure there are clear processes in place to receive and review regular feedback from patients and families about the quality of services provided.
- Manage the Clinical Risk Register for portfolio responsible for, effecting escalation to the Director of Palliative Care Services as required.
- To co-ordinate the Hospice participation in local risk management initiatives to monitor clinical and non-clinical issues within JHC i.e. Health & Safety, Infection Control, Fire Safety, environmental and organisational risks.
- To be responsible for ensuring that adverse incidents involving clinical care within JHC are investigated promptly, respecting confidentiality and taking preventative action where necessary to ensure that quality and risks prevention procedures are adhered to and fully implemented.
- To promote and maintain a culture of evidence based clinical practice ensuring the creation of effective local networks to share good practice and dissemination.
- To ensure that all relevant statutory requirements for the areas of responsibility of the role are met by JHC.

7. Research and Audit

- Participate in local and regional research network
- Drive the practice of clinical audit through the teams, demonstrating improvement in practice as a result.
- Develop a culture of participation in national audit within specialist area
- Development of the team to promote their work at a local and national level, either through poster, presenting or publication.

8. Education and Training

- Encourage the development and autonomy of others through education, information or research and regularly auditing the effectiveness of training interventions.
- Ensure employees are aware of expectations of their performance and that they fulfil agreed personal objectives through the appraisal process.
- Maintain own personal continuous professional development including mandatory and statutory training.
- Take a lead in training and education on an informal and formal basis.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at JHC are expected to comply with the general duties detailed below:

Infection Prevention and Control - Maintain a clean, safe environment, ensuring adherence to JHC's standards of cleanliness, hygiene and infection prevention and control.

Safeguarding - JHC 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 - JHC 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 JHC 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 JHC 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 JHC 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 - JHC 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 JHC in response to organisational or service demands.

| PERSON SPECIFICATION | | |
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| Lead Nurse for Community Services | | |
| | Essential Criteria for selection | Desirable Criteria for selection |
| Qualifications and Training | <ul style="list-style-type: none"> • Registered on the Register of Nurses as maintained by Nursing and Midwifery Council (NMC) • Non-medical Prescribing Qualification • A minimum of 60 credits at Masters level study in leadership or related relevant qualification and a commitment to complete the full Masters • Post Graduate qualification in Palliative Care • Teaching certificate • Advanced communication skills training • Clinical Governance/ quality assurance training | <ul style="list-style-type: none"> • Post graduate qualification in a related field Leadership/ management qualification • RQF Level 5 or equivalent to be Registered Manager • Full master’s level degree in leadership or a relevant clinical area |
| Knowledge and Experience | <ul style="list-style-type: none"> • Substantial post registration community palliative care experience • Substantial experience of managing a clinical caseload • Experience of independent prescribing in practice • Substantial experience of team leadership and management • Experience of working within a regulated service and liaising with Commissioners for those services • Varied experience of teaching both formally and informally • Experience of working with other stakeholders in the development of services or clinical initiatives • A good understanding of Clinical Governance, research and audit to support service planning, service provision, caseload management and resource management • Have experience of management of complex change • Sound and broad knowledge of priorities for nursing • Day-to-day people management including performance management and objective setting, recruitment and retention | <ul style="list-style-type: none"> • Experience of publishing and presenting clinical papers both nationally and internationally • Involvement in clinical research projects • Experience of dealing with the media • Media Training |

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| | <ul style="list-style-type: none"> • Operational planning and implementation including strategic planning • Evidence of consistent updating of clinical skills and knowledge • Demonstrable Coaching & Development skills within clinical practice • Financial management experience. • Able to make advanced decisions and manage the consequences • Show a logical and analytical approach to problem solving • Able to act quickly to address urgent matters • Demonstrates lateral thinking to generate non-obvious solutions to problems • Has basic finance and budgeting knowledge and draws on this to make decisions | |
| Technical abilities | <ul style="list-style-type: none"> • Competent and confident IT skills - Microsoft Office, Teams | |
| Personal attributes | <ul style="list-style-type: none"> • An individual who demonstrates care, compassion and sensitivity to others • Enthusiastic, motivational approach to work • Ability to adapt working patterns to provide the flexibility of service required by the seeking our care • Resilience, ability to work under pressure and manage stress in self and others • Ability to prioritise workload and to build strong productive relationships with partners | |

JERSEY HOSPICE CARE BACKGROUND

Specialist Palliative Care Team – The Specialist Palliative Care Team works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

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 and Emotional Support Team – The Bereavement and 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 two JHC shops; a town shop in St Helier and a country shop in St Ouen, both operated by JHC Retail Limited a wholly owned subsidiary trading company of JHC. 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 - JHC 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, Bereavement and Emotional Support Team, 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 JHC. They are vital to the smooth running of the charity.