

ST JOSEPH'S HOSPICE

JOB DESCRIPTION – SPECIALIST PALLIATIVE CARE WARD SISTER / CHARGE NURSE / TEAM LEADER

GRADE:	Band 6 AfC
REPORTS TO:	Ward Manager
ACCOUNTABLE TO:	Director of Care Services / Ward Manager
RESPONSIBLE FOR:	All ward-based nursing and administrative staff

JOB PURPOSE

The post holder is responsible for leading a team of nurses and support workers to deliver a high standard of specialist palliative care in conjunction with the multi disciplinary team. This includes assessment of patient and family needs in conjunction with the interdisciplinary team.

BACKGROUND STATEMENT

Specialist palliative care is delivered in a deprived area of North East London. Patients come from diverse backgrounds – ethnic, cultural, religious, social and economic. The post holder is expected to understand and be sensitive to this environment.

St Joseph's Hospice practices a model of team nursing and each individual must demonstrate commitment to implement this approach in nursing care.

This post holder is required to demonstrate competency in practice as detailed in the St Joseph's Hospice competency framework.

Specialist palliative care is delivered continuously over 24 hours and during this timeframe the Ward Sister/ Team Leader, in conjunction with the Ward Manager, is responsible for ensuring that effective handover takes place between all disciplines, to ensure that care is delivered according to the needs of the patients.

This post holder is required to provide clinical leadership for a team of nurses and have a detailed knowledge of every patient on the ward in order to ensure that specialist palliative care is delivered in line with individual needs.

The post holder has responsibility for the safe management and security of the whole Hospice site in the absence of senior managers. This includes monitoring of three in-patient wards, giving specialist palliative care advice to patients, staff and relatives and giving information/advice to community clinicians when required. It also entails carrying the main fire bleep for the whole Hospice site, including responsibility for the staff residences.

Nurses at St Joseph's Hospice work to meet the requirements of the nursing competency framework which sets out knowledge and skills required. The framework outlines responsibilities in six areas:

- Clinical Practice and Leadership
- Management
- Communication
- Education
- Quality
- Grief Loss and Bereavement

CLINICAL PRACTICE AND LEADERSHIP

- As the Ward Sister / Team Leader, be responsible for all the care planned within their team. Ensure continuity of care is achieved within the Team nursing system.
- Act as a resource, advisor and role model to junior colleagues in relation to clinical issues in the assessing, planning, delivery and evaluation of care so that new and junior colleagues can develop professionally.
- Act as a resource / advisor to all members of the multi-disciplinary team with regard to specialist skills, knowledge and expertise of in-patient nursing palliative care.
- Demonstrate effective leadership skills, and provide regular team meetings, supervision meetings and annual appraisal reviews for nursing and administrative in-patient ward-based staff
- Observe nursing and administrative team members in the in-patient unit, interacting with patients and families to monitor professional, Hospice-based and best practice care standards
- In conjunction with the Ward Manager, implement infection control matters across all the clinical areas in the Hospice, including teaching, advising and developing best practice.
- At regular intervals and in conjunction with the Ward Manager and the Director of Care Services, monitor the effectiveness of clinical care provided to patients and their families in the Hospice in-patient unit, by undertaking quality checks, ensuring that working policies and practices and related services are followed at all times.
- In conjunction with the Director of Care Services, Ward Manager, colleagues and Education Centre clinical staff, ensure that clinical care policies and procedures reflect best practice, professional codes of conduct, occupational and minimum service standards, and that these are widely understood by all nursing and administrative ward-based staff.
- Facilitate contact for families and visitors, dealing with complaints, offering advice and support when distressed / bereaved.

MANAGEMENT

- Agree with the Ward Manager and Director of Care Services a plan for the delivery of clinical specialist palliative care that sets clear targets and quality standards that comply with Care Quality Commission Regulations.
- Assist in recruitment of staff to their nursing team.

WORKFORCE PLANNING

- With Ward Manager and Director of Care Services, regularly discuss and review nursing and administrative staffing establishments to ensure adequate levels of skill mix to meet minimum operating requirement and Care Quality Commission regulations.
- Produce and review daily duty rotas for nursing and administrative ward-based staff to ensure adequate skill mix at all times.
- In conjunction with the Ward Manager, produce documentary evidence for the Director of Care Services to enable statistics and reports to be formulated.
- Ensure safekeeping and confidentiality of all in-patient unit and patient care records, employment information and sensitive information in accordance with the Data Protection Act, Access to Medical Records Act and Hospice policy on confidentiality.
- In consultation with the Ward Manager, be available to all nursing and administrative in-patient ward-based staff, to offer counselling and welfare advice following sickness, bereavement, trauma, personal and professional issues and to ensure that clinical advice and support services are made available to meet individual needs, using external support as necessary
- Be responsible, in the absence of the Ward Manager, for overseeing all personnel operating at in-patient ward level including accident and incident reporting, volunteer assignment and evaluation, risk assessment and ensuring that all personnel work safely, according to Hospice procedures and guidelines.
- In conjunction with the Ward Manager and Director of Care Services, investigate, follow up and manage accidents, incidents and complaints within the in-patient unit, following Hospice policies and procedures.

SITE MANAGEMENT RESPONSIBILITIES

- Investigate, follow up and manage accidents, incidents and complaints and resolve as investigations dictate, whilst acting as the Site Manager out of hours: reporting events, outcomes and information to the Ward Manager and Director of Care Services.
- When on duty out of hours and in the absence of more senior staff, act as the main fire officer by carrying the fire bleep at all times, responding to it and ensuring that this takes priority over all other planned and unplanned activities.
- Out of office hours and in the absence of the Ward Manager and the Director of Care Services, act as the most senior member of staff on site. This involves co-ordination of patient admissions, responding to emergency calls, acting as an expert source of clinical advice to patients, and managing staffing issues across the Hospice site for staff in other disciplines, in the absence of their immediate Head of Department/Ward Manager.

EDUCATION AND TRAINING

- In conjunction with the Ward Manager, take responsibility for the training, orientation and continuing evaluation of newly appointed in-patient nursing and administrative staff.
- Facilitate implementation of orientation programmes for nursing and administrative staff, responsible for the completion all evaluation documentation including probationary, preceptorship and leaver reports as required.
- With the Lecturer Practitioners, arrange clinical training for in-patient nursing staff and follow up on informal and formal assessment in the in-patient environment.

- In conjunction with the staff in the Education Centre and in agreement with the Ward Manager and Director of Care Services, ensure and identify relevant, appropriate, on-going training for all in-patient nursing and administrative staff and participate in design and evaluation of internal training programmes.
- In collaboration with the Director of Care Services, the Education Centre and the Ward Manager, arrange for the placement of nursing students and other clinical professional placements, taking responsibility for the support and evaluation of those students and other professional placements.
- Deliver teaching sessions in areas of expertise within the Hospice, as agreed with the Ward Manager and the Director of Care Services.
- Take responsibility for own professional development, including keeping up to date with relevant professional and management issues at local and national levels.

QUALITY AND SERVICE IMPROVEMENT

- In conjunction with senior colleagues within the multi professional team, respond positively to change initiatives, demonstrating awareness of the implications and acting as an effective change agent
- Ensure that quality of care is continuously monitored.
- Engage in research, audit and quality initiatives, encouraging participation and awareness throughout the team.
- Evaluate the quality of own and that of individual team members, identifying and raising areas of related risk
- Ensure all documentation is accurate and up to date.

BUDGETARY AND FINANCIAL RESPONSIBILITIES

- In consultation with the Ward Manager, authorise and countersign weekly and monthly time sheets for nursing, administrative, and agency staff and forward to the Personnel department or Finance department for processing.
- In consultation with the Ward Manager, agree and arrange the purchase of medical consumables. Agree the sourcing and funding of specialist one-off equipment in discussion with the Director of Care Services.
- Ensure that in-patient unit nursing equipment is maintained in a safe and serviceable condition, that faults are reported promptly to ensure the equipment provided meets the Hospice's needs, demonstrating awareness of issues of cost-effectiveness and efficiency.

COMMUNICATION

- Ensure effective channels of two-way communication with individuals, the multidisciplinary team, other departments, outside agencies, managers and staff.
- Communicate effectively face to face, by telephone, in writing (including e-mail and fax) to both small and large groups.
- Attend the Multidisciplinary Team meetings to provide expert opinion on patient and clinical care issues.
- With senior medical and social work colleagues, agree family case review meetings to discuss complex patient nursing, medical, psycho-social and welfare needs.

- Meet with patients' carers to address and advise on nursing care, clinical practice, and patient-related inquiries.
- Attend or chair meetings within the Hospice as required i.e. ward nursing staff/ Multidisciplinary Team handover, Ward Manager monthly meetings.
- In the absence of the Ward Manager, fulfil the role of site manager (out of hours), acting as the first reference point for people making contact with the Hospice.
- With the Ward Manager, actively establish and develop relationships with internal and external agencies and organisations as part of a wider system of promoting the in-patient specialist palliative care service at the Hospice to key stakeholders i.e. with GPs, District Nurses, PCTs Community Units, Acute NHS Hospitals and NHS Palliative Care Units and throughout the North East London Cancer Network.

GRIEF, LOSS AND BEREAVEMENT

- Negotiate and advocate on behalf of patients, relatives and staff, providing information that can be difficult for people to understand or can cause distress i.e. giving pre / post bereavement support, information, advice to patients, families, children, next of kin, friends etc and referring to other expert counsellors and agencies when needed.

MISSION & CORE VALUES

All staff must have an understanding of St Joseph's Mission & Core Values (details attached)

HEALTH & SAFETY

Ensure a safe working environment and be aware of responsibilities under the Health & Safety at Work Act, taking appropriate action in the event of an accident to patients, staff, self or any other person in the work area.

EQUAL OPPORTUNITIES

Comply with and promote St Joseph's Hospice Equal Opportunity Policy and avoid any behaviour which discriminates against colleagues, potential employees, patients/clients or their families on the grounds of sex, marital status, race, age, belief, colour, nationality, ethnic or national origins, religion, disability, sexual orientation and political opinion.

THIS JOB DESCRIPTION WILL BE REVIEWED IN THE LIGHT OF CHANGING CIRCUMSTANCES AND MAY INCLUDE OTHER DUTIES AND RESPONSIBILITIES, FOLLOWING DISCUSSION WITH JOB HOLDER AND DIRECTOR OF PATIENT SERVICES

Job Des Band 6 Ward Sister / Charge Nurse / Team Leader June 2010