Clinical Nurse Manager – Speciality in Palliative Care/End of Life

Job Description and Person Specification

Responsible to: Hospice Manager and Board of Trustees
Base: Skanda Vale Hospice, Saron, Llandysul, Carmarthenshire SA44 5DY
Grade: Band 7 (£30,764 plus)
Hours: Full Time 37.5 Permanent position
Start Date: January 5th 2015

Job Purpose

Skanda Vale Hospice is a registered charity that currently provides non clinical day care at its temporary facility at Skanda Vale, Llanpumsaint. The Hospice is now redeveloping its main premises at Saron, Llandysul, to include a new, purpose built six bed inpatient unit. Building works are scheduled to be completed by Mid-September 2015 with the hospice re opening in November 2015.

This new post of Clinical Nurse Manager has been created with the post holder responsible for the clinical service development and implementation of the hospice’s new inpatient Respite (phase 1 nov 2015 to oct 2016) and End of Life Service (phase 2 oct 2016 onwards), with key involvement towards the registration process of the new service with HIW. The inpatient service will be nurse led with medical cover being provided by consultant session from Hywel Dda University Health Board and local GPs

The post holder will then contribute to the delivery of the new service by providing leadership, vision, inspiration, and operational management to all clinical areas of the hospice including the Day Centre service which will include a clinical element with Phase 1. The post holder will hold responsibility for developing key relationships with the Health Inspectorate Wales, Hywel Dda University Health Board, relevant service providers and Health Care Professionals.

Skanda Vale Hospice has provided a highly respected and successful service in the local community since 1993. A unique factor of the hospice is that it is currently entirely run by volunteers with the majority of the core staff drawn from Skanda Vale monastic community. One of the key parts of the new role will be to develop the committed volunteer team to include volunteer clinicians and to integrate harmoniously their input with the core clinical nurse team.
Job Summary

- To plan, develop and implement Skanda Vale Hospice inpatient and Day Patient Services in association with the Board of Trustees and Hospice Manager and in liaison with Hywel Dda University Health Board, other service providers and service users.
- To provide advice and support to the trustees on the project design and development.
- Take the lead role in the registration process of the new service with the Health Inspectorate Wales (HIW)
- To develop the operational procedures, policies and protocols of the hospice in association with the Board of Trustees and Hospice Manager
- To become an integral part of the Hospice Team, promoting and developing best practice in the current day care service.
- To provide clinical leadership working as an experienced practitioner, delivering expert, evidence based clinical practice to patients and families with palliative care needs and/or quality advice to their professional carers
- To establish, maintain and monitor clinical care ensuring a high standard of palliative care is continually delivered.
- To provide strong, effective and visible professional leadership to all nurses and care staff employed by the hospice, including volunteer staff
- To be responsible for the co-ordination of education, competency development and evaluation of all clinical staff.
- To develop and manage a volunteer bank of clinical and medical staff
- To have proven extensive palliative care experience and knowledge.
- To continually extend own knowledge and expertise in the following areas: Management; Teaching; Research; Clinical and Theoretical aspects of palliative care; Evaluation and Audit
- To represent the service and uphold the ethos of the Hospice at both internal and external meetings.
Key responsibilities

Clinical

- Work as part of the Hospice team to provide the lead on clinical palliative care for patients and their families
- Ensure the appropriate prioritisation of referrals, deploying resources and making interventions to ensure the hospice service is run safely, efficiently and effectively
- Develop and utilise protocols to support the management of admissions and discharges
- Attend and represent Skanda Vale Hospice at the regular Hywel Dda University Health Board Carmarthenshire Palliative Team MDT meetings.
- Ensure that staff practice comprehensive holistic assessments and recommend appropriate treatments, interventions and support.
- Work with the Hospice Manager and trustees to ensure full compliance with all relevant national, local and Hospice directives and legislation.
- Provide effective leadership in ensuring that nursing standards and record keeping is in line with Skanda Vale Hospice policies and within guidelines laid down by NMC.
- Ensure that team members understand their roles and are working within the Hospice’s clinical governance strategy and promote excellence in clinical practice in line with current Standards
- Foster and promote a team culture of enquiry and learning that enables individuals to openly question, reflect and learn from their practice.

Leadership and Management

- Hold the responsibility for developing key relationships with Hywel Dda University Health Board, service providers from both the social and voluntary sectors and Health Care Professionals, ensuring collaborative working and integrated practice to benefit patient care.
- To manage the clinical staffing of the Hospice and ensure that the skill mix and training of the Hospice staff is appropriate to meet patient needs.
- To ensure accurate, clinical quality data is maintained and reports are made as required by the Board of Trustees and Hospice Manager
- To develop, promote and participate in a program of clinical supervision at Skanda Vale Hospice.
- To develop and implement full evaluation, internal audit, monitoring and reporting of the service including feedback from service users, leading to user focused quality improvement initiatives
• Assist the Trustees and Hospice manager in strategic planning and development of service working to budgetary constraints.

• To recognise the needs of individuals within the team and to be able to provide support and guidance to them, developing clinical staff in line with their appraisals and Hospice strategy.

• To investigate and provide reports on complaints and incidents as required.

• Use a range of communication skills to ensure patients receive required treatment and interventions to meet their needs.

• Communicate complex and sensitive information to encourage meaningful engagement with patients, their families and carers and act as a positive role model to staff.

**Education and Quality**

• Contribute to palliative care education and training of all staff within the Hospice Team

• Work with the Hospice Manager to implement and monitor competency development

• Ensure the delivery of safe and high quality care through regular audit and risk assessment.

• To help maintain a safe environment and actively identify, report and manage risks especially relating to lone work

• To act professionally at all times in accordance with the NMC Code of Conduct.

• Work with the Volunteer Manager and Hospice Manager to develop ongoing training and development program for volunteers working in clinical and patient centred roles.

• To participate in research activities as required by the Hospice Manager, and Trustees.

• To ensure service quality is maintained through the implementation of evidence based practice.

• Keep up to date with recent developments in nursing and palliative care attending relevant study opportunities

• Maintain confidentiality of patients and staff at all times

• We would expect employees to show a proactive attitude to developing the quality and efficiency of their own work and the service we offer our clients. The post holder will need a flexible approach to his / her duties, accepting new tasks with enthusiasm.

• Skanda Vale Hospice is committed to Equal Opportunities for all present and potential members of staff and patients. Skanda Vale Hospice expects the post holder to fully understand, support and apply this policy through their working practices which require all individuals to be treated with respect, dignity, courtesy, fairness and consideration.
Person Specification

Qualifications and experience

Essential

• Proven extensive experience of planning, implementing and leading a patient service in a team lead role.

• Registered level 1 Nurse.

• Diploma/ Degree in Palliative Care or equivalent.

• To have up to date in depth specialist knowledge and clinical expertise in palliative care.

• A high standard of spoken and written English with an ability to produce concise and clear communication.

• Proven ability to work autonomously.

• A team player with a confident manner and a professional, flexible, positive and studious approach to work.

• Competencies in PC skills, word, excel and database.

• A current valid driving licence.

Desirable

• A Master’s Degree in Palliative nursing/ end of life care.

• A good standard of written and spoken Welsh with an ability to produce concise and clear communication.

• A skilled communicator, experience at integrating volunteer and employed staff.