

JOB DESCRIPTION

Job Title:	Team Leader
Department:	Inpatient Unit
Band:	6
Accountable to:	Deputy Director of Patient Services
Reports to:	IPU Manager

Job Purpose

- To provide a high-quality specialist palliative care service to patients with a life limiting illness and to provide care and support for the families, carers and those close to them.
- To support the IPU Manager in team leadership ensuring optimum care standards for patients and families.
- To support and lead the ward team under IPU Manager guidance ensuring and practising under the NMC Code of Conduct and Hospice Values.
- To support and oversee staff nurses, AP's, NA's and HCAs as well as student nurses to deliver direct and indirect care.

Job Dimensions & Principal Accountabilities

- Support team leadership, under guidance of the IPU Manager, leading through Hospice Values and NMC Code of Conduct.
- Uphold Practice standards according to Hospice Policies, raising concerns and reporting incidents appropriately.
- Utilise your experience and specialist knowledge of palliative care to deliver appropriate symptom control, care and medication within agreed Hospice Guidelines, and support team members to develop these skills in practice.
- To ensure the cost-effective use of medical equipment and clinical stores.
- To be skilled in specialist communication, e.g., delivering significant news about disease progression, prognosis and dying and be skilled at supporting patients and families through this, as well as coaching other team members.
- To support and oversee Student Nurses, new and Bank Nurses and Health Care Assistants to deliver care on a daily basis.

Professional & Clinical

- To actively promote and lead through the NMC Code of Conduct and Hospice Values
- To deliver high standards of care directly, and indirectly by guiding and overseeing the staff nurses and unregistered workforce on a daily shift by shift basis.

- To ensure that the dignity, safety and confidentiality of all patients is respected at all times and that all patients receive the highest possible standards of physical, psychological and spiritual care.
- To assess, plan, implement and evaluate care from the point of admission through to discharge or death.
- To ensure patients have the opportunity for personalised care and support planning that includes advance care planning, ReSPECT and treatment escalation planning.
- To have knowledge of and providing care to patients and families of different cultural, religious and ethnic backgrounds.
- Participate in the hospice MDT, patient planning meetings, Discharge planning and bereavement meetings as necessary.
- Actively stay up to date re professional and clinical developments and ensure the is led through practice after approval at relevant meetings.
- To implement Hospice policies and procedures and contribute to regular reviews and audits.
- Demonstrate a commitment to research-based practice and clinical excellence.
- To offer specialist knowledge and skills in caring for patients with life limiting illness and their carers.
- To promote a calm, dignified and informal atmosphere in the Hospice whilst maintaining a professional, safe environment for patients and staff.
- To be responsible for the accuracy and legibility of patient care records.
- To support and care for work colleagues whilst working in an emotionally stressful environment.
- To liaise with external agencies contributing to improving patient care.
- To provide a high standard of personalised and on-going after care for bereaved families and friends.
- To be responsible for the appropriate nutritional needs of individual patients.
- To maintain custody and storage of controlled and other drugs, checking and witnessing administration procedures as per the Hospices' Drugs Policy.
- To be aware of the principles of infection control in line with Hospice and Trust Policy ensuring high standards of practice in self and others to promote a safe environment for patients, staff and visitors.

Management

- To have an active role and responsibility in meeting and maintaining the necessary standards set by the Care Quality Commission.
- To attend regular clinical supervision as part of a personal development process.
- To adhere to the NMC Code of Professional Conduct (2008) including issues of confidentiality, Data Protection and Information Governance.
- To develop and maintain effective relationships with all members of the multidisciplinary to ensure collaborative working for the benefit of patient care.

- To record and monitor all accidents and untoward incidents and report them to the IPU Manager.
- To supervise and co-ordinate the running of the Hospice IPU in the absence of more senior staff.
- To mentor, support and teach students on placement in the Hospice.
- To orientate, teach and support new and junior members of staff.
- To be responsible for ensuring Nursing cover to provide continuity of patient care, by assisting with an effective rota.
- To ensure effective communication is maintained within the team through formal and informal routes.
- To accept responsibility for specific administrative tasks as delegated by the IPU Manger
- To assist in setting up and monitoring of systems for the ordering of clinical stores.
- To assist in monitoring maintenance and repair programmes for all clinical equipment.
- To be a member of the clinical on call rota
- To assist in promoting a healthy and safe working environment by ensuring compliance with all health and safety regulations and assisting in development and implementation of any policies to meet these standards.
- Contribute to development and delivery of Hospice strategies.

Education & Audit

- Maintain up to date professional development.
- To assist in the design and application of patient and carer satisfaction surveys to seek methods to constantly improve on existing standards.
- To participate in audit projects under the supervision of the IPU manager.
- To take responsibility for attending statutory and mandatory training and ensuring records of such training are kept up to date.
- The Post Holder may be required to work across other hospice clinical services dependent on service need.

Key Working Relationships

Internal

Multidisciplinary Team to include:

Medical Team
 Rehab and Wellbeing Team
 Family Support Team
 Hospice Community Team (CHC/H@H)
 Chaplaincy Team
 Medical and Clinical Administration teams
 Volunteers
 Housekeeping
 Education Team
 Director of Patient Services
 Deputy Director of Patient Services
 Medical Director
 Chief Executive

External

Primary Health Care Team
 Frailty Teams
 Community District Nursing Leads
 Community Specialist Palliative Care
 Nurses
 Continuing Health Care Teams
 Social Services
 Intermediate Care Teams
 Voluntary Sector Groups
 Transport Services
 Hospitals and Hospices
 Nursing and Residential Homes

Health and Safety Function

The post holder shall:

- take all measures to maintain the safety and wellbeing of patients, relatives and staff in accordance with the Health and Safety Act and Hospice Health and Safety Policy.
- become familiar with procedures for dealing with incidents such as accidents or fire; report and escalate any accidents, incidents to registered nurses or community service manager.
- comply with the lone worker policy at all times.
- attend mandatory training annually and undertake e-learning as required.

Professional Development

The post holder shall:

- maintain and improve own competence and skills by attending Hospice education programme, or external courses as appropriate and as agreed with line manager.
- attend and take part in reflective supervision sessions.
- take part in annual appraisals, six monthly reviews and regular one to one meetings with allocated supervisor.
- develop competency in designated clinical skills.

Additional responsibilities

- There is a requirement to comply with all the Hospice policies, procedures and guidelines, including those relating to Health & Safety, confidentiality and the Data Protection Act, as required by Information Governance.
- Each member of the hospice team has a responsibility to contribute to the clinical governance programme.

- Each team member to take appropriate action to maintain the highest level of infection prevention and control.

Purpose and core values

All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

Additional information

- This job description sets out the key tasks and responsibilities. It is not intended to be comprehensive. It is essential that it should be regarded with a degree of flexibility so that the changing needs of the organisation can be met.
- This job description will be reviewed with the post holder annually as part of the appraisal process. Any proposed amendments will be with the agreement of the appropriate member of the Senior Leadership Team.

Data Security & Protection

All Hospice staff are required to comply with legislation pertaining to Data Security and Protection which incorporates Information Governance and General Data Protection Regulations. Staff are expected to familiarise themselves with the content of the Data Security and Protection policy and comply with these requirements. Any breach of this policy must be raised to the Data Protection and Security responsible officer following the correct reporting procedure outlined in the policy.

General Duties

1. To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
2. To comply at all times with the Hospice Information security policy. To respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act
3. It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
4. The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the human resources department.
5. The Hospice operates a no-smoking policy.

6. The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
7. All appointments are subject to pre-employment health screening.
8. It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual, this includes Infection Prevention and Control Adult Hospice Policies and Safe Practice Guidance
9. All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the Hospice Policies
10. It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training as appropriate.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

"Team" refers to all members of staff including volunteers.

Garden House Hospice Care is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

**PERSON SPECIFICATION
IPU Team Leader**

Criteria	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none"> • Degree/Diploma in Adult Nursing • NMC Registration • Communication skills course 	<ul style="list-style-type: none"> • Recognised History Taking and Physical Assessment Training or willingness to undertake. • Advanced communication skills and ReSPECT training • Mentorship qualification or Practice Assessor and Practice supervisor training • Leadership course/experience
Experience	<ul style="list-style-type: none"> • A minimum of 2 years experience of life limiting disease management or palliative and end of life care • Experience of team and ward management • Experience of personalised care and support planning that includes advance care planning, ReSPECT and treatment escalation planning • Experience of multidisciplinary team working 	<ul style="list-style-type: none"> • Experience of undertaking service evaluation
Knowledge	<ul style="list-style-type: none"> • Able to demonstrate knowledge of research based clinical experience • Ability to demonstrate knowledge of the needs of patients living with life limiting illness • Ability to demonstrate the needs of those important to patients living with life limiting illness • Able to demonstrate the governance needed to ensure safe delivery of care 	<ul style="list-style-type: none"> • Extended clinical knowledge and skills • Evidence of further study relating to frailty, palliative care or end of life care • Evidence of service development • Non medical prescribing • Understanding of relevant national policy and practice initiatives
Skills and Abilities	<ul style="list-style-type: none"> • Understands a high standard of patient care and works in accordance with the Nursing and Midwifery Council Code of Conduct and Practice • Ability to assess complex needs of patients and plan, implement and evaluate appropriate nursing interventions • Ability to lead team by acting as nurse in charge for shifts • Ability to motivate nursing team and take initiative when appropriate 	<ul style="list-style-type: none"> • To be able to support colleagues in stressful and emotional situations • To be able to solve complex issues • To be able to balance conflicting priorities and manage a challenging workload in a calm and professional manner • Experience of the use of audit to support quality improvement • Understanding of the process

	<ul style="list-style-type: none">• Excellent verbal, non-verbal and written communication skills• Time management skills• Teaching skills, able to teach students, junior staff other health care professionals• Computer skills with the ability to use electronic patient record systems• Registered car driver with a UK licence.	<ul style="list-style-type: none">• of introducing change and innovation into nursing practice.
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