

JOB DESCRIPTION

Job Title:	Community Services Team Lead
Department:	Community Hospice at Home/Continuing Health Care Team (H@H and CHC)
Reports to:	Community Services Manager
Accountable to:	Deputy Director of Patient Services
Band:	6
Location:	Garden House Hospice Care, Letchworth

Organisation and team context

The Community team at Garden House Hospice currently provides support for patients nearing the end of their life and those close to them in the community setting with the provision of continuing health care funded care and unplanned for support for patients, within the community, whose condition has changed to enable them to remain at home. In addition, it has a key role in the ongoing development of the hospice frailty model.

We are holistic in our approach and the care is tailored to each person's specific needs. Our compassionate team of Nurses and Healthcare Assistants provide practical and holistic care supporting patients and their families. The team are supported by the wider hospice clinical teams that includes medical staff, physiotherapists, occupational therapists, family support team and a social worker.

Job Purpose

- To provide a high-quality holistic palliative care service in the community 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 Community Services Manager in team leadership ensuring optimum care standards for patients and families.
- To support and lead the hospice at home and CHC team under service lead guidance ensuring that staff are practising under the NMC Code of Conduct and Hospice Values.
- To support and oversee registered nurses and HCAs to deliver direct and indirect holistic care of the highest quality.

Job Dimensions and Principal Accountabilities

- Support team leadership, under guidance of the Community Services 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 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 Health Care Assistants Student Nurses, new and Bank Nurses and to deliver care on a daily basis.

Professional and 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.
- 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 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 and staff.

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 Community Services Manager.
- To supervise and co-ordinate the running of the H@H and CHC team in the absence of the Community Services Manager.
- To 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 Community Services Manager.
- 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 and 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 Community Services 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
 IPU team
 Chaplaincy Team
 Medical and Clinical Administration teams
 Volunteers
 Housekeeping
 Education Team
 Director of Patient Services
 Deputy Director of Patient Services
 Medical Director
 Chief Executive
 Executive Team
 Fundraising Team
 Marketing and Communications Team
 Finance Team
 Operations & Maintenance Team

External

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

Confidentiality

The contractual relationship between the Hospice and its employees is founded on trust. Employees will treat as confidential all information regarding the business of the Hospice, information with regard to and agreements with suppliers, and information gained about other employees and consultants.

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

General

This job description is not an exhaustive list of duties but it is intended to give a general identification of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the job holder.

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.

Caring and compassion

We will care with compassion, communicate with honesty and sensitivity, facilitate understanding and choice and ensure both respect and dignity.

Accountability

We will dedicate ourselves to safeguard and support our patients, their families, our volunteers and our staff by working to the highest professional and ethical standards.

Respect

We will respect all regardless of their ability, age, gender, race or sexual orientation and we will not tolerate prejudice of any kind.

Excellence

We will remain committed to continual learning and development to ensure we deliver excellence in all that we do.

Health and Safety

- Ensure familiarity with procedures for dealing with incidents such as accidents or fire.
- Attend fire lectures annually and take part in maintaining fire safety within the building.
- Attend moving and handling training bi-annually and infection control training annually.
- To ensure that all events are appropriately risk assessed for the safety of participants, staff, volunteers and the general public.
- Ensure risk assessments are completed efficiently for all activities related to this role.

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.

General duties

- 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.
- To comply at all times with the Hospice Information security policy. Also 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.
- 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.
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the human resources department.
- The Hospice operates a no-smoking policy.
- 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.
- All appointments are subject to pre-employment health screening.
- 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.
- 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.
- 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

Criteria	Essential	Desirable
Qualification	<p>Degree/Diploma in Adult Nursing</p> <p>Current NMC Registration</p> <p>Communications skills course</p>	<p>Recognised History Taking and Physical Assessment Training or willingness to undertake.</p> <p>Advanced communication skills and ReSPECT training</p> <p>Mentorship qualification or Practice Assessor and Practice supervisor training</p> <p>Leadership course/experience</p>
Experience	<p>A minimum of 2 years experience of life limiting disease management or palliative and end of life care</p> <p>Experience of team and ward management</p> <p>Experience of personalised care and support planning that includes advance care planning, ReSPECT and treatment escalation planning</p> <p>Experience of multidisciplinary team working</p>	<p>Experience of working in a community setting</p> <p>Experience of undertaking service evaluation</p>
Knowledge	<p>Able to demonstrate knowledge of research based clinical experience</p> <p>Ability to demonstrate knowledge of the needs of patients living with life limiting illness</p> <p>Ability to demonstrate the needs of those important to patients living with life limiting illness</p> <p>Able to demonstrate the governance needed to ensure safe delivery of care</p>	<p>Extended clinical knowledge and skills</p> <p>Evidence of further study relating to frailty, palliative care or end of life care</p> <p>Evidence of service Development</p> <p>Non medical prescribing</p> <p>Understanding of relevant national policy and practice initiatives</p>

<p>Skills and abilities</p>	<p>Understands a high standard of patient care and works in accordance with the Nursing and Midwifery Council Code of Conduct and Practice</p> <p>Ability to assess complex needs of patients and plan, implement and evaluate appropriate nursing interventions</p> <p>Ability to lead team by acting as nurse in charge for shifts</p> <p>Ability to motivate the team and take initiative when appropriate</p> <p>Excellent verbal, non-verbal and written communication skills</p> <p>Time management skills</p> <p>Teaching skills, able to teach students, junior staff other health care professionals</p> <p>Computer skills with the ability to use electronic patient record systems</p> <p>Registered car driver with a UK license.</p>	<p>To be able to support colleagues in stressful and emotional situations</p> <p>To be able to solve complex issues</p> <p>To be able to balance conflicting priorities and manage a challenging workload in a calm and professional manner</p> <p>Experience of the use of audit to support quality improvement</p> <p>Understanding of the process of introducing change and innovation into nursing practice.</p>
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