

# Job Description

<b>Job Title:</b>	Hospice Outreach Service (HOS) Clinical Nurse Specialist (CNS)
<b>Job Setting:</b>	Cancer Relief Centre, 5 South Barrack Road and in the community
<b>Hours:</b>	Full Time – 37.5 hours a week
<b>Salary:</b>	£31,000 to £37,000 depending on qualifications & experience
<b>Reports to:</b>	HOS CNS Clinical Service Lead
<b>Accountable to:</b>	Cancer Relief Charity CEO (Chief Executive Officer) & Trustee Board

**Job Summary:**

To be responsible for the clinical management, without direct supervision, of patient caseload with complex needs, excellence in specialist hospice nursing care, skills, advice and support to patients, relatives and carers and demonstrate clinical leadership through community caseload management and consultancy but will also practice in a variety of clinical settings by working autonomously as part of the wider patient/carer multidisciplinary support team.

The post holder will provide clinical management, provision of leadership and guidance to a team of both registered and non-registered nursing staff in the assessment, coordination, planning, implementation, evaluation of care delivery. Will be responsible for clinical supervision of staff practice within their team and review development needs, as well as supervise and provide leadership to clinical volunteers, and all manner of learners as appropriate.

They will work in collaboration with the HOS CNS lead, Hospice doctor and the Centre Services CNS clinical lead to ensure co-ordinated person-centred evidence-based practice across both Cancer Relief clinical teams. The post holder is expected to manage and support the HOS team in the absence of the HOS Clinical Service Lead and will work with the management team in service development, policy reviews and clinical governance. They will actively contribute to ensuring that Cancer Relief care meets increasing demands from its community.

They will liaise and coordinate care delivery with relevant GHA (Gibraltar Health Authority) stakeholders including GHA Physicians, Oncology Day Unit team, Primary Care GP's, Specialist Palliative Care Nurses, and other relevant Specialist Care Nurses, District Nursing teams, AHP's and Care Agency team members.

**Key Working Relationships:**

*Internal:*

- Centre Services CNS Clinical lead
- Hospice Outreach Doctor
- Charity CEO
- Centre Services CNS Clinical lead
- Operations Manager
- HOS and Centre Service Nursing Teams
- Complementary Therapists and Counsellors
- Charity Volunteers
- Trustees and Management Committees

*External:*

- Service Users
- GHA and PCC Allied Health professionals and relevant departments
- External Agencies and Contractors
- Local government departments
- Local Cancer Charities
- Supporters (including Individuals, local companies, organisations, grant-making trusts, and foundations)

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## **Key Duties and Responsibilities:**

### **CLINICAL**

- Demonstrate advanced knowledge as an expert practitioner in palliative and hospice care through use of innovative practice and skills, demonstrating an ability to use a range of strategies to improve and lead patient care and management.
- Act as a clinical expert and role model demonstrating high standards of holistic care, promoting clinical excellence, clinical leadership and providing specialist knowledge, advice to both nursing and non-nursing staff working within Cancer Relief clinical care teams. Act as a resource to other relevant stakeholders as required.
- Manage nursing teams in ensuring multi-professional assessments of patients and carers to plan individual programmes of care.
- Oversee and monitor the coordination, implementation, and evaluation of general programmes of care for palliative patients to ensure the pathway is seamless and of a high quality.
- Contribute and influence the total patient experience and journey through collaborative working and effective communications with all members of the multidisciplinary team throughout our extended shared partnerships with the GHA.
- Collaborate with GHA Palliative Care team to provide effective symptom control care input to palliative care patients.
- Demonstrate advanced level of empathic and interpersonal communication skills in providing sensitive and emotive information to patients and relatives.
- Provide encouragement, support, empathy, time, reassurance, and advice to enable them to explore, express feelings and issues of concern promoting informed choice, autonomy, and advocacy.
- Demonstrate advanced practice in holistic assessment, development, and evaluation of individual patients with complex needs, their families, and carers as appropriate.
- Participate in the HOS telephone triage service, providing specialist palliative support and advice to patients, families/carers, and other healthcare professionals.
- Provide initial support to bereaved families, friends, carers, and referring to the HOS bereavement service as appropriate.
- Maintain accurate records using a variety of systems of nursing documentation and other appropriate information systems, which reflect advanced assessment and practice.
- Comply with all policies, procedures, clinical protocols, standards, guidelines and NMC/GHA Nursing registration board guidelines for conduct and professional practice.
- Ensure all nursing staff both registered and non-registered comply with all CRC policies, procedures, clinical protocols, standards, and guidelines based on legislation, evidence-based nursing practice and NMC and GHA Nursing registration board guidelines for conduct and professional practice.
- Facilitate the development of a friendly therapeutic environment within the HOS service through ensuring effective team communication.
- Identify and apply innovative care and practice to ensure best clinical outcomes to benefit the patients, families, carers, and organisational needs.
- Participate and assist with systematic monitoring of performance and evaluation of the service and individual clinical practice.
- Participate in the development of clinical practice guidelines using skills and experience to promote knowledge for patients, carers, and staff.
- Manage time effectively and respond creatively to situations within the resources available to manage the caseload given.

### **MANAGEMENT**

- Deputise for the Clinical Service Leader in their absence.
- Contribute to effective multidisciplinary team working and discussion allowing for an effective and seamless patient journey to improve the patient's quality of life through excellence in care provision.

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- Identify areas of tension or opposition to effective changes in practice and aim to maintain optimum multidisciplinary team working and effective communication between healthcare teams, patients, and families
- Meeting attendance to optimise internal and external stakeholder team working, actively contributing to effective and positive working relationships.
- Participate in clinical supervision and provide clinical supervision to others.
- Assist in the management of staffing rosters anticipating necessary adjustments in view of clinical workload needs.
- Support practice development through the facilitation of complex case discussion and reflection to help monitor and evaluate standards of care delivery.
- Assist in the implementation of policies, procedures, and clinical protocols, relating to HOS service.
- Endorse fully with the implementation of the Charity's Health & Safety arrangements, reporting accidents/incidents as per policy.
- Assist in the recruiting process of nursing and non-nursing staff and facilitate the orientation and training programmes for new staff.
- Assist the Operations Manager in accurate timesheets submissions for staff employment payments.
- Assist in CPD and annual appraisal process and for HOS staff under your supervision.
- Manage complaints from relatives/patients, to prevent further escalation.
- Attend mandatory lectures and training as required, to ensure a safe working environment both individually and for the team.

## **COMMUNICATION AND RELATIONSHIPS**

- Ensure information and decisions are cascaded appropriately within the team using relevant communication strategies.
- Actively support your team working within highly distressing / emotional levels of illness, using reflection and mentoring sessions and provide strong clinical supervision.
- Respond appropriately to ineffective communication techniques and styles used by staff, taking first line performance management action in the event of continued issues.
- To maintain collaborative working relationships and effective communications between all members of the extended multidisciplinary team, resolving conflict quickly and be solution driven in finding resolve.

## **EDUCATION, RESEARCH AND AUDIT**

- Identify and act upon opportunities that arise for informal teaching/sharing of knowledge through joint working and shared care approaches.
- Identify innovative opportunities (such as writing for publication or presenting at conferences etc.) for sharing practice development initiatives and examples of good practice.
- Work the Clinical Service Lead to contribute to strategy and business planning to define and implement service developments and objectives.
- Assist in the preparation and delivery of training sessions or presentations.
- Participate in clinical audit process and collaborative research
- Participate in collection of data regarding clinical audit, endorsing positive outcomes into clinical practice.
- Undertake further education in Palliative Hospice Care as part of the role development.

## **Responsibility for Information and Data Protection:**

- Be responsible for confidentiality in line with Charity policy and procedures.
- Strictly adhere to Caldicott, the Data Protection Act and GDPR principles.
- Ensure all information held is kept up to date.
- Shred and destroy confidential documentation in line with Charity policy
- Input patient and service user information databases adhering to confidentiality and only accessing the information required to fulfil the role / task at hand.

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**Additional Duties:**

All job descriptions are subject to review. Job holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. This job description is therefore not exhaustive and is subject to change as indicated by the needs of the Charity. Any review will be undertaken by the Cancer Relief Charity CEO in consultation with the post holder.

**OTHER INFORMATION****Hours of Work and Unsociable Hours:**

Standard working hours are as follows:

- *Day Shift – 08.00 to 20.00*
- *Twilight Shift – 11.30 to 23.30*
- *Night Shift - 08.00 to 20.00*

Night shifts are not automatically rostered but adjusted from Twilight shifts, when required, due to patient need and are a condition of employment.

Unsocial hours are paid at an enhanced rate of time and a half. The post holder will be expected to carry out their duties at times as a lone worker. The post requires a meaningful amount of flexibility from those in the role. Due to unpredictable changes in patient needs additional short notice care can be required. These hours, where possible, will be covered through mutually agreed roster adjustments. If such adjustments are not possible, these hours will be deemed additional to normal contracted hours and paid as overtime.

**Health and Safety:**

To ensure that the agreed procedures are carried out, be aware of the responsibilities placed on employees under the Health and Safety at Work Act, to maintain a safe environment for employees, volunteers, and visitors.

**Data Protection:**

If you are required to do so, any processing or use of information pertaining to staff, patients and/or clients must be held in a fair and lawful way. Data should only be held for specific registered purposes and for the minimum period. It must not be disclosed in any way incompatible with such purposes.

**Equal Opportunities:**

Every employee is entitled to a working environment that promotes dignity, equality and respect for all. The Charity will not tolerate any acts of unlawful or unfair discrimination (Including harassment) committed against an employee, contractor, job applicant, visitor or service user because of a protected characteristic:

- sex.
- gender reassignment.
- marriage and civil partnership.
- pregnancy and maternity.
- race (including ethnic origin, colour, nationality, and national origin).
- disability.
- sexual orientation.
- religion and or belief; and
- age.

To this end, Cancer Relief has an Equal Opportunities Policy, and it is for each employee to contribute to its success.

**No Smoking Policy:**

GSCR operates a No Smoking policy.

**Confidentiality:**

All information concerning patients/clients and staff must always be treated as strictly confidential.

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## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<p>General Registered Nurse</p> <p>Proof of registration with the Gibraltar Nurses, Midwives and Health Visitors Registration Board.</p> <p>Minimum of 20 credits at 1st degree level in palliative care or equivalent hospice care qualification</p> <p>Palliative or Hospice clinical experience</p> <p>Evidence of continued specialist education</p>	<p>Proof of valid and active registration with the NMC</p> <p>Advance Communication Training</p> <p>Teaching and mentoring qualification or experience</p> <p>Community Clinical Care Experience</p> <p>Experience in working for an NGO</p>
<b>Skills</b>	<p>Relevant experience as a Clinical Nurse Specialist or a Senior Clinical Nurse in Palliative or Hospice care</p> <p>Evidence of leadership skills</p> <p>Excellent communication skills</p> <p>Strong ability to work alone or part of a team.</p> <p>Strong ability to prioritize and organise others</p> <p>Competent computer literacy skills</p> <p>English Speaker</p> <p>Clean &amp; valid driving licence</p>	<p>Spanish or Arabic Speaker</p>
<b>Character</b>	<p>Compassionate and caring</p> <p>Sensitivity to the needs and fears of patients and families</p> <p>Enthusiastic, flexible, and adaptable</p> <p>Discretion, reliability trustworthy and confidentiality</p> <p>High personal standards, level of self-discipline and motivation</p> <p>Accepts responsibility for their own personal and professional development</p> <p>Shows a conscientious approach to work and patient care</p>	
<b>Knowledge</b>	<p>Awareness of current professional nursing issues and initiatives in palliative and hospice care</p> <p>Awareness of current professional nursing issues and initiatives</p>	<p>Quality and audit practice</p>