

## **JOB PROFILE**

<b>Post:</b>	<b>Community Specialist Palliative Care Clinical Nurse Specialist Band 7</b>
<b>Responsible to:</b>	<b>Community CNS Team Manager</b>
<b>Accountable to:</b>	<b>Associate Director for Community Services Director</b>
<b>Place of Work:</b>	<b>North London Hospice</b>
<b>Hours of Work:</b>	<b>37.5hrs</b>

### **Job Summary**

The CNS contributes to the provision of specialist and end of life care in the community for patients diagnosed with life limiting illnesses and their informal carers. Working with the MDT, accepting patients to agreed criteria and managing a caseload with the support of the team Lead. They will provide advice, education and support to patients, their carers and other health and social care professionals. They will contribute to the development and smooth running of the service. The post holder will work to agreed professional, department and Hospice boundaries as required to provide patient centred seamless care and take part in the 7 day / week service to community patients.

The Clinical Nurse Specialist (CNS) within the community team:

- Actively, manages a caseload and provides an expert and autonomous nursing service for patients with life limiting illness and potentially facing end of life care issues and support them and their families, using advance clinical judgement and knowledge in palliative care.
- Manages and utilises the skills of band 5,6 nurses and Health Care Support Workers to deliver the care to the caseload
- Works collaboratively and uses expertise to provide practical strategies to solve challenges identified by other health and social care workers
- Leads and innovate nursing practice in palliative and end of life care, and with the lead nurse to contribute to the outcomes of the last phase of life programme.
- Takes part in 7 day / week 08.00 -20.00 face to face clinical nurse specialist service
- Actively participates in the multidisciplinary team MDT and fosters good working relationships with other healthcare professionals and users of services to ensure the delivery of high standards of effective healthcare.

- Designs and delivers specialist palliative care and end of life care education. Monitors students and other healthcare professionals through informal and formal training
- Takes part in regular palliative care team programme of audit and practice. To develop research skills and contribute to the development of multi-disciplinary research within palliative care
- Is a specialist practitioner with extensive knowledge of caring for patients with advanced, progressive, life-threatening illness
- Acts as a resource of clinical knowledge and expertise for patients, their carers, health care professionals and other agencies
- Works within the policy framework of the hospice in its provision of specialist palliative and supportive care by ensuring that the clinical aims and objectives of the organisation are met.
- Undertakes the holistic assessment, planning and delivery of a consistently high standard of specialist palliative and supportive care in accordance with the Hospice policy, procedures and standards.
- Acts in accordance with the Nursing and Midwifery Council Code of Conduct.

North London Hospice delivers a service across three sites, whilst your position is site-specific, there may be occasions where you are required to provide cross-site/service cover.

The service operates between 08.00 -20.00 and staff may be rotated through all community services including triage, community and health and wellbeing, working with patients on a 1; 1 basis and also in groups. This enables professionals to follow patients through from initial referral to supporting them in their preferred place of care. Staff are expected to attend clinical supervision.

Although this is a comprehensive job description, you may be required to undertake other duties assigned by your manager.

The Hospice currently operates a KSF based workforce development programme, which incorporates a detailed method of Personal Development Review (PDR). The competence and performance of our staff is important to us, you may be asked to attend training and development some of which may be mandatory. It is anticipated that his job description will transition to that of an advanced practice framework

The values that the hospice aims to emulate are embedded within our PDR process and are within your PDR pack.

## **CORE DIMENSION SECTION**

### **Communication**

Engage in the delivery of effective communication, identifying the diverse range of people likely to be involved and any potential differences, difficulties, and barriers.

Develop and maintain professional relationships with acute hospitals, Hospices, GPs, Community Nursing Services and other health and social care professionals.

Ensure an efficient two-way communication system is in place that will ensure dissemination of information to all staff

To keep accurate, contemporaneous records that ensures safety, continuity of patient care in a manner that reflects NLH policy and the Nursing and Midwifery Council (NMC) Standards for Record Keeping

Work in accordance with hospice policies to ensure that confidentiality is maintained at all times

### **Personal & People Development**

To promote personal, professional and clinical expertise through the regular evaluation and up-dating of practice.

Identify own training and development needs and agree objectives for own professional development which reflect service and organisational needs.

Accept and seek supervision with line manager on a regular basis and partake in the appraisal process of self and other members of the team.

Keep up to date with current legislation and local and national policies.

Keep up-dated on any local and national developments within palliative care, disease management, nursing practice and research.

Attend and use clinical supervision effectively to aid professional development.

Attend relevant training and study days as identified in Personal Development Plan and in line with the needs of the organisation.

Fulfil revalidation requirements and comply with the NMC Code of Professional Conduct and statutory rules governing professional nursing practice.

### **Health, Safety & Security**

Work in accordance with Hospice, policies, procedures and guidelines

Attend organisational mandatory training relevant to your role

Identify, assess, report and manage the potential risks involved in work activities and processes for self and others.

Understand own role as outlined in the Infection Prevention and Control Policy and related guidelines, comply with all stated systems and maintain knowledge.

Ensure competent in the use of equipment relevant for work.

### **Service Improvement**

Be aware of organisational strategic direction and future issues pertaining to the provision of specialist palliative and supportive care. Contribute to and participate in organisational service development.

Identify and evaluate for potential service improvement and support the concept of innovation.

Agree to be the named lead for specific pieces of work or specific roles.

Participate in improving services as agreed, encourage, enable and support others effectively in times of change and work to overcome problems and tensions as they arise.

Actively review role and responsibilities, altering practice, sharing achievements and challenging tradition when required.

Contribute to and participate in the review and development of policies, procedures and strategies in the interest of users, the team and the organisation.

To develop and maintain a peer network of support, information and learning with other nurse specialists at local and national level.

To participate in the recruitment, selection and development of staff in the wider hospice team.

### **Quality**

Understands own role in the organisation and its scope and identifies how this may develop over time.

Prioritise workload and organise, carry out and evaluate own work and that of others in a manner that maintains and promotes quality.

Work as an effective and responsible team member, including:

- presenting a positive impression of the team and the service
- recognising respecting and promoting the different roles and the diversity of the team
- supporting other team members
- acting as a role model to other team members and other professionals

Contribute to a team culture that recognises individual responsibility for the day to day running of the service in line with the Operational Policy.

Act consistently with legislation, policies and procedures and other quality initiatives.

Ensure practice is evidence/research based.

Initiate and participate in local and national audit programmes in order to monitor and improve the effectiveness of care.

Respond to informal and formal complaints in accordance with Hospice procedure

### **Equality & Diversity**

Promote a culture which respects and values diversity and supports patients, visitors and staff in exercising their rights.

Ensure care within your practice is consistent with the principles of the Mental Capacity Act 2005

Identify and report patterns of discrimination which undermine the quality and diversity in accordance with organisational policies and current legislation.

## **SPECIFIC DIMENSIONS SECTION**

### **Assessment & care planning to meet health and wellbeing needs**

To triage, assess and prioritise referrals using the Hospice Red Amber Green level of urgency

To receive referrals and respond according to patient need and level of urgency

To demonstrate specialist palliative practice in holistic assessment by planning, implementing and evaluating the physical, psychosocial and spiritual components of all patients and their carers.

Monitor and review the effectiveness of interventions with the patient and colleagues to ensure care is patient centred.

Contribute to the discussion and decision making for patient care at multi-disciplinary meetings

To respect people's dignity, wishes and beliefs and involve them in shared decision making, obtaining their consent, which may include Advanced Care Planning

### **Enablement to address health and wellbeing needs**

To provide counselling, support, information and advice to the patients diagnosed with advanced progressive diseases and their families to enable them to realise and maintain their potential and make adjustments to their lives if necessary.

To provide a 7-day 08.00 -20.00 specialist palliative care service to patients in Barnet, Enfield and Haringey.

To support the patient in identifying realistic and achievable goals within the context of their overall care plan which may involve: - Referral to other services  
Discharge to the primary care team

Provide an environment that encourages the patient to play an active part in their care enabling them to voice their wishes about current and future care.

To act as an advocate for the patient when necessary.

To participate in bereavement support when appropriate.

### **Interventions & Treatments**

Be fully conversant with organisational medicine policies, national and local palliative care guidelines and offer advice to patients, carers and other health care professionals in line with these.

Evaluate the effectiveness of interventions and treatments and make any necessary modifications

### **Learning & Development**

Develop own knowledge and skills to be an Independent Nurse Prescriber for specialist palliative care patients.

Mentor less experienced colleagues using objective setting and reviews and to liaise with Community Lead Nurse where there are areas of concern.

Support the learning and development for post-registered nurses, and other health care professionals including nursing and residential home staff, recognising individual learning needs and styles.

Contribute to and participate in the team learning programme

Gain feedback from learners to evaluate the effectiveness of learning and development.

# KNOWLEDGE AND SKILLS FRAMEWORK - DIMENSIONS MATRIX

TITLE OF POST: Community Clinical Nurse Specialist

JOB Code

KSF DIMENSIONS	Needed for post?	KSF Attained Level for Post				Highlight for PDR	KSF Outline Required			
		1	2	3	4		1	2	3	4
<b>CORE DIMENSIONS</b> – relates to all posts										
Communication	YES			X					X	
Personal People Development	YES			X					X	
Health, Safety and Security	YES		X						X	
Service Improvement	YES		X						X	
Quality	YES			X					X	
Equality and Diversity	YES			X					X	
<b>SPECIFIC DIMENSIONS</b>										
Assessment and care planning to meet health and wellbeing needs	YES			X						X
Enablement to address health and wellbeing needs	YES			X						X
Interventions & Treatments	YES			X						X
Learning & Development	YES		X						X	
<b>Values and Behavioural Dimensions</b>										
Patient Focussed	YES									
Team Approach	YES									
Values Partnerships	YES									
Takes Responsibility	YES									
Adaptive and Creative	YES									
Financial Realism	YES									
Open and Appropriate Communication	YES									
Quality and High Standards	YES									

## PERSON SPECIFICATION

**Post:**

**Community Clinical Nurse Specialist Band 7**

	Essential	Desirable	Evidence
Qualifications	<ul style="list-style-type: none"> <li>• NMC Registration RGN/RN Level 1</li> <li>• Degree/level of study in Health related topic</li> <li>• Post registration qualification in palliative care/oncology (or willing to work towards)</li> <li>• Independent Nurse Prescribing (or willing to work towards)</li> </ul>	<ul style="list-style-type: none"> <li>• MSC in related Health Topic, willing to work towards</li> <li>• Teaching Qualification</li> <li>• Leadership training course</li> <li>• Advanced communication skills training</li> </ul>	Application form and certificates
Experience/ knowledge	<ul style="list-style-type: none"> <li>• Knowledge of palliative care and symptom management and the ability to use in care planning</li> <li>• Experience of working at Band 6 or above</li> <li>• Experience of leading and managing</li> <li>• Experience of working as part of a multi professional team</li> <li>• Experience of mentorship and teaching</li> <li>• Evidence of Holistic assessment skills and clear decision making skills</li> <li>• Experience of working with IT systems</li> <li>• Understanding of the CNS role in palliative care</li> <li>• A working knowledge of clinical governance and evidence based practice</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in oncology and or palliative care</li> <li>• Specialist knowledge of palliative care and symptom management</li> <li>• Experience of clinical supervision</li> <li>• Experience of Community Nursing</li> <li>• Awareness of the use of clinical supervision in practice</li> <li>• Experience of working as a Specialist Palliative Care CNS</li> <li>• Experience of audit and research</li> </ul>	Interview and application form
Personal skills	<ul style="list-style-type: none"> <li>• Ability to communicate effectively and sensitively</li> <li>• Ability to work as part of a team</li> <li>• Ability to manage conflict</li> <li>• Ability to demonstrate organisational skills</li> <li>• Ability to manage time</li> <li>• Excellent written, and verbal communication skills</li> </ul>		Interview and application form
Personal characteristics	<ul style="list-style-type: none"> <li>• Ability to work in a confident and professional manner</li> <li>• Self aware, reflective and proactive identifying and</li> </ul>	Demonstrate the ability to innovate and motivate others	Interview



	meeting own development needs		
Other	<ul style="list-style-type: none"> <li>• Car owner/driver</li> <li>• Willingness to work flexibly to meet the demands of the 7 day 08.00 – 20.00 service</li> <li>• Evidence of reliability</li> <li>• OH clearance for the role</li> </ul>		Application/ Interview  References OH