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**Hospice at Home Nurse Practitioner- Job Description**

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| **Post Title:** | Hospice at Home Nurse Practitioner |
| **Band :** | 6 |
| **Reports to** | Hospice at Home Manager |
| **Purpose of the post:** | The post holder is identified as a Nurse Practitioner in the field of palliative care, having extensive specialist knowledge and continuing clinical involvement in this area of practice and its development.    The post holder will provide specialist advice and support to patients and establish supportive relationships and presence with GP’s and other community teams within an identified geographical patch.  The post holder will demonstrate palliative assessments skills, and will be able to support, illustrate and disseminate such skills to other practitioners while benefiting patient care.  To function as a competent clinical practitioner to deliver direct patient care in response to an immediate need.  The post holder will work as part of a multidisciplinary team and other care providers, demonstrating autonomy within a geographical area  The post holder will take a supportive role in the provision of specialist palliative care education, promoting evidence-based practice.  In conjunction with fellow H@H Registered Nurses the post holder will provide a triage service on a rotational basis receiving incoming calls, taking messages and responding accordingly  To manage referrals in a timely manner through robust assessment and prioritisation processes and deploy appropriately experienced and skilled staff to meet the needs of those referred patients.  To ensure that there is efficient and effective utilisation of resources – human and material to deliver optimum quality care to their client group.  To work flexibly to meet the needs of the Hospice at Home service. |

**Organisation Position**

Director of Care

Matron

H@H Manager

**Post Holder**

Staff Nurse

Nursing Assistant

# Management and Leadership

1. Support H@H Manager to effectively motivate and direct staff to ensure that time and resources ae managed through effective teamwork.
2. To lead by example
3. To ensure that staff have a clear understanding of their duties and responsibilities and of the standards of performance and conduct expected of them during their span of duty.
4. To work flexibly as required supporting the delivery of nursing care within the Hospice at Home service.
5. To support the organisation of teams, deploying junior team members appropriately according to their skills and experience.
6. To contribute towards the new ways of working which support organisational objectives and improvement programmes.
7. To participate in the recruitment process.
8. To contribute to and influence the total patient experience and journey through collaborative working and effective communications with all members of the multi-disciplinary team throughout the hospice.
9. To actively participate in Care Quality Commission inspections and reviews.
10. To act as a role model for other staff.
11. To be a clinical supervisor.
12. To support the H@H Manager in helping to resolve the concerns of patients and their families as quickly as possible.
13. To work with external agencies in particular Social Services and community nursing and domiciliary therapy services.
14. To support the H@H Manager in the process of change demonstrating professionalism and integrity.

16. To ensure that information / decisions are cascaded appropriately to junior staff using tools forums and communication strategies as identified by the H@H Manager.

**Scope of Practice / Main Durities**

1. Undertake a Practitioner role in palliative care through partnership with health care professionals and other agencies throughout Shropshire, Telford and Wrekin and Powys. Providing specialist advice and support on all aspects of clinical palliative care.
2. Work autonomously using evidence-based skills and translating expert knowledge directly into individualised holistic therapeutic patient care in the full range of settings across primary care.
3. Develops clinically effective and therapeutic working relationships with patients and relatives using persuasive, negotiating and motivating skills to communicate complex, contentious and sensitive information. For example, end of life issues and difficult to accept conditions, taking into account barriers to understanding and challenging communication.
4. Demonstrates highly developed communication skills in order to share sensitive and complex concepts with other professional and relevant organisations about a full range of palliative care issues.
5. To identify where complex grief patterns are present facilitating referral to specialist bereavement support services.
6. To have in depth specialist knowledge and clinical expertise in palliative care, underpinned by accessing relevant training, updates and conferences as agreed with the H@H Manager.
7. Make clinical judgements which require analysis, interpretation and comparison of a range of options, therefore recommending appropriate evidence based diagnostic and therapeutic interventions to patients, and health care professionals. Refer to nursing and medical professionals, and appropriate statutory and voluntary agencies.
8. In conjunction with H@H Manager be responsible for implementing, monitoring and evaluating clinical standards protocols and policies.
9. Working with H@H Manager, to continually improve palliative care services.
10. Maintain reflective practice through individual clinical supervision, and peer review.
11. Provide expert clinical support in the field of palliative care to inspire colleagues to improve standards and practice.
12. To attend and participate in team meetings and represent Severn Hospice when appropriate locally and nationally.
13. Record and submit accurate and timely data, as required.
14. Receive, manage and triage referrals maintaining good channels of communication with referring teams with daily updates on care given, outcomes and continuation / withdrawal of service.
15. To help develop and maintain a profile of the area which addresses service demand, workforce availability and skill mix to meet service demands within service capacity.
16. Work to ensure equity both in terms of access and service to patients who meet the criteria for care.

# Communication and Relationships

1. In conjunction with the H@H Manager develop appropriate written and verbal patient information processes and systems

**Education, Professional Development and Training**

1. To take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self-development.
2. To support the implementation of an effective appraisal system, ensuring that all staff has set objectives that identify and support individual development and training needs.

1. To participate in the supervision, training and effective mentorship of junior staff and Nursing Assistants.
2. Identify the training and educational needs for junior staff, contributing to the development and provision of the yearly training plan and educational training programmes and opportunities.
3. To participate in informal and formal training sessions, deliver induction programmes for new staff and provide relevant feedback to all members of the team.
4. Identify personal development and educational requirements through yearly review / appraisal
5. Support the design and delivery of palliative care education to internal and external delegates.
6. Provide educational placements for healthcare professionals, sharing knowledge and advice.

**Research and Audit**

1. In conjunction with H@H Manager, responsible for identifying clinical audit requirements, collecting and collating data, and presenting findings
2. To review and evaluate palliative care related research on a continual basis to maintain best and evidence-based practice.
3. This job description is a summary of the main responsibilities of the postholder, and not an exhaustive list of duties to be undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to discussion between yourself and your manager and be within your level of competence.

**Human Resources**

1. To ensure that all HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately to Matron.
2. Responsible for carrying out staff appraisals.

**Use of information**

1. To assist in establishing clear data collection mechanisms and present the results to appropriate personnel.

1. To assist in ensuring that the Integrated Service provides information to show its effect on patient care.
2. To ensure that staff maintain and update Hospice information systems to support patient care.

**Health and Safety**

1. To ensure steps have been made to promote safe working – assessing risk and confirming identified control measures are in place.
2. Escalate lone worker protocols as and when necessary.

3. Although the Hospice has a ‘Zero Tolerance’ position in relation to violence and aggression the post holder may on occasions be exposed to verbal abuse and should be fully conversant with the Hospice Policy for dealing with these situations. To actively support staff in dealing with such incidents.

###### Clinical Governance and Risk Management

1. To ensure compliance with the programme of risk assessment and action planning in relation to health and safety, clinical risk and other agreed areas of risk management in line with corporate and national frameworks and strategies.
2. To have an awareness and support the H@H Manager in the handling of complaints relating to the service area.
3. To assist the H@H Manager in the review and investigation of clinical incidents and support in developing and implementing action plans to improve and develop practice .

**Decisions. Judgement and freedom to act**

1. To work with the whole Hospice at Home team in ensuring that a high standard of services are delivered.
2. To work independently to ensure delivery of quality services within area of responsibility. Works within polices, protocols and professional standards. Seeks further advice and support from the H@H Manager / Matron for actions that effect areas outside their area of responsibility.
3. To be accountable for decisions affecting their sphere of responsibility. Liaises with the H@H Manager / Matron on issues that have wider service implications across the organisation

## Professional Conduct

1. To conduct oneself in a manner perceived by others as constructive. Ensure that any issues with other staff members are addressed at an appropriate level.
2. To report appropriately any observed lapses in professional conduct to the Matron in line with local and NMC guidelines.
3. Promote and incorporate equality and diversity in all aspects of the team’s operations and in the public domain
4. To adhere to the NMC Guidelines for Professional Practice and with the Severn Hospice policies, procedures and standards, therefore retaining accountability for own professional actions and omissions while working autonomously and without supervision.
5. Ensure that quality standards of care are maintained.
6. To develop and maintain effective communication networks with other professionals
7. To comply with Information Governance requirements.
8. To support the delivery of comprehensive, skilled and evidence-based nursing care to patients in the community setting.

The above job description is a summary of the main responsibilities of the post holder, and not an exhaustive list of duties to be undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to discussion between yourself and your manager and be within your level of competence.

**Supplementary Information and Requirements**

All new Hospice employees are on a 6 month probationary period.

A DBS Disclosure will be requested in the event of an individual being offered the post.

**Health and Safety**

In accordance with the Hospice’s Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

**Appraisal**

All employees are required to participate in the Hospice’s appraisal process (permanent contracts only).

I confirm that I have read and understood this job description and that it is a true reflection of my duties. I have been given an opportunity to discuss the contents and implications with my manager and undertake to maintain existing skills and to consolidate these with further training to comply with all areas of my post.

**Person Specification – Hospice at Home Nurse Practitioner**

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| CRITERIA | **ESSENTIAL** | DESIRABLE |
| **Qualifications/Training**  Level of education necessary. Professional and post basic qualifications. Specialised training required for this post | * RGN * NMC Registered * Palliative Care Degree (or equivalent Level 3 Health Degree) or working towards. * Prescriber or working towards * Communication Skills Training preferably at advanced level * Physical Assessor or working towards | * Teaching qualification * Evidence of Masters level learning |
| **Experience**  Length, type and level of job-related work experience required (expressed as additional/or alternative to qualifications above) | * Substantial post registration experience * Proven experience of working in palliative care | * Nurse Practitioner * Audit and research experience |
| **Skills and Knowledge**  Range and level of skills, depth and extent of knowledge | * Awareness of local and National palliative care agendas * Proven experience of collaborative working with multidisciplinary agencies * IT Skills |  |
| **Aptitudes and Attributes**  What aptitudes and personal qualities are required, e.g.: written/verbal expression, taking responsibility, co-operating, organising, resolving problems, and exercising initiative. | * Ability to demonstrate a commitment to teamwork * Ability to work autonomously * Ability to show empathy when working with complex emotional situations and to remain calm under pressure * Effective communication and interpersonal skills |  |

Last updated CG / BR (2023)