



# Jersey Hospice Care

## JOB DESCRIPTION

<b>Job Title:</b>	Bank Nurse, Care Co-ordinator The Living Well Team
<b>Reports to:</b>	Lead Practitioner Community Services
<b>Department:</b>	Clinical
<b>Hours:</b>	Bank
<b>Working Pattern:</b>	Working in the community settings, homes and Jersey General Hospital Community cover: 08:00 hours – 20:00 hours, 7 days a week, including Bank Holidays, Public Holidays. Core service hours for the General Hospital is Monday – Friday 09:00 hours- 17:00 hours.
<b>Contract Type:</b>	Bank

### General

Jersey Hospice Care is an independent charity which provides specialist palliative care services within a range of settings including community, In-Patient, outpatient clinics, and Jersey General Hospital.

Clinical services based at Jersey Hospice Care are regulated and inspected by the Jersey Care Commission and benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

Jersey Hospice Care is committed to continuous professional development and is supported by an on-site Education Team.

### Job Summary

The post holder will support work within a team of Senior Nurse Care Coordinators, working alongside the Specialist Palliative Care Team in the Community, Hospice and Hospital teams.

Working autonomously, the post holder will identify and support patients and their families, with a life limiting condition, for patients within the last 12 months of life. Operating within the Gold Standards Framework (GSF), the post holder will ensure that all identified holistic needs are

coordinated, the focus is on supporting living well, whilst caring for people in their homes, or the hospital setting.

Person centred care is key to this role to ensure the provision of high-quality care that addresses the spiritual, physical, psychological and social needs of patients and their families. This will include the holistic needs assessment and the planning and implementation of programmes of care which take account of present and future wishes, and advance care planning. To that end the post holder will signpost and coordinate care, working closely with other agencies, as part of the wider MDT involved to the benefit of the patient and their families.

**NB:** Although this is a comprehensive job description, you may be required to undertake other duties assigned by Jersey Hospice Care in response to organisational or service demands.

### Job Context

The post holder will be based at Clarkson House, Mont Cochon, and the team will also have a base at the Jersey General Hospital. The service core hours in the Community are 08:00 hours – 20:00 hours, 7 days a week, including Bank Holidays, Public Holidays. Core service hours for the General Hospital is Monday – Friday 09:00 hours- 17:00 hours.

### Nature and Scope of Role

The accountabilities of the role will include but are not limited to the following areas:

- **Clinical**
- **Education and Quality**
- **Professional Responsibilities**

In addition, the post holder is required to operate in adherence to Jersey Hospice Care Culture Pathway, Vision, Mission, Values and Behaviours.

### 1. Clinical

- Work collaboratively with other agencies to identify patients with a life limiting condition that makes them suitable for the GSF register in the last 12 months of life.
- Co-ordinate care needs with appropriate services to enable and encourage living well in the last 12 months of life.
- To lead on the introduction of the “About Me” document to patients and families, encouraging supportive conversations to enable thinking through reflection and discussion about spirituality.
- To initiate discussions and provide information around advance care planning which incorporates treatment escalation plans, resuscitation plans, preferred place of care and preferred place of death.
- Manage complex communication issues with patients and families.
- To work flexibly as part of a team and ensure cover across community and hospital services.
- Work closely with the wider MDT ensuring appropriate signposting, referrals and support is available to them and their support network to address current and changing needs.
- Ensure GSF is recorded and updated maintaining an accurate record and live register.
- Assess patients' needs identifying outcomes and determining the type of support required to overcome barriers in achieving outcomes.
- To represent the Living Well Team at the daily MDT hub.

- To update and maintain the end of life register.
- Communicate effectively with patients, other health care professionals, volunteers and providers to ensure all support is provided in a timely and appropriate manner.
- Ensure follow up, reviews and evidence of service outcome is documented.
- Provide clinical care as required to prevent delay, deterioration or admission to hospital whilst awaiting additional support services.
- To respond appropriately in managing any patient crisis or deterioration, knowing when to escalate or refer and ensure an effective plan of care is in place, documented and handed over to the relevant professional.
- To prevent unnecessary hospital admissions, to facilitate rapid discharge and to ensure patient wishes are met.
- Communicate with and support community nursing teams and other service providers to ensure a seamless approach to the identification of need, care planning and delivery of care.
- Promote and maintain communication and documentation between employees, ensuring that patients, relatives and members of the MDT receive essential information.
- Act as a resource in relation to care provision and management for those with life limiting illness, palliative care and end of life needs to generalist colleagues, patients and families.
- Maintain knowledge and skills in relation to Safeguarding Adults and Children, ensuring that any concerns are appropriately escalated.
- Work within Jersey Hospice Care's Lone Worker Policy.
- To contribute to the prompt reporting and investigation of complaints and accidents/accident near misses using them constructively to inform and improve the working of the hospice.
- To manage and review workload and to ensure working within scope of practice and service operating framework.
- Maintain effective communication within and beyond the immediate team incorporating the use of information technology where appropriate.
- Be competent in risk assessment to ensure compliance with Health and Safety requirements.

## **2. Education and Quality**

- Take responsibility for own continuous professional development, keeping up to date and undertaking all statutory and mandatory training relevant to the role.
- Responsible for reporting any risks associated with service delivery within the shift and responding appropriately to issues that arise to enable service continuity.
- To actively seek out feedback on the service from patients and families.

## **3. Professional Responsibilities**

- Adherence to the NMC Code.
- Act as an ambassador for Jersey Hospice Care.
- Maintain appropriate and respectful professional relationships with patients, families, colleagues, other employees and stakeholders.
- Maintain clear, accurate documentation in accordance with NMC guidelines.
- Exercise good personal time management, diary management, punctuality, professional appearance and consistency.
- To communicate effectively and work collaboratively with patients, families, carers, using the appropriate communication techniques relating to age, culture, ethnicity and disability. To respond sensitively and appropriately to the needs of the patient with end of life care needs, their families and carers.

- To be professionally accountable for all aspects of own work.
- Participate in group and individual clinical supervision.
- Ensure compliance with the Data Protection Act and information governance best practice guidance.

## GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Jersey Hospice Care are expected to comply with the general duties detailed below:

**Infection Prevention and Control** - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

**Safeguarding** - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children and young persons. All employees are therefore expected to behave in such a way that supports this commitment.

All clinical employees will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

**Information Governance** - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All employees have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

**Governance** - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

**Health & Safety** - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, employees, self or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all employees must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

**Volunteers** – All employees have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

## OTHER INFORMATION

**Data Protection** - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for

three years post termination of employment. Further information can be found on Jersey Hospice Care website.

**Equal opportunities statement** - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforce. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

**Jersey Hospice Care operates a strict no smoking policy.**

**NB:** Although this is a comprehensive job description, you may be required to undertake other duties assigned by Jersey Hospice Care in response to organisational or service demands.

PERSON SPECIFICATION		
	Essential Criteria for selection	Desirable Criteria for selection
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>Registered General Nurse</li> <li>Qualified to degree level or equivalent education</li> <li>Communication skills training, or willingness to undertake</li> <li>Valid UK/Jersey driving licence</li> <li>Access to a vehicle for work purposes</li> </ul>	<ul style="list-style-type: none"> <li>Mentoring training</li> <li>Experience of teaching</li> <li>NMC V300 independent prescribing</li> <li>Completed European Certificate in Essential Palliative Care</li> </ul>
<ul style="list-style-type: none"> <li><b>Knowledge and Experience</b></li> </ul>	<ul style="list-style-type: none"> <li>Post qualification experience</li> <li>Relevant Palliative and end of life care experience</li> <li>Knowledge and experience in symptom management for people with malignant and non-malignant disease</li> <li>Experience of holding conversations around advance care planning</li> <li>Ability to work autonomously</li> <li>Possess a working knowledge of clinical governance and evidence-based practice</li> <li>Possess a sound knowledge of issues related to the provision of palliative care in the community</li> <li>Possess a working knowledge of safeguarding individuals who are at risk</li> </ul>	
<b>Technical abilities</b>	<ul style="list-style-type: none"> <li>Computer literate to be able to use Word/Excel/Power Point.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of using EMIS database.</li> </ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>Emotional resilience to manage excessive exposure to dying people and family/carer distress</li> <li>Able to assess and manage risk and make effective autonomous clinical decisions</li> <li>Works within scope of practice and know when to escalate</li> <li>Ability to maintain a professional, calm and efficient manner with strong self-management skills</li> <li>Ability to think laterally and be able to cope with uncertainty and change</li> <li>Possess an ability to analyse complex facts and situations and develop a range of options</li> </ul>	

	<ul style="list-style-type: none"> <li>• Problem solving skills and ability to work methodically and flexibly</li> <li>• Ability to work to tight and often changing timescales</li> <li>• Demonstrate ability to work flexibly to meet the challenges and opportunities of working within the hospice environment</li> <li>• Be able to demonstrate and uphold the hospice values</li> </ul>	
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## JERSEY HOSPICE CARE BACKGROUND

**Specialist Palliative Care Team** – The Specialist Palliative Care Team works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

**In Patient Unit** – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

**Bereavement & Emotional Support Service** – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

**Education, Learning and Development Team** - The Education, Learning and Development Team coordinate a broad range of academic and competency-based education programmes to support our employees irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey’s health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

**Retail** - There are two Jersey Hospice Care shops; a town shop in St Helier and a country shop in St Ouen, both operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

**Income Generation team** - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat Festival, 5000 Club and Christmas Tree collections.

**Volunteers** - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

**Support Services** - The Support Services' employees are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.