



Jersey Hospice Care
your care, your choice, your time

JOB DESCRIPTION

Job Title:	Bank Staff Nurse
Reports to:	Senior Nurse
Department:	In Patient Unit (IPU)
Working Pattern:	Ability to work a mix of shifts including weekends, nights, and Bank Holidays on a Rota basis, contributing to the delivery of 24/7 Palliative Care
Contract Type:	Zero Hour

General

Jersey Hospice Care is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In-Patient Unit facilities. All services 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.

Job Summary

The post holder will act as a practitioner with professional accountability to effectively plan, deliver and evaluate palliative care to patients within Jersey Hospice Care. IPU provides care 24 hours a day, 7 days a week. The post holder will be required to work a range of shifts across the 24 hours, including rotation between days/nights.

Whilst the post holder will be within IPU as Jersey Hospice Care delivers a service island wide, there may be occasions where you are required to work across all health boundaries in order to ensure adequate staffing levels and to gain experience of the wider hospice delivery of care.

Job Context

- Deliver high quality Specialist Palliative and End of Life nursing care as part of the IPU multidisciplinary team.
- To assess, plan and evaluate individualised patient centred care. Ensure a holistic approach that is sensitive and responsive to the patients ever changing needs.
- To maintain a respectful non-judgemental and caring attitude ensuring Jersey Hospice Care's vision and philosophy of care is integral to the care delivered and role undertaken.
- Understand professional and ethical issues surrounding decision making specifically related to palliative care.
- As a registered, accountable, and autonomous nurse to act in the best interests of your patients at all times and take personal responsibility for your actions and decisions.

- Practice within the Nursing and Midwifery Council (NMC) Code of Conduct and adheres to all relevant professional, legal, and regulatory guidelines.
- Assumes responsibility for own professional development by maintaining a professional portfolio which demonstrates the continuing acquisition of skills, knowledge, attitudes, understanding and achievement.
- Act as a positive role model both professionally and behaviourally.

Nature and Scope of Role

In order to meet the objectives, the post holder will have responsibilities in the following domains of work:

- 1. Clinical Practice**
- 2. Professional Practice**
- 3. Risk Management**
- 4. Education and Training**

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

1. Clinical Practice

- To undertake a holistic needs assessment that explores individual patient's, and their carer's/family's physical, emotional, spiritual, practical, welfare rights and, if appropriate, the family's pre- and post-bereavement needs, using a variety of tools to support the process.
- To be responsible for patient assessment, planning of care, giving, and supervising safe and compassionate care, and evaluating the effectiveness of care
- To be able to develop, update and monitor the individualised care plans ensuring they are patient centred and support the individual identified patient needs.
- To be able to deliver basic and complex specialist nursing care interventions that is responsive to the individual patient's requirements, have knowledge of common symptoms and be able to anticipate changes.
- To be able to communicate highly sensitive information, ensuring patients and their families/carers are adequately supported.
- Ensure privacy, dignity and confidentiality for patients and relatives in line with Jersey Hospice Care policies and procedures.
- To be able to demonstrate through documentation, and verbal communication, the care undertaken and patient outcomes.
- To ensure that patients and/or relatives are involved in the planning and implementation of care and communicated with at all times and that care is delivered with consent and /or in patients' best interests. To ensure that patients/carers are informed and able to make informed decisions.
- To be responsible for admission and discharge planning of patients in accordance with organisational policy.
- Take day to day responsibility for the planning and organisation of allocated workload and prioritise effectively according to patient need.
- To be an active member of the MDT contributing to the presentation and decision making of the patients care planning.
- To liaise and maintain excellent communication between the multidisciplinary team, the wider Hospice teams, patients, relatives, and carers.

- To participate fully in team working and maintain effective communications between members of the multidisciplinary team both internally and with community teams to maintain seamless coordination of care, acting as the patients advocate at all times.
- To follow all agreed clinical procedures and statutory regulations related to Medicine management.
- To follow all agreed policies for manual handling, infection control, health, and safety, ensuring a safe environment for patients, visitors and staff visiting and within the service.
- To signpost and inform patients and their families/carers of the range of services available to them, external resources, and day to day information.
- Assess and advise patients and relatives in crisis situations where significant barriers to acceptance of help will need to be handled using the highest level of interpersonal and communication skills.
- To actively participate in the change management process required to support the continued implementation within Jersey Hospice Care of End-of-Life Care tools i.e., Advance Care Planning, 5 priorities of care and the Gold Standards Framework.
- Promote identification of specific goals in relation to supportive, rehabilitative and specialist palliative care needs that may require input from the wider MDT such as other Specialist Nurses, Community Nursing providers Nursing and Home Care & Social Work Teams.
- Initiate discharge planning for patients who have end of life care needs, facilitating rapid discharges in a timely manner.
- To utilise the electronic patient administration system (EMIS) and make full use of the information and technology resources available to become skilled in the systems ensuring high quality patient care.
- To ensure accurate and contemporaneous patient records and documentation in line with Jersey Hospice Care guidelines.

2. Professional Practice

- Maintains current registration with the NMC ensuring revalidation requirements are submitted in a timely manner.
- Work within the guidelines laid down by the NMC's Code of Professional Conduct and accept professional accountability for own clinical practice.
- To provide a supervisory role, supporting and directing the allocated workload and care delivery of non-registered HCA members of the team
- To act as a mentor for students and new staff.
- To have the highest regard for the principles of confidentiality and the importance of patient consent, ensuring adherence to Jersey Hospice Care data collection and patient consent policy.
- In accordance with all hospice policies, best practice guidelines and clinical protocols ensure own and others practice is safe and effective.
- Be an active participative member of the Clinical Effectiveness group; be responsible for attending meetings and feeding back relevant information through verbal and written updates to the team.
- To represent the team as required at professional meetings as requested and feedback information appropriately.
- To participate in keeping accurate and legible records in accordance with existing practice and procedure at Jersey Hospice Care. To be aware of and comply with the legal requirements associated with keeping such records.

- To deal with any initial complaints and conflict as required, in a polite, calm manner and report to line manager and to report and document in accordance with Jersey Hospice Care policies and procedures.
- Actively participate in the hospice's individual appraisal process to identify own learning needs and take necessary steps in order to reach personal and professional objectives.
- Assist with the smooth running of the clinical area by carrying out other duties such as stock ordering, unpacking stores, tidying, and monitoring and cleaning of equipment.
- Manage own time and workload effectively to meet the objectives, skills and competencies required for the role within contractual working hours.

3. Risk Management

- To be accountable for reporting any risk, hazards or accidents that may occur in the service area and ensure compliance with the terms of Jersey Hospice Care's Health and Safety policy.
- Identify potential clinical risk and actively participate in risk assessments within the working environment. Use valid risk assessment tools ensuring that your line manager is informed of actions taken and risk assessment is in line with the NMC's Code and organisational policies.
- Promote a culture of openness, and incident reporting by actively participating in SBAR and Root Cause Analysis to ensure learning from practice.
- To be aware of professional responsibilities and maintain own awareness of, and comply with, policies and procedures relating to Health and Safety.
- Participate in and support the implementation and review of policies and guidelines relevant to palliative and end of life care in line with clinical governance and quality assurance.
- To ensure standards of care, in compliance with the Jersey Regulation of Care Law, are met and contribute to the wider clinical governance and audit programme.
- To contribute to Jersey Hospice Care's Governance framework and ensure active participation in Clinical Governance and Clinical Effectiveness meetings.
- Identify and undertake audits of quantity-based initiatives within IPU and evaluate work that may be required to develop and improve palliative/ end of life care for patients and their carers.
- Provide and participate in clinical supervision in line with Jersey Hospice Care policy.
- Where required and if appropriate, represent Jersey Hospice Care's clinical services by working in partnership with the Income Generation team and community engagement.
- To take responsibility for specific project duties that contributes to the services development.

4. Education and Training

- Undertake professional development and maintain own levels of specialist palliative care knowledge, competence, and skill level in complex symptom control management, teaching and communication skills.
- Keep up to date with new nursing skills and be prepared to participate in initiating changes as and when appropriate.
- Teach patients and relatives and carers about their condition, treatment, health promotion and self-help options.
- Undertake mandatory training in line with Jersey Hospice Care requirements.
- To be an exemplary role model to all peer colleagues, new staff, volunteers, and visitors to the service.
- To provide a verbal or written report and disseminate to colleagues and other team members any learning, knowledge gained from attending study/ training days.
- To attend and contribute to the regular clinical learning/education programme.

- To proactively demonstrate an evidence-based approach to nursing practice and specialist palliative care.

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.

Foundation Level Safeguarding Training will be provided to all non-clinical employees and 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. For further explanation see Appendix A 'fair processing statement'.

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		
Bank Staff Nurse		
	Essential Criteria for selection	Desirable Criteria for selection
Qualifications and Training	<ul style="list-style-type: none"> • 1st level Adult Registered Nurse (1st Degree/ Diploma) with current registration on part 1 of the NMC register or, awaiting NMC PIN • Commitment to undertake specific academic and competency based CPD in the Palliative Care speciality 	<ul style="list-style-type: none"> • Teaching qualification or Mentorship or evidence of working towards • Palliative Care specific award, module, or qualification
Knowledge and Experience	<ul style="list-style-type: none"> • Demonstrates evidence of recent work within an acute hospital environment • Has experience of working with patients who have palliative care needs. • Has understanding of loss and grief and its impact on individuals and families and their social networks. • Excellent communication skills • Ability to communicate difficult and sensitive information. • Ability to communicate effectively with patients living with a life limiting condition. • Ability to develop effective interpersonal relationships with colleagues. • Ability to present written information in a logical manner. • Able to negotiate and apply problem solving skills. • Ability to plan and prioritise own workload 	<ul style="list-style-type: none"> • Knowledge of tools for Advanced Care Planning at end of life e.g., Gold Standard Framework, 5 priorities care, anticipatory medication • An awareness of current legislation and policy relevant to end of life. • Has participated in and has an understanding of audit. • Committed to supporting change.
Technical abilities	<ul style="list-style-type: none"> • Basic IT skills (word, excel, PowerPoint) including use of electronic record systems e.g., Trak Care, EMIS • Competent in venepuncture, cannulation, transfusion (training will be provided) 	<ul style="list-style-type: none"> • Bladder scanning (training will be provided) • Car driver/owner with a valid driving licence.

Personal attributes	<ul style="list-style-type: none"> • Is emotionally resilient. • Reliable and able to work full range of shift patterns as required. • Compassionate yet confident in approach • Act as a good role model, presenting a positive image of the profession. • Is flexible, adaptable, and approachable. • Able to work under pressure. • Ability to work autonomously or as part of a team. • Demonstrates commitment to anti-discriminatory practice and equal opportunities. 	
----------------------------	--	--

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.

King Centre - The King Centre provides wellbeing services based on a rehabilitative approach that support patients affected by life limiting illnesses to enable them to live life as fully as possible, alongside their illness. The King Centre Team offers a comprehensive range of day services, including day hospice, physiotherapy, and complementary therapies. These services are provided by skilled practitioners through individual and group activities and are based upon the personal priorities, goals and needs of each patient.

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.

Children & Young People Services - The Children & Young People Services are designed to support children and families with the challenges that having a life-threatening condition can bring. The CYP multidisciplinary team ensures each child and young person will have bespoke care, tailored to their individual medical, emotional, cultural, religious, and spiritual needs. However long or short a child’s life may be, Jersey Hospice Care’s is there to support every member of the family, every step of the way.

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 co-ordinate 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.

Privacy Notice – Employees of Jersey Hospice Care



Who we are?

We are Jersey Hospice Care (Jersey Charity Number 30), a charity that provides specialist palliative care for everyone who requires it, irrespective of cause.

We are also a Data Controller, as specified in the Data Protection (Jersey) Law 2018, in relation to any personal data you provide to us. We take the privacy and security of your personal data very seriously. This privacy policy sets out how we do that.

Why we collect your personal data?

We collect personal data for various reasons. These reasons will differ based on the types of personal data we collect and also how we use it.

Reasons will include:

- We collect and hold contact information, such as your name, address, and telephone number so that relevant correspondence can be sent to you or so you can be contacted in case of an emergency.
- We will ask for details, including name and telephone number, of people you would like to be contacted in case of an emergency.
- We collect and hold bank account details such as your bank account number and sort code so that your salary can be paid to you.
- We will collect information on tax contributions you have paid whilst employed by us so that the relevant tax authorities can be informed.
- We will collect information on Social Security contributions you have paid whilst employed by us so that the relevant authorities can be informed.
- We will hold information on file relating to your performance and attendance.
- We will hold copies of sick notes that you provide to us.
- We will hold copies of any references that were provided as part of your recruitment.
- Closed Circuit Television (CCTV) is in operation within certain areas of Jersey Hospice Care premises and your image may therefore be captured. This is for your security and the security of other visitors or service users.

When do we collect your personal data?

- During the recruitment process such as when you complete a job application.
- At times throughout your employment such as when you change your address, the bank account you would like your salary paid into or if other relevant personal data changes and you inform us.
- When you fill in any forms. For example, if you are involved in an accident on our premises and we need to fill in an accident form on your behalf.
- You may also wish to take advantage of the private medical insurance or pension which Jersey Hospice Care offers as part of its employment package. This will involve the provision of personal data some of which, in the case of medical insurance, will be sensitive information as it relates to health.

What personal data do we collect?

Personal data is any information that might allow you to be identified, such as your name, address, date of birth, credit card details, I.P. address, photo or video image or voice recording.

Some information you provide may also be classified as sensitive such as personal data relating to your health and wellbeing.

Types of personal data we collect will include:

- Name.
- Address and other identifying information.
- Telephone numbers and email addresses.
- Bank account details such as bank account number and sort code.
- Tax contributions.
- Social Security contributions.
- Your image, such as those captured by Closed Circuit TV (CCTV) or if you consent to us using your image in promotional material.
- Medical information contained within any sick notes you have provided to us.
- Notes from appraisals and performance reviews.

What do we use your personal data for?

As with why we collect personal data and what personal data we collect, there are many uses of personal data that we collect. These include:

- To comply with any legal obligation to which Jersey Hospice Care is subject to such as the passing of personal data to relevant Tax authorities.
- To ensure that we are meeting any contractual obligations Jersey Hospice Care has, such as the collection and processing of bank account details so that we can pay employees.
- To contact next of kin in case of an emergency.
- To develop our employees through training and education.
- To manage employee's performance through formal appraisals.

How do we protect your personal data?

We take the matter of data security very seriously. We will treat your personal data with the utmost care and will take all steps to protect it. These include:

- Training and education of employees on aspects of Data Protection
- Access to systems which contain personal data is limited to only allowing employees that need access.
- A wide range of technical security measures including firewalls to safeguard from cyberattack.

How long do we keep your personal data for?

We will only keep personal data for as long as is necessary for the purpose for which it was collected. This is known as the retention period. The retention schedule containing all retention periods is available on SharePoint.

At the end of the retention period your personal data will be deleted.

Who has access to your personal data?

Any Jersey Hospice Care employee's member or representatives, permanent or temporary, who come into contact with your information, must be aware of and adhere to the requirements of the Data Protection (Jersey) Law 2018. We will not sell or rent your personal data to third parties. Access to personal data is restricted to only members of employees who need access to that information.

Lawful basis for collecting personal data

In the circumstances where Jersey Hospice Care is required to use personal data, we will only do this if;

- We have gained consent from you to use your information for a specific purpose or purposes such as direct marketing of our products and services or fundraising events.
- To comply with a legal obligation to which Jersey Hospice Care is subject to.
- It is necessary to the performance of a contract you have entered into with us.
- It is necessary for the legitimate interests of Jersey Hospice Care to process your personal data, but our legitimate interests do not outweigh your rights.

Sharing your personal data

The sharing of personal data is strictly controlled by law. There are circumstances where the sharing of information is valid.

Jersey Hospice Care protects itself financially through the application of certain types of insurance such as income protection insurance. In order to do this some personal data, such as name and salary, is shared with our insurers. This is in order to provide the relevant level of protection and also for the relevant pay out to be made in the event of an insurance claim. Not all insurance policies taken out by Jersey Hospice Care will involve the passing of personal data to a third party.

Personal data can also be shared to a third party if:

- Where we have been instructed to do so by law
- Where we believe the reasons for sharing are so important, they override our obligation of confidentiality. Such as to support the investigation and prosecution of offenders or to prevent serious crime.
- Where we are legally required to do so.

What are your rights in relation to your personal data?

Under the Data Protection (Jersey) Law 2018 you have certain legal rights in relation to how your personal data is processed. These are:

- **Right of Access** (We have to tell you if we have your personal data, what it is used for and let you have access if you request it, which is known as a Subject Access Request).
- **Right to Rectify** (We have to correct your personal data if you request us to).
- **Right of Erasure** (If we do not have a lawful basis for holding your information, for instance we are relying on your consent and you withdraw that consent, then we have to delete your personal data).
- **Right to Restriction** (If you want us to stop processing your personal data but do not want it deleting).
- **Right of Portability** (If you request us to give you your personal data in a common, machine-readable format).
- **Right to Object** (You can object to your personal data being used for direct marketing, including profiling for direct marketing, or being processed for scientific / historical research or statistics).

Under the new Data Protection law, you have the Right of Access to the personal data that we have collected and processed about you. This right includes both the right to know if we have collected personal data on you and also the right to see what personal data we have collected.

In most cases, it is likely that we would be able to deal with any requests to see personal data we hold on you in an informal way. For example, if you want to see a single, specific document, this would be fulfilled at the time the request is made.

If a request is made to see lots of different documents or, for example, the information also contains the personal data of another individual, this is likely to be more complex and therefore requires a more formal request. This is known as a **Subject Access Request**.

If you wish to make a **Subject Access Request**, this should be done in writing, either by post or email and can be sent to either of the following addresses: **Governance Team, Jersey Hospice Care, Mont Cochon, St Helier, Jersey JE2 3JB** or email:

dataprotectionofficer@jerseyhospicecare.com

You can also contact us about anything else relating to your personal data.

Your right to lodge a complaint with a supervisory authority

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Office of Information Commissioner.

You can contact them by calling **+44 (0)1534 716530** or go online to:

<https://oicjersey.org/online-enquiry/#/complain/form>