



**Bicton Heath, Shrewsbury, SY3 8HS**

**Re : Sister / Charge Nurse 37 ½ hours per week (Telford based)**

Thank you for your request for further information for the above mentioned post. Please find attached the following :

- 1. Information to Candidates**
- 2. Equal Opportunities Monitoring Form**
- 3. Job Description\***
- 4. Person Specification**

As you will be aware, this post will be offered subject to an Enhanced Disclosure provided by the Disclosure Barring Service

Having read the enclosed information, your completed application form should be returned to me to arrive no later than **8<sup>th</sup> April**.

**\* Please note we have 2 Pay Bands applicable to the Sister / Charge Nurse position. You will be allocated to either Band 6 or Band 7 depending on your level of experience.**

We will respond to all unsuccessful applications within 4 weeks of the closing date via email (if you have provided an e-mail address on your application form).

Thank you for the interest you have shown in this post.

Yours sincerely

**Gaynor Taylor**  
**HR Advisor**  
Encs.

**Severn Hospice**  
**Sister / Charge Nurse**  
**INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT**

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

**1. MEDICAL**

As part of the Hospice's selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

**2. REFERENCES**

No formal offer of employment will be made until we have received satisfactory references.

**3. DISCLOSURE**

Please note that, because of the sensitive nature of the duties the postholder will be expected to undertake, you are required to disclose details of any criminal record, and any offer of employment will be subject to an Enhanced Disclosure provided by the Disclosure Barring Service.

**4. PROBATIONARY PERIOD**

Your appointment will initially be for a probationary period of up to 3 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

**5. SALARY**

Band 6: £26,591 - £36,024 per annum (excluding premia)

Band 7: £32,093 - £42,314 per annum (excluding premia)

Salaries are paid monthly by credit transfer to a bank or building society account.

Saturday and nightshift hours receive 33% premia; Sunday and bank holiday hours receive 66% premia

**6. HOURS OF WORK**

You will be contracted to work 37 ½ hours per week (predominantly Monday to Friday)

**7. HOLIDAY**

Full time holiday entitlement is 7 weeks per annum including bank holidays.

**1. PENSION**

The Hospice is able to offer ex NHS staff continuity of membership\* into the NHS Superannuation Scheme. Please note, as a direction employer, the Hospice is not able to provide access to the NHS (Compensation for Premature Retirement) Regulations or the NHS (Injury Benefits) Regulations. All other NHS Superannuation scheme benefits are applicable.

(\*Provided there is not a gap of more than twelve months between your last contribution to the scheme and applying to re-join it from the Hospice.)

## **Severn Hospice Equality and Diversity Statement**

**Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.**

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an "unspent" conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any "unspent" convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become "spent" (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence.

Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including "spent" convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service's Code of Practice for Registered Persons and other recipients of DBS information.

*A copy of the Hospice's Equality and Diversity Policy is available upon request.*

Severn Hospice

**EQUAL OPPORTUNITIES APPLICANT MONITORING FORM**

To help us ensure the effectiveness of our Equality and Diversity Policy **please complete this form, seal it in a separate envelope, and return it with your application form.** This will ensure that the appointing officer responsible for shortlisting or interviewing does not see the monitoring form before an appointment is made.

Post applied for .....

Full name of applicant .....

Date of birth ..... (age ..... )

• **Gender**

- Do not wish to disclose
- Male                       Female                       Transgender

• **Sexual Orientation**

- Do not wish to disclose
- Heterosexual / Straight                       Bisexual                       Gay / Lesbian
- Any other sexual orientation – please specify .....

• **Religion or Belief**

- Do not wish to disclose
- Baha'i                       Buddhist                       Christian                       Hindu                       Jain                       Jewish
- Muslim                       None                       Pagan                       Sikh                       Zoroastrian
- Any other religion or belief – please specify .....

• **Ethnic Group**

- Do not wish to disclose

**White**

- English, Welsh, Scottish, Northern Irish, British                       Irish                       Gypsy or Irish traveller
- Any other White background – please specify .....

**Mixed / multiple ethnic group**

- White & Black Caribbean                       White & Black African                       White & Asian
- Any other mixed background – please specify.....

**Asian / Asian British**

- Indian                       Pakistani                       Bangladeshi                       Chinese
- Any other Asian background – please specify .....

**Black / African / Caribbean / Black British**

- Caribbean                       African
- Any other Black, Caribbean, African background – please specify.....

**Other ethnic group**

- Arab
- Any other ethnic group – please specify.....

• **Disability**

- Do you have a physical impairment?                       Yes                       No
- Do you have a mental impairment?                       Yes                       No

**Data Protection Act**

I agree that the information given on this form may be processed by the Hospice in accordance with the Data Protection Act, in particular, for the purposes of the equal opportunities monitoring. I agree to the storage of this information on manual and computerised files.

Signature ..... Date .....

(please tick appropriate box)

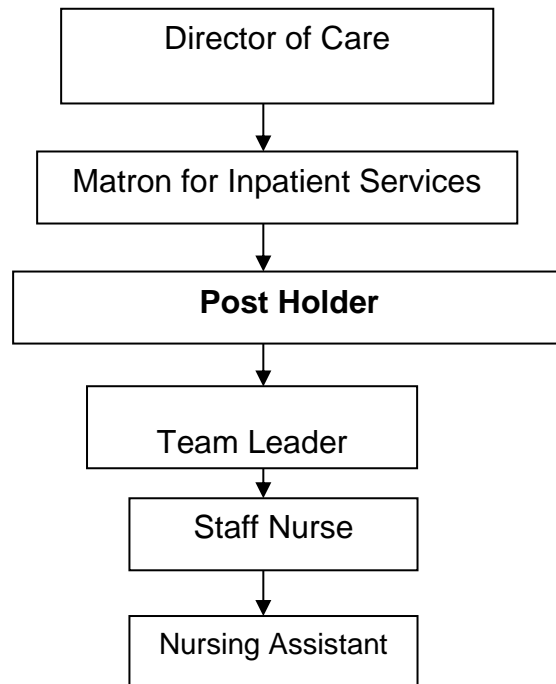
Thank you for completing this form



### Sister / Charge Nurse Job Description

<b>Post Title:</b>	Sister / Charge Nurse - Wards
<b>Band :</b>	6
<b>Reports to</b>	Matron for Inpatient Services
<b>Purpose of the post:</b>	<p>To work within the policy framework/s of the hospice both local and national in it's provision of specialist palliative and supportive care ensuring that the clinical aims and objectives of the organisation are met.</p> <p>To function as a competent clinical practitioner and role model within their designated clinical area. To deliver direct patient care whilst, co-ordinating and overseeing nursing practice.</p> <p>To be responsible for ensuring the delivery of clinical activities during their span of duty.</p> <p>To carry out clinical, managerial and educational duties in accordance with hospice policy, procedures and standards.</p> <p>Foster good working relationships and communicate with members of the multi disciplinary team, other healthcare professionals and users of the service to ensure the delivery of high standards of effective healthcare.</p> <p>To ensure that there is efficient and effective utilisation of resources – human and material to deliver optimum quality care to their client group.</p> <p>To deputise for the Matron in his / her absence, driving forward evidence based practice and taking responsibility for the supervision of staff and the policies and practices that operate within their clinical area.</p> <p>To work flexibly to meet the needs of the service.</p>

## Organisation Position



## Management and Leadership

In conjunction with the Matron be responsible for the day to day management of their ward effectively motivating, and directing staff to ensure that time and resources are managed through effective teamwork.

To lead by example

To work collaboratively alongside volunteers on a day-to-day basis. To give support, guidance and instruction to the volunteer team member(s) as and when required

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.

To work flexibly across the organisation including rotation to all shifts and through all departments as required to support the delivery of nursing care within the Hospice.

To organise their team on a daily basis deploying staff appropriately according to their skills and experience.

To ensure that maximum usage of available bed base is always maintained by utilising agreed operational strategies to facilitate appropriate admissions, and timely discharges.

To deputise for Matron as necessary.

In conjunction with the Matron take responsibility for implementing and reviewing clinical practices to ensure that they are cost effective.

To be an authorised signatory for stock orders, staff time sheets and expenses.

To participate in the recruitment process.

To support the Ward/ department in promoting new ways of working which support and contribute towards Hospice Corporate objectives and improvement programmes .

To actively participate in Care Quality Commission inspections and reviews.

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.

To assist in the formulation, and review of clinical policies and procedures in their own ward/ department . To ensure agreed polices within area of responsibility are adhered to.

To be a point of contact by ensuring that they are a visible, accessible and assertive figure to whom patients, relatives and staff can turn for assistance, advice and support.

To be a clinical supervisor.

To act as a role model for other staff .

To support the Matron to assist in helping to resolve the concerns of patients and their families as quickly as possible.

To ensure that high standards of cleanliness, tidiness and décor are maintained in their designated area. To ensure environmental standards are adhered to.

To work with external agencies in particular Social Services, and community nursing and domiciliary therapy services.

To support the Matron in the process of change demonstrating professionalism and integrity.

### **Patient Care**

To practise clinically, co-ordinating and supervising nursing practice. Ensuring that all patients have their needs assessed, that programmes of care are developed to meet these needs and are delivered in accordance with agreed policies and procedures.

To be a competent practitioner, leading innovation and demonstrating clinical expertise. The postholder acts as a resource and advisor in their area of expertise to colleagues in other wards and departments throughout the Hospice.

To deliver all aspect of care relative to their patient group .

To ensure the use of approved manual handling techniques in delivery patient care, including the safe use of mechanical and non-mechanical manual handling aids.

To monitor and assist in the review of clinical standards and practice within their clinical area, with particular attention paid to the drive for evidence-based practice.

To be aware of nursing performance indicators and support the Matron in implementing the action plans to address areas for improvement.

## **Communication and Relationships**

To ensure that all team members report changes in patient progress effectively, both verbally and in written form. Ensure that accurate, legible and holistic nursing records according to NMC guidelines and unit guidance are maintained.

Where appropriate interpret and present clinical information to patients and their relatives, demonstrating highest levels of interpersonal and communication skills ensure that patients and their carers have sufficient relevant verbal and written information during the patient's stay.

To actively support staff working with highly distressing / highly emotional levels of illness.

To respond appropriately to ineffective communication techniques and styles used by staff, undertaking first line performance management action in the event of continued issues. To undertake basic ward based training for staff in relation to communication strategies.

To demonstrate sensitivity in dealing with complex and confidential information from patients, families and colleagues, giving advice and support when necessary. Respond appropriately to the information given.

In conjunction with the Matron develop appropriate written and verbal patient information processes and systems

Actively contribute towards Ward / departmental meetings.

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

Maintain collaborative working relationships and effective communications between all members of the multidisciplinary team, resolving conflict and working within the team to ensure a high standard of co-ordinated patient care.

## **Education, Professional Development and Training**

To take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self development.

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.

To participate in the supervision, training and effective mentorship of staff, student nurses and Nursing Assistants .

In conjunction with the Team Leaders identify the training and educational needs for all staff, contributing to the development and provision of the yearly training plan and educational training programmes and opportunities.

To participate in informal and formal training sessions for their staff, delivering orientation programmes for new staff and provide relevant feedback to all members of the team.

Ensuring that all team members attend Mandatory training sessions.



## **Research and Audit**

Together with the Matron develop standards of care and participate in ongoing research / audit and projects.

To promote and disseminate relevant research findings to support clinical practice and education within the department.

To participate in developing systems for assessing the users views on the quality of services provided and for involving patients relatives and their representatives in the planning and development of services.

Undertake a set programme of audit as identified by the Matron and report progress/ outcomes to Clinical Governance Committee.

## **Human Resources**

To ensure that all HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately to Matron.

Ensure the effective management of staff within their ward / department including specific induction, recruitment and selection, deployment, training, performance management , sickness/ absence and appraisals. Undertake disciplinary and grievance investigations as requested, presenting to more senior manager as necessary

Support Team Leaders , undertaking initial / informal stages of HR policies eg. performance management (capability); disciplinary and grievance investigations until competent.

Supervise Team Leaders in planning off duty rotas to ensure appropriate staffing levels and skill mix to meet patient needs.

Responsible for carrying out staff appraisals for team leaders and allocated staff (RGN's) including including 6 monthly reviews and regular 1 to 1's with all team Leaders.

Actively participate/attendance at monthly Band 6 meetings ensuring information is cascaded back to team where appropriate. Ensuring effective 2 way communication within teams and wards.

## **Use of information**

To ensure that staff maintain and update Hospice information systems to support patient care.

To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment and Systmone

## **Health and Safety**

To support the Team Leaders in ensuring that the team develops the skills and knowledge to be able to safely and competently use medical equipment. To ensure they are aware of the need to ensure that equipment is cleaned, stored and maintained correctly and that any faults/ defects are reported appropriately.

To assist the Matron in ensuring that systems are in place to control, audit and track the use and location of medical assets and that any losses are reported accordance with policy.

To contribute to the ward/ department's implementation of a Health and Safety management monitoring structure and as far as is reasonably practical within the designated area of responsibility maintain a safe environment for patients, staff and relatives.

To participate in annual H&S audits, working with the Matron to rectify and address shortfalls.

Ensuring that at all times the team work in a safe and responsible manner by demonstrating a knowledge and understanding of all Health and Safety policies and the implementation of safety measures including:-

Fire regulations  
COSHH Regulations  
Moving and Handling

The postholder will, be fully conversant in the Hospice Infection Control polices and ensure that infection control polices; protocols and procedures are adhere to.

The post holder will frequently be exposed to highly unpleasant working conditions involving exposure of uncontained body fluids, foul linen etc and should be conversant with infection control policies relating to such exposure.

8 Although the Hospice has a 'Zero Tolerance' position in relation to violence and aggression the post holder may on occasions be exposed to verbal / physical 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**

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.

To have an awareness and support the Matron in the handling of complaints relating to the service area.

To assist the Matron 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**

To work with the whole nursing team in ensuring that a high standard of services are delivered.

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 Matron for actions that effect areas outside their area of responsibility.

To be accountable for decisions affecting their sphere of responsibility. Liaises with Matron on issues that have wider service implications across the organisation

### **Professional Conduct**

To adhere at all times to uniform and appearance policy.

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.

To adhere to all local, national and NMC guidelines in relation to professional ensuring that local incidents, complaints and issues are dealt with in accordance with Hospice policy.

To report appropriately any observed lapses in professional conduct to the Matron in line with local and NMC guidelines.

The above 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.

### **Supplementary Information and Requirements**

All new Hospice employees are on a three months 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).

*Last updated : Nov 2016 (HD / BR)*



## Person Specification: Sister/Charge Nurse Band 6 – Wards

	<b>Essential</b>	<b>Desirable</b>
<p><b><u>Qualifications and Training</u></b></p> <p>Level of education necessary</p> <p>Professional and post basic qualifications</p> <p>Specialised training required for post</p>	<p>Level 1 RGN (Adult)</p> <p>Post registration exposure to workshops/study days re palliative care</p> <p>Essential Elements</p> <p>SLAiP Course (Standards to support learning and assessment in practice settings (NMC, 2008).</p> <p>Advanced Communication skills qualification</p> <p>ECDL/ IT qualification</p>	<p>Post registration module in palliative care</p>
<p><b><u>Experience</u></b></p> <p>Length, type and level of post related work experience required (additional or alternative to qualifications above)</p>	<p>General post registration experience</p> <p>Experience in palliative care</p> <p>People management / Leadership experience/qualification or willingness to undertake.</p> <p>Experience of project work eg audit, research</p>	
<p><b><u>Skills &amp; Knowledge</u></b></p> <p>Range and level of skills</p> <p>Depth and extent of knowledge required</p>	<p>Knowledge of the principles of palliative nursing care; to include the philosophy, pain and symptom control assessment with individual patients.</p> <p>Knowledge and competence/or willingness to work towards, in utilisation of syringe drivers – Mckinley T34 Competence to assess, plan, deliver and evaluate holistic, individualised, and evidence based nursing care</p> <p>An understanding of team effectiveness, including the benefits and drawbacks of team working. Ability to work effectively as part of a team but also autonomously.</p> <p>An understanding of the role of this service (Hospice) within the wider context of palliative care service provision involving NHS, voluntary sector and other health and social care service providers</p> <p>Ability to communicate clearly, succinctly, sensitively, and appropriately using variable styles, incorporating appropriate strategies dependant upon audience.</p> <p>To be competent in all forms of communication, to include face to face, telephone, written documentation and IT.</p>	

	<p>Ability to present relevant information clearly at meetings/ teaching sessions as required.</p> <p>Advanced and excellent interpersonal and communication skills Excellent nursing skills, Good listening skills, Good counselling skills</p> <p>Ability to motivate staff and instil confidence</p> <p>Excellent time management</p> <p>Ability to prioritise tasks according to changing needs and service capacity.</p> <p>Ability to delegate tasks appropriately</p> <p>Ability to undertake IOSH risk assessments after completion of appropriate training/education/mentorship</p>	
<p><b><u>Aptitudes &amp; Attributes Required</u></b></p>	<p>Calm and reassuring</p> <p>Able to take instruction and document events during shift</p> <p>Sensitive</p> <p>Emotionally strong</p> <p>Team player</p> <p>Able to solve problems</p> <p>Enthusiastic to develop staff/team</p> <p>Good sense of humour</p> <p>To be positive and enthusiastic</p> <p>To be self aware and intuitive with others.</p> <p>The ability to be able to both receive and give constructive criticism/feedback</p> <p>Vocation for palliative careAbility to maintain and recognize professional boundaries</p> <p>Ability to embrace change and support colleagues through the process</p> <p>An appreciation of the value that every member of the MDT brings to providing holistic palliative/end of life care.</p> <p>Non judgmental attitude</p> <p>Ability to embrace change and support colleagues through the process</p>	

	An appreciation of the value that every member of the MDT brings to providing holistic palliative/end of life care and to disseminate to this ethos to team. Ability to motivate and instil confidence with staff Professionalism Approachable Empathetic	
<b><u>Other Requirements</u></b>	Enhanced DBS disclosure Prepared to work flexible hours inc. nights and at other sites Willingness to undergo further training as required	

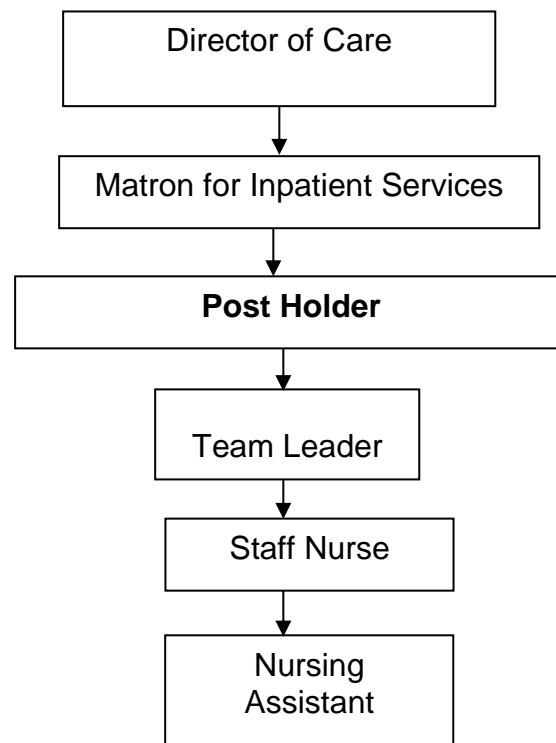
### Sister / Charge Nurse Job Description

<b>Post Title:</b>	Sister / Charge Nurse - Wards
<b>Band :</b>	7
<b>Reports to</b>	Matron for Inpatient Services
<b>Purpose of the post:</b>	<p>To work within the policy framework/s of the hospice both local and national in it's provision of specialist palliative and supportive care ensuring that the clinical aims and objectives of the organisation are met.</p> <p>To function as a competent clinical practitioner and role model within their designated clinical area. To deliver direct patient care whilst, co-ordinating and overseeing nursing practice.</p> <p>To be responsible for ensuring the delivery of clinical activities during their span of duty.</p> <p>Reporting to Matron, to lead in realising the strategy, vision and mission of the Severn Hospice's inpatient services.</p> <p>To carry out clinical, managerial and educational duties in accordance with hospice policy, procedures and standards.</p> <p>To provide dynamic leadership and management to ensure the delivery of high quality, responsive, efficient and effective services.</p> <p>Foster good working relationships and communicate with members of the multi disciplinary team, other healthcare professionals and users of the service to ensure the delivery of high standards of effective healthcare.</p> <p>To ensure that there is efficient and effective utilisation of resources – human and material to deliver optimum quality care to their client group.</p> <p>To deputise for the Matron in his / her absence, driving forward evidence based practice and taking responsibility for the supervision of staff and the policies and practices that operate within their clinical area.</p>



	To work flexibly to meet the needs of the service.
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### **Organisation Position**



### **Management and Leadership**

To be accountable for the day to day management of the services (direct reports as detailed above), including the line management of staff and resources, training and development, appraisals, performance management, management of sickness absences, grievances and disciplinary cases, and patient complaints.

To lead by example

To organise and provide appropriate support, teaching, supervision, mentorship and preceptorship mechanisms for team members and facilitate the sharing of information across disciplines and agencies.

To work collaboratively alongside volunteers on a day-to-day basis. To give support, guidance and instruction to the volunteer team member(s) as and when required

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.

To work flexibly across the organisation including rotation to all shifts and through all departments as required to support the delivery of nursing care within the Hospice.

To organise their team on a daily basis deploying staff appropriately according to their skills and experience.

To ensure that maximum usage of available bed base is always maintained by utilising agreed operational strategies to facilitate appropriate admissions, and timely discharges.

To deputise for Matron as necessary.

To take responsibility for implementing and reviewing clinical practices to ensure that they are cost effective.

To be an authorised signatory for stock orders, staff time sheets and expenses. To be ultimately responsible for timesheet accuracy.

To lead the recruitment process.

To support the Ward/ department in promoting new ways of working which support and contribute towards Hospice Corporate objectives and improvement programmes .

To actively participate in Care Quality Commission inspections and reviews.

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.

To assist in the formulation, and review of clinical policies and procedures . To ensure agreed policies within area of responsibility are adhered to.

To be a point of contact by ensuring that they are a visible, accessible and assertive figure to whom patients, relatives and staff can turn for assistance, advice and support.

To be a clinical supervisor and actively promote this system of staff support amongst their team.

To act as a role model for other staff .

To support the Matron to assist in helping to resolve the concerns of patients and their families as quickly as possible.

To ensure that high standards of cleanliness, tidiness and décor are maintained in their designated area. To ensure environmental standards are adhered to.

To work with external agencies in particular Social Services, and community nursing and domiciliary therapy services.

To support the Matron in the process of change demonstrating professionalism and integrity.

## **Patient Care**

To practise clinically, co-ordinating and supervising nursing practice. Ensuring that all patients have their needs assessed, that programmes of care are developed to meet these needs and are delivered in accordance with agreed policies and procedures.

To be a competent practitioner, leading innovation and demonstrating clinical expertise. The postholder acts as a resource and advisor in their area of expertise to colleagues in other wards and departments throughout the Hospice.

To deliver all aspect of care relative to their patient group .

To ensure the use of approved manual handling techniques in delivery patient care, including the safe use of mechanical and non-mechanical manual handling aids.

To monitor and assist in the review of clinical standards and practice within their clinical area, with particular attention paid to the drive for evidence-based practice.

To be aware of nursing performance indicators and support the Matron in implementing the action plans to address areas for improvement.

## **Communication and Relationships**

To ensure that all team members report changes in patient progress effectively, both verbally and in written form. Ensure that accurate, legible and holistic nursing records according to NMC guidelines and unit guidance are maintained.

To arrange debrief / reflection meetings to support staff to enhance communication.

Where appropriate interpret and present clinical information to patients and their relatives, demonstrating highest levels of interpersonal and communication skills ensure that patients and their carers have sufficient relevant verbal and written information during the patient's stay.

To actively support staff working with highly distressing / highly emotional levels of illness.

To respond appropriately to ineffective communication techniques and styles used by staff, undertaking first line performance management action in the event of continued issues. To undertake basic ward based training for staff in relation to communication strategies.

To demonstrate sensitivity in dealing with complex and confidential information from patients, families and colleagues, giving advice and support when necessary. Respond appropriately to the information given.

In conjunction with the Matron develop appropriate written and verbal patient information processes and systems

To run ward meetings at least quarterly

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

Maintain collaborative working relationships and effective communications between all members of the multidisciplinary team, resolving conflict and working within the team to ensure a high standard of co-ordinated patient care.

## **Education, Professional Development and Training**

To take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self development.

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.

To participate in the supervision, training and effective mentorship of staff, student nurses and Nursing Assistants .

In conjunction with the Team Leaders identify the training and educational needs for all staff, contributing to the development and provision of the yearly training plan and educational training programmes and opportunities.

To participate in informal and formal training sessions for their staff, delivering orientation programmes for new staff and provide relevant feedback to all members of the team.

Ensuring that all team members attend Mandatory training sessions.

## **Research and Audit**

PROMS and FROMS lead for inpatient services evaluating the patient experience

To monitor and assist in the review of clinical standards and practice within their clinical area, with particular attention paid to agreeing and driving Key Performance Indicators relating to inpatient services.

Audit services and draw up action plans for continuous improvement and reporting progress/outcomes to Clinical Governance Committee.

## **Human Resources**

To ensure that all HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately to Matron.

Ensure the effective management of staff within their ward / department including specific induction, recruitment and selection, deployment, training, performance management , sickness/absence and appraisals. Undertake disciplinary and grievance investigations as requested, presenting to more senior manager as necessary

Support Team Leaders , undertaking initial / informal stages of HR policies eg. performance management (capability); disciplinary and grievance investigations until competent.

Supervise Team Leaders in planning off duty rotas to ensure appropriate staffing levels and skill mix to meet patient needs.

Responsible for carrying out staff appraisals for team leaders and allocated staff (RGN's) including including 6 monthly reviews and regular 1 to 1's with all team Leaders.

Actively participate/attendance at monthly Band 6 meetings ensuring information is cascaded back to team where appropriate. Ensuring effective 2 way communication within teams and wards.

### **Use of information**

To ensure that staff maintain and update Hospice information systems to support patient care.

To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment and Systmone

### **Health and Safety**

To support the Team Leaders in ensuring that the team develops the skills and knowledge to be able to safely and competently use medical equipment. To ensure they are aware of the need to ensure that equipment is cleaned, stored and maintained correctly and that any faults/ defects are reported appropriately.

To assist the Matron in ensuring that systems are in place to control, audit and track the use and location of medical assets and that any losses are reported accordance with policy.

To participate in annual H&S audits, working with fellow Sisters to rectify and address shortfalls.

To attend Health and Safety committee meetings and lead on initiatives accordingly.

Ensuring that at all times the team work in a safe and responsible manner by demonstrating a knowledge and understanding of all Health and Safety policies and the implementation of safety measures including:-

Fire regulations  
COSHH Regulations  
Moving and Handling

The postholder will, be fully conversant in the Hospice Infection Control polices and ensure that infection control polices; protocols and procedures are adhere to.

The post holder will frequently be exposed to highly unpleasant working conditions involving exposure of uncontained body fluids, foul linen etc and should be conversant with infection control policies relating to such exposure.

8 Although the Hospice has a 'Zero Tolerance' position in relation to violence and aggression the post holder may on occasions be exposed to verbal / physical 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**

To assist IOSH trained staff in ensuring 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.

To have an awareness and support the Matron in the handling of complaints relating to the service area.

To assist the Matron 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**

Under direction of Matron, play a key role in procedure and policy development, documenting change in SOPs to cover all nursing / AHP staff.

Chair MDT meetings regularly as requested

To work with the whole nursing team in ensuring that a high standard of services are delivered.

To work independently to ensure delivery of quality services within area of responsibility. Works within policies, protocols and professional standards. Seeks further advice and support from the Matron for actions that effect areas outside their area of responsibility.

To be accountable for decisions affecting their sphere of responsibility. Liaises with Matron on issues that have wider service implications across the organisation

### **Professional Conduct**

To adhere at all times to uniform and appearance policy.

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.

To adhere to all local, national and NMC guidelines in relation to professional ensuring that local incidents, complaints and issues are dealt with in accordance with Hospice policy.

To report appropriately any observed lapses in professional conduct to the Matron in line with local and NMC guidelines.

The above 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.

### **Supplementary Information and Requirements**

All new Hospice employees are on a three months 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).

*Last updated : Dec 2017 (HD / BR)*

### Person Specification: Sister/Charge Nurse Band 7 – Wards

	Essential	Desirable
<p><b><u>Qualifications and Training</u></b></p> <p>Level of education necessary</p> <p>Professional and post basic qualifications</p> <p>Specialised training required for post</p>	<p>Level 1 RGN (Adult)</p> <p>Post registration exposure to workshops/study days re palliative care</p> <p>Essential Elements</p> <p>SLAiP Course (Standards to support learning and assessment in practice settings (NMC, 2008).</p> <p>Advanced Communication skills qualification</p> <p>ECDL/ IT qualification</p> <p>Degree</p>	<p>Modules in palliative care</p>
<p><b><u>Experience</u></b></p> <p>Length, type and level of post related work experience required (additional or alternative to qualifications above)</p>	<p>Significant post-registration experience and caseload management.</p> <p>Experience of implementing change management techniques</p> <p>Experience of working in a multi-disciplinary/multi-agency health/social care environment.</p> <p>Successful track record as an effective leader/team manager in health.</p> <p>Proven ability to integrate, build and motivate teams to deliver clear outcomes and results to improve the patient experience.</p> <p>Experience of managing resource, planning work and delegating duties within a team.</p> <p>Able to demonstrate innovation and creativity to redesign and develop services.</p> <p>Ability to develop, implement and deliver successful service improvements</p> <p>Experience of building successful partnership working arrangements with other services.</p> <p>Evidence of working with patients to enhance feedback and promote service user involvement</p> <p>Experience in palliative care</p>	



<p><b>Skills &amp; Knowledge</b></p> <p>Range and level of skills</p> <p>Depth and extent of knowledge required</p>	<p>Knowledge of the principles of palliative nursing care; to include the philosophy, pain and symptom control assessment with individual patients.</p> <p>Line management experience</p> <p>Facilitative style of leadership</p> <p>Knowledge and competence/or willingness to work towards, in utilisation of syringe drivers – Mckinley T34 Competence to assess, plan, deliver and evaluate holistic, individualised, and evidence based nursing care</p> <p>Knowledge of benchmarking and audit</p> <p>An understanding of team effectiveness, including the benefits and drawbacks of team working. Ability to work effectively as part of a team but also autonomously and ability to adapt and adjust to meet needs of a situation</p> <p>An understanding of the role of this service (Hospice) within the wider context of palliative care service provision involving NHS, voluntary sector and other health and social care service providers</p> <p>Ability to communicate clearly, succinctly, sensitively, and appropriately using variable styles, incorporating appropriate strategies dependant upon audience. Ability to communicate the organisation's vision</p> <p>To be competent in all forms of communication, to include face to face, telephone, written documentation and IT.</p>	
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	<p>Ability to present relevant information clearly at meetings/ teaching sessions as required.</p> <p>Advanced and excellent interpersonal and communication skills Excellent nursing skills, Good listening skills, Good counselling skills</p> <p>Ability to motivate staff and instil confidence</p> <p>Passion, enthusiasm and drive to improve services</p> <p>Excellent time management</p> <p>Ability to prioritise tasks according to changing needs and service capacity.</p> <p>Ability to delegate tasks appropriately</p> <p>Experience In health and safety</p>	
<p><b><i>Aptitudes &amp; Attributes Required</i></b></p>	<p>Calm and reassuring</p> <p>Able to take instruction and document events during shift</p> <p>Sensitive</p> <p>Emotionally strong</p> <p>Team player</p> <p>Able to solve problems</p> <p>Enthusiastic to develop staff/team</p> <p>Good sense of humour</p> <p>To be positive and enthusiastic</p> <p>To be self aware and intuitive with others.</p> <p>The ability to be able to both receive and give constructive criticism/feedback</p> <p>Vocation for palliative careAbility to maintain and recognize professional boundaries</p> <p>Ability to embrace change and support colleagues through the process</p> <p>An appreciation of the value that every member of the MDT</p>	

	<p>brings to providing holistic palliative/end of life care.</p> <p>Non judgmental attitude</p> <p>Ability to embrace change and support colleagues through the process maintain and recognise professional boundaries</p>	
<b><i>Other Requirements</i></b>	<p>Enhanced DBS disclosure</p> <p>Prepared to work flexible hours</p> <p>Prepared to work at all sites</p> <p>Willingness to undergo further training as required</p> <p>An appreciation of the value that every member of the MDT brings to providing holistic palliative/end of life care and to disseminate to this ethos to team.</p> <p>Ability to motivate and instil confidence with staff</p> <p>Professionalism Approachable</p> <p>Empathetic</p>	