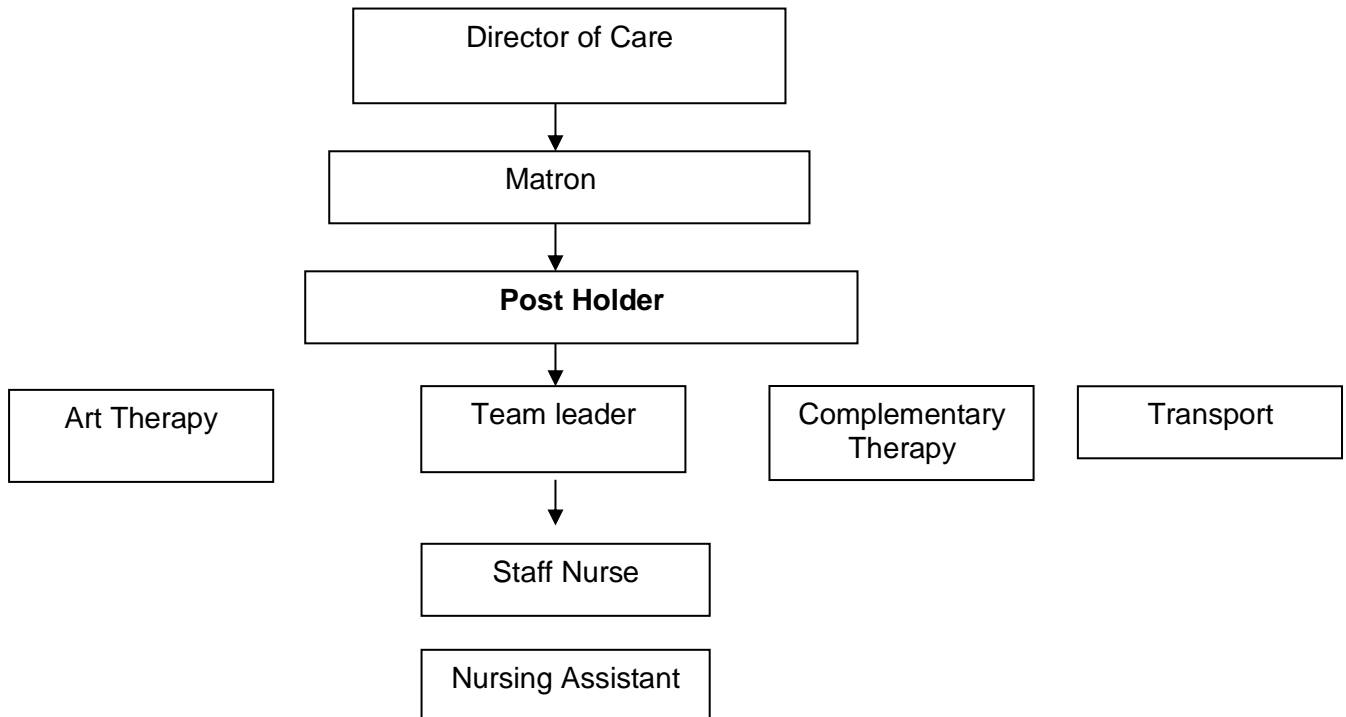


Lead Nurse Day Services Job Description

Post Title:	Lead Nurse Day Services
Band :	7
Reports to	Matron
Purpose of the post:	<p>To work within the policy framework/s of the hospice both local and national in its provision of specialist palliative and supportive care ensuring that the clinical aims and objectives of the organisation are met.</p> <p>To be a Living Well Ambassador and represent the service to targeted customers / colleagues in order to increase awareness, create a specific image, generate usage and build customer preference.</p> <p>Promotes a 'can do' attitude and determination to develop and sustain dynamic and responsive multi-disciplinary/multi-agency services which delivers best practice.</p> <p>To provide dynamic leadership and management within a defined inter-disciplinary team to ensure the delivery of high quality, responsive, efficient and effective services. This includes the management of all personnel and utilisation of robust capacity planning and target setting methodologies within the team.</p> <p>Creative and innovative methods of utilising resources most effectively to meet patient need will be encouraged.</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>Proactively support the development and redesign of care pathways, embracing the concept of living well by expanding/enhancing multi-disciplinary/multi-agency working, services and facilities.</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

1. To be accountable for the day to day management of the team, including the line management of staff and resources, training and development, personal development reviews, management of sickness absences, grievances and disciplinary cases, and patient complaints.
2. 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.
3. To develop appropriate support, teaching, supervision, mentorship and preceptorship mechanisms for all team members and facilitate the sharing of information across disciplines and agencies.
4. To adhere to professional codes of conduct and standards of competence relevant to team members and to provide specialist and expert clinical advice.
5. To develop protocols and procedures to ensure the delivery of safe practice, undertaking risk assessments in line within relevant legislation, quality standards, Health & Safety and Risk management/mitigation policies.
6. To support the management of the patient case load appropriately including the delegation of work across the team and coordination of care to promote patient independence.
7. To use technology as an aid for data capture in order to plan, implement, monitor and report upon outcomes and information.
8. To offer innovative clinical leadership and management solutions to enable most effective use of resources for the benefit of patients.

9. To ensure referral, assessment, planning, review and discharge procedures within the service are consistent with the organisation's expectations and that consistent clinical review meetings take place to facilitate this.
10. To continuously review and integrate new developments and practice into the team to enhance service delivery.
11. To audit and monitor service delivery, in order to continuously improve and develop the service.
12. To assist the Matron in producing reports to inform senior managers, clinical forums, business development/planning and performance management monitoring.
13. To promote health and well-being and foster independence at every opportunity, whilst respecting the patient right to choose.
14. To initiate and encourage evidence based practice and research within team and service to drive improvements, ensuring that lessons learned are shared to facilitate wider learning
15. Actively engages with, listens to and seeks views of team members, patients/ carers and key stakeholders to influence, enhance and improve accessibility and inclusiveness of future service development.
16. To take active steps to encourage, support and promote a culture of development, improvement and learning, ensuring that effective annual personal development and appraisal systems are in place encompassing clear and explicit expectations and targets.
17. To positively promote and publicise your team/service within the Locality and organisation o offer creative and dynamic leadership and management solutions to enable the delivery of effective change and subsequent service improvement.
18. To organise their team on a daily basis deploying staff appropriately according to their skills and experience.
19. To coordinate the team rota, annual leave and study leave of the team to achieve sustainability.
20. To deputise for Matron as necessary.
21. In conjunction with the Matron take responsibility for implementing and reviewing clinical practices to ensure that they are cost effective.
22. To be an authorised signatory for stock orders, staff time sheets and expenses.
23. To participate in the recruitment process.
24. To actively participate in Care Quality Commission inspections and reviews.
25. 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.
26. To be a clinical supervisor.
27. To act as a role model for other staff .
28. To ensure that high standards of cleanliness, tidiness and décor are maintained in their designated area. To ensure environmental standards are adhered to.
29. To be part of the Managers On Call rota.

Patient Care

1. 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.
2. 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.
3. To deliver all aspect of care relative to their patient group .
4. 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.
5. 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.
6. To be aware of nursing performance indicators and support the Matron in implementing the action plans to address areas for improvement.

Communication and Relationships

1. 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.
2. To actively support staff working with highly distressing / highly emotional levels of illness.
3. 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 training for staff in relation to communication strategies.
4. 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.
5. In conjunction with the Matron develop appropriate written and verbal patient information processes and systems
6. Actively contribute towards departmental meetings.
7. To ensure that information / decisions are cascaded appropriately to junior staff using tools forums and communication strategies as identified by the Matron.

Education, Professional Development and Training

1. To take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self development.
2. To support the implementation of an effective appraisal system, ensuring that all staff has set objectives that identify and support individual development and training needs.
3. To participate in the supervision, training and effective mentorship of staff, student nurses and Nursing Assistants .
4. 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.

5. 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.
6. Ensuring that all team members attend Mandatory training sessions.

Research and Audit

1. Together with the Matron develop standards of care and participate in ongoing research / audit and projects.
2. To promote and disseminate relevant research findings to support clinical practice and education within the department.
3. 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.
4. Undertake a set programme of audit as identified by the Matron/Quality Lead.

Human Resources

1. To ensure that all HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately to Matron.
2. 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
3. Support Team Leader, undertaking initial / informal stages of HR policies eg. performance management (capability); disciplinary and grievance investigations until competent.
4. Supervise Team Leader in planning off duty rotas to ensure appropriate staffing levels and skill mix to meet patient needs.
5. Responsible for carrying out staff appraisals for team leader and allocated staff (RGN's) including 6 monthly reviews and regular 1 to 1's with team leader.
6. Actively participate/attendance at Clinical Lead's meetings ensuring information is cascaded back to team where appropriate. Ensuring effective two way communication within teams and other clinical departments.

Use of information

1. To ensure that staff maintain and update Hospice information systems to support patient care.
2. To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment and Systmone

Health and Safety

1. To support the Team Leader in ensuring 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.

2. 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.
3. 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.
4. To participate in annual H&S audits, working with the Matron/Quality Lead to rectify and address shortfalls.
5. 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
6. The postholder will, be fully conversant in the Hospice Infection Control polices and ensure that infection control polices; protocols and procedures are adhered to.
7. 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

1. To ensure compliance with the programme of risk assessment and action planning in relation to health and safety, clinical risk and other agreed areas of risk management in line with corporate and national frameworks and strategies.
2. To have an awareness and support the Matron in the handling of complaints relating to the service area.
3. 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

1. To work with the whole nursing team in ensuring that a high standard of services are delivered.
2. To work independently to ensure delivery of quality services within area of responsibility. Works within polices, protocols and professional standards. Seeks further advice and support from the Matron for actions that effect areas outside their area of responsibility.
3. 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

1. To adhere at all times to uniform and appearance policy.

2. 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.
3. 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.
4. 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 six 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 2020 (CG / BR)

Person Specification

	Essential	Desirable
<p><u>Qualifications and Training</u></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>Communication skills qualification</p> <p>IT experience</p>	<p>Post registration module in palliative care.</p> <p>Evidence of ongoing professional/management development.</p>
<p><u>Experience</u></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>Able to demonstrate innovation and creativity to redesign and develop services.</p> <p>Experience in palliative care</p>	
<p><u>Skills & Knowledge</u></p> <p>Range and level of skills</p> <p>Depth and extent of knowledge required</p>	<p>Line management experience</p> <p>Experience in change management.</p> <p>Well refined communication (verbal and written), interpersonal skills and the ability to manage day to day complaints pro-actively</p>	<p>Knowledge of benchmarking and audit requirements to continuously develop services and improve standards of care, with an ability to evaluate clinical practice.</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>Advanced interpersonal and communication skills Excellent nursing skills, Good listening skills, Good counselling skills</p> <p>Time management</p> <p>Ability to delegate tasks appropriately</p>	
<u>Aptitudes & Attributes Required</u>	<p>Calm and reassuring Sensitive Team player Able to solve problems Enthusiastic to develop staff/team Good sense of humour To be positive and enthusiastic To be self aware and intuitive with others. Ability to embrace change and support colleagues through the process. An appreciation of the value that every member of the MDT brings to providing holistic palliative/end of life care.</p>	

	Professionalism Approachable Empathetic	
<u>Other Requirements</u>	Enhanced DBS disclosure Willingness to undergo further training as required	