

**Job Description**

**Job Title:** Sister/Charge Nurse, Community Services

**Spinal Point Range:**  27, 29, 32

**Hours:** Minimum 30 hours per week

**Department:** Community Services

**Location:** St Michael’s Hospice

**Reports to:** Head of Community Services

**Responsible for:** Direct reports: Senior Nurses; Indirect reports: team of Nurses and Senior Health Care Assistants

**Job Purpose:**

To provide clinical, professional and managerial leadership to the nursing team, ensuring high standards of care are consistently delivered to palliative and end of life patients and families within their home (care home).

**Responsibility Areas:**

**Professional Leadership and Management**

* Responsible for the performance of the Senior Community Register Nurses to include carrying out appraisals, performance management reviews, probation reviews, return to work interviews and sickness reviews.
* Ensure safe deployment of staffing resources to maintain minimum staffing ratios, managing and over-seeing the duty rota in the absence of the Team Manager.
* Participate in the recruitment and management of staff induction.
* Act as a role model in all aspects of clinical and non-clinical nursing practice.
* To provide support and guidance to nursing staff on complex patient care needs.
* Make appropriate use of the latest evidence base to supervise practice, audit clinical care, teach and support professional colleagues and to provide skilled leadership and clinical decision making.
* To provide formal and informal clinical supervision, support and mentorship.
* Identify where further development and support may be needed for collective groups of staff.
* To deliver informal and formal training sessions for staff and others.
* Contribute to the development of and implementation of a competency framework for nursing.
* To motivate and manage the senior nurses, ensuring the service provided is safe and effective.
* Carry out ‘spot checks’ ensuring a high standard of care is delivered in the community setting.
* Manage and prioritise own and team’s workload, through delegation to ensure high quality care.
* Oversee the nursing team with clinical decisions.
* Act as a deputy for the Head of Community Services in their absence.

**Care Provision**

* To oversee the planning and facilitation of care delivery to patients and families in the community setting.
* Responsible for ensuring accurate assessment of care needs is undertaken along with appropriate individualised care, reviewing and evaluating as required.
* Responsible for the holistic assessment, planning, implementation and evaluation of the needs of the patient.
* Ensure risk assessments are undertaken, actioned and the incident reporting process is followed.
* To contribute to the review of clinical standards and practice, with particular attention paid to the drive for the application of policies/procedures and evidence based practice.
* Awareness of EMIS Web supporting colleagues with training and use of new system.
* Provide Expert advice on symptom management to GPs or other professionals, patients and families.
* Manage complaints in line with Hospice policy. Escalating as appropriate.
* To deliver an advanced level of rehabilitative palliative care for patients with complex needs in order to enable people to live fully until they die.

**Communication**

* Ensure effective network working relationships with relevant organisations, primary care and other hospices as necessary to maintain effective patient and family care.
* Ensure the nursing voice is represented (including in ethical decision making)
* Ensure nursing staff maintain clinical records in line with hospice and Nursing and Midwifery Council (NMC) guidance.
* Encourage patients/relatives/carers to express what is important to them to identify their needs, ensure that this information is recorded and informs the care plan.
* Ensure nursing staff recognise and report any concerns or changes in patient’s condition and or family’s wellbeing to colleagues.
* Onwardly refer patients and families to core hospice services.
* Promote collaborative working and effective communication between all members of the Hospice multidisciplinary team (MDT).
* Promote awareness of child and adult protection issues policy and guidelines.

**Quality, Improvement, Audit & Research**

* Awareness of data being captured accurately which feeds into end of month NHS reporting requirements to agreed deadlines.
* Identifies and supports audits and evaluation of work.
* Actively promote the use of outcome measures (OACC) so as to improve care planning and case management.
* Works with other disciplines to integrate best practice tools to minimise duplication of elements of care.
* Guarantee that there are systems in place to provide opportunities for both formal and informal user feedback.

**Health and Safety**

* Act at all times to promote the safety and wellbeing of staff members, patients, relatives and carers.
* Ensure nursing staff adhere to all safe systems of work to minimise risk and hazards, undertake risk assessments, document and implement risk reducing measures.
* Responsible for ensuring the Hospice Lone Working policy is adhered to by all community staff visiting patients in their homes. Be aware of own limitations and when to seek advice and help.

**Education**

* Participate and facilitate clinical and educational activities in collaboration with the inpatient unit lead nurses, creating a positive learning environment to enhance development in specialist palliative care.
* Attend mandatory training and service training opportunities.
* Develop and maintain own knowledge and skills in palliative care.
* Act as a role model to new staff members

**Person Specification**

**1)** **Specialist Knowledge and Experience**

**Essential**

* + Active NMC registration
  + Completion of a Nursing Degree
  + Experience of managing a team
  + Experience and knowledge of specialist palliative care
  + Advanced Communication Skills Training
  + Experience of nursing patients in the community setting
  + Knowledge of national and local health and social care initiatives
  + Must be in possession of a full UK driving licence, be over 21 and have held a full licence for 12 months due to insurance purposes.

**Desirable**

* + Experience of using clinical systems such as Emis
  + Teaching and mentorship qualification
  + Specialist qualification in palliative care
  + Experience of undertaking advanced holistic assessments

**2) Skills and Behaviours**

**Leadership:** Motivates and empowers others in order to reach organisational goals.

**Planning and organising:** Organises own time effectively and creates own work schedules. Prioritises and prepares in advance. Sets realistic time-scales.

**Inter-Personal Sensitivity:** Sensitive handling of difficult information and situations. Respects and works well with others. Demonstrates active listening.

**Communication:** Speaks confidently and fluently. Talks at a suitable pace and level. Holds others’ attention when speaking. Writes fluently, clearly and concisely. Adapts own written communication style to suit others.

**Personal motivation:** Shows enthusiasm and commits to hard work.

**Problem solving and analysis:** Analyses issues and breaks them down into their component parts. Makes systematic and rational judgements based on relevant information.

**Flexibility:** Successfully adapts to changing demands and conditions.

**Resilience:** Maintains effective work behaviour in the face of set-backs or pressure. Remains calm, stable and in control of themselves.

**3) Special Conditions**

* This post is conditional to an enhanced Disclosure and Barring Service (DBS) Check.
* This post has been identified as one with a high volume of VDU work. Training will be given in the correct use of VDUs.
  + Requirement to work rotas evenings and weekends, to work flexibly to meet needs of the service.
  + Unsocial hours payments:
* Saturdays Payment at basic salary + 33.33%
* Sundays Payment at basic salary + 66.66%
* Bank Holidays Payment at basic salary + 66.66%
* Nights Payment at basic salary + 33.33%

**Our values**

“What matters to you is what’s important to us”

To ensure we deliver upon this every day, we empower people to work collaboratively to reach the best possible decisions, realise them in the best possible way and at the best possible time.

We value:

* Knowledge, judgment, and kindness in reaching the best possible decisions.
* Courage, integrity, and passion in realising those decisions in the best possible way.
* Honesty, empathy, and determination in doing so at the best possible time.

Living our values influences the way we behave. The way we behave informs the way we do things. The way we do things is the St Michael’s way.

**Equal Opportunities Statement**

At St Michael’s Hospice we are committed to an equal opportunities approach in everything we do. This means that we seek to ensure anyone connected with St Michael’s, from patients and families through to donors, supporters, volunteers and staff are treated fairly, appropriately and with dignity and respect.

**February 2025**