

## **Job Description**

**Job Title:** Senior Hub Nurse

**Salary range:** £28,296 - £33,952 per annum pro rata

**Grade:** 10

**Hours:** Full time equivalent 37.5 hours per week

**Department:** Community Services

**Location:** St Michael's Hospice

**Reports to:** Sister/Charge Nurse, Community Services

**Job Purpose:** To act as lead professional in provision of telephone advice and support for professionals, patients and families. To co-ordinate the functions of the Hub on a daily (shift) basis providing clinical oversight in the management of new referrals and patients allocated to Hospice at Home.

### **Responsibility Areas:**

#### **Planning**

- Manage the Hub Co-ordinators and Senior Community Health Care Assistants (HCA) on a shift basis, ensuring appropriate use of staff resource.
- Anticipate problems and risks taking action before crises arises.
- Is proactive in ensuring the appropriate skills, expertise and professional resources are facilitated and allocated appropriate to patient need.
- Receive and manage referrals for the Inpatient Unit (IPU) in preparation for the daily bed management meeting.
- Provide clinical oversight and case management to all patients and families on the IPU waiting list.
- Facilitate the admission process once patients have been allocated an IPU bed.
- To identify gaps in patient information and liaise with appropriate external professional to ensure up to date information is obtained to inform clinical decision making.
- Ensure compliance with the daily Marie Curie patient allocation processes.

#### **Care Provision**

- Provide triage, prioritisation and assessment for new patient referrals to the hospice demonstrating a high level of clinical decision making.
- To provide expert telephone advice and support to professionals, patients and families.
- To receive and process Continuing Health Care Fast Track (CHCFT) requests in a timely manner liaising with NHS commissioners to gain decisions within 24hrs of referral.
- To oversee the co-ordination and allocation of the community HCA's to patients on the Hospice at Home caseload.



- Provide clinical oversight and case management for patients on the “to monitor” caseload.
- Recognise changes in patient condition, reporting to colleagues and external professionals involved in patient/family care ensuring care provision is reviewed based on clinical need.

### **Communication**

- Maintain daily (as appropriate) communication with members of the primary health and community teams.
- Ensure accurate completion of the SBAR handover tool at the end of every shift in preparation for handover.
- 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.
- Maintain clinical records in line with hospice and Nursing and Midwifery Council (NMC) guidance, and ensure this standard is maintained by all members of the nursing team.
- Influence the setting and monitoring of standards of practice ensuring delivery of cost effective and evidence-based care.
- Promote collaborative working and effective communication between all members of the multidisciplinary team.
- Ensure the nursing voice is represented in ethical decision making.
- Provide emotional/psychological support to pre and post bereaved relatives, identifying referrals to the wider hospice services.
- Respond to complaints in line with Hospice policy, escalating as appropriate.
- Promote awareness of child and adult protection issues policy and guidelines.

### **Professional Leadership**

- 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.
- Act as a role model in all aspects of clinical and non-clinical nursing practice.
- To provide formal and informal clinical supervision, support and mentorship.
- To participate in informal and formal training sessions for staff and others.
- Contribute to the development of and implementation of a competency framework for nursing.
- Provide volunteers with information required to enable them to give appropriate care to patients and their visitors.
- Deputise in the absence of the senior nursing colleagues.

### **Quality, Improvement, Audit and Research.**

- Identify and support audits and evaluation of work that may be required to develop and improve palliative/end of life care for patients and their carers.
- Supports quality improvement initiatives and evidence-based service development projects.
- Works with other disciplines to integrate best practice tools to minimise duplication of elements of care.
- 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.

- Works with senior nursing colleagues to ensure clinical incidents and near misses are identified and managed appropriately, following agreed recommendations.
- Facilitates and participates in reflective reviews of palliative care.
- Is aware of the local policies of partner organisations with regards to care practices and referral pathways.
- Supports the implementation and monitoring of clinical practice guidelines including standards, policies and protocols in line with national directives.

### **Education**

- Attend mandatory training and in-service training opportunities.
- Maintain a professional portfolio and reflective diary.

### **Health and Safety**

- Act at all times to promote the safety and wellbeing of patients, visitors and volunteers
- Ensure clinical incidents /near misses are managed in a timely manner and take action to minimise risk.
- Be aware of patients that are at risk of falling and ways to prevent falls.
- Ensure the environment is free from hazards.
- Be aware of own limitations and when to seek advice and help.
- Contribute and adhere to the Infection control practices applicable to a community setting.

### **Person Specification**

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

##### **Essential**

- Registered Nurse
- A relevant degree or equivalent experience
- Experience and knowledge of specialist palliative nursing care.
- Knowledge of national and local health initiatives
- Keyboard – basic IT functions
- Experience of supervising nursing staff

##### **Desirable**

- Teaching and mentorship qualification
- Experience of nursing patients within the community setting
- Specialist palliative care qualification

#### **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.

**Interpersonal sensitivity:** Sensitive handling of difficult information and situations. Respects and works well with others. Demonstrates active listening and listening.

**Communication:** Speaks clearly, fluently and in a compelling manner to both individuals and groups. Writes in a clear and concise manner, using appropriate grammar, style and language for the reader.

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

**Problem solving:** 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:** Challenges culture, practice or attitude. 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.
- Requirement to work shifts including rotation/unsocial hours including weekends and Bank holidays.
- Requirement to work flexibly in order to cover shifts according to the needs of the service.
- Able to meet the moving and handling requirements of the job with any aids or adaptations that may be required.

### **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 2021