



Job Title: Bank Clinical Nurse Specialist, Single Point of Access / Rapid Response and Community Team

Salary: £18.18 per hour plus shift enhancements*

*Work on a Saturday: Time and one third – 1.33

Work on a Sunday or Bank Holiday: Time and two thirds – 1.66

Work after 8pm-8am: Time and one third – 1.33

Location: Windsor

Hours: Flexible – 7.5 hour or 12 hour shifts

Reports to: Head of Community Services

Purpose of Job:

To provide flexible cover in times of absence to the Single Point of Access / Rapid Response and Community Team.

To act as a resource to patients in East Berkshire who are on the End of Life Register by offering advice and support by telephone or face to face visits.

To act as a resource to fellow professional colleagues across the locality of East Berkshire by telephone when required.

To function autonomously in providing end of life care advice.

Main Tasks:

1. Accept all referrals via the 24 hour advice line to assess appropriateness and undertake skilled holistic assessment and triage
2. Undertake face to face visits (minimum of three per day) in a patients home to complete a skilled holistic assessment or follow up appointment
3. Advise and collaborate with professional colleagues on management of physiological/psychological symptoms
4. Use specialist skills and high level decision making, including the evaluation of research and evidence, in the assessment and management of complex symptoms
5. Use advanced communication skills to negotiate, influence and challenge practice in all settings
6. Assess and plan effective end of life care interventions, communicating these planned interventions clearly and concisely both in verbal and written format to other Health Care Professionals
7. Monitor and evaluate the outcome of planned care, discharging patients according to the criteria developed by the service
8. Use high level communication skills to elicit concerns, establish and maintain a trusting and therapeutic relationship with patients and their family/carers facilitating the sharing of sensitive and emotive information relating to prognosis and disease, death and dying
9. Promote effective communication, coordination of care and appropriate referrals to other

services

10. Participate in a 7-day a week service across the locality
11. Advise on prescribing, where appropriate and competent, for palliative care symptoms in line with Thames Hospice and local prescribing policies
12. Manage the referrals to the Rapid Response Team to ensure that patients and families receive timely visits
13. Support the staff in the Rapid Response Team with immediate advice and support whilst they are with a patient, when required

Thames Hospice referrals

1. Receive and process incoming referrals for all services, ensuring correct data is recorded on the patient database and in written records, in line with internal protocols for each team (in conjunction with administration staff)
2. Provide a single point of verbal contact for referrers, patients and families – providing information and support throughout the referral process
3. Engage with referrers and other healthcare professionals to gather all core information to enable effective decision making with regard to the daily allocation of beds based on patient needs assessment
4. Liaise with patient and family about their wishes pre admission, ensuring any special requirements are taken into consideration. Ensure they receive appropriate written and verbal information to support their decision making
5. Liaise with patient/family and health and social care professionals and other services to facilitate safe transfer of patient to Thames Hospice services
6. Provide admitting team with timely information packs to enable effective admission of patient to service
7. Inform relevant health and social care workers of dates of admission once decision has been made
8. Maintain accurate and comprehensive records of all communications on Admission pathway and patient database

General

1. To participate in audit/s of the service, to identify if improvements and/or changes have enabled an improved patient and care experience
2. To report accidents, incidents and complaints in area of responsibility as per procedure, participating in investigations as required
3. To ensure staff understand and work to the processes for lone working, role boundaries and patient confidentiality

Thames Hospice is committed to being an equal opportunities organisation. It is committed to promoting equal opportunities and preventing discrimination. This policy applies to both its service delivery and to its own employment practices. You will be willing and able to demonstrate commitment to Thames Hospice Equal Opportunities Policy.

Our Values

Our values are the essence of our culture and inspire our behaviour. They are:

Compassion – we treat everyone with kindness and compassion, providing a secure and caring environment

Excellence – we are committed to delivering and demonstrating excellence in everything we do

Collaboration – we recognise the best quality of care is achieved when we work as a team, leveraging the skills and experience of individuals as well as our healthcare and community partners

Integrity – we always act with integrity and strive to demonstrate ethical standards of behaviour

Respect – we believe in treating everyone with dignity and respect

Ambition – our desire and determination to succeed in meeting the growing needs of our local community

Commitment – we are committed to providing the best palliative and end of life care to all who need us now and in the future

Person Specification

Please note that all criteria is essential unless otherwise stated

1. Specialist Knowledge and Experience

- 1.1 Registered Nurse, on NMC registers
- 1.2 Evidence of broad nursing experience including palliative care
- 1.3 Knowledge and understanding of current developments in palliative care
- 1.4 Hold a credit bearing award in End of Life Care
- 1.5 Hold a credit bearing Nurse Prescribing course (*Desirable*)
- 1.6 Willingness and ability to demonstrate commitment to Thames Hospice Values
- 1.7 Demonstrable skills in written and spoken English that are adequate to enable effective communication about relevant topics with patients and colleagues

2. Organisation

- 2.1 Ability to organise time effectively, creating work schedules, prioritising workload and meeting deadlines
- 2.2 Ability to prioritise a caseload and workload
- 2.3 Ability to assess a patient against agreed triage tool

3. Using Initiative

Experience of taking responsibility for own actions and making decisions without referring to others

4. Resilience

Ability to remain calm and self-controlled under pressure

5. Communication

- 5.1 Experience of communicating effectively, both verbally and in writing, adapting style to suit the audience
- 5.2 Experience of communicating effectively with patients, carers and families, both face to face and on the telephone

6. Team Working

- 6.1 Ability to develop effective and supportive relationships with colleagues
- 6.2 Ability to quickly build a rapport and establish professional relationships with staff from external organisations

7. Influencing and Negotiating

Experience of influencing, convincing or negotiating with others in a way that results in acceptance and behaviour change

8. Building Relationships

Ability to quickly build a rapport and establish professional relationships with others, based on trust and understanding

9. Client Focus

Ability to put the needs of clients first and look after their interests

10. IT skills

Able to use and work with standard IT systems e.g. Microsoft Office and experience of working with databases

Special Conditions

Appointment is subject to an Enhanced Disclosure and Barring Service check including barred lists
Must be able to drive and have access to own car, current driving licence and be covered for business use

Post holder immunised for Hepatitis B, MMR, Tuberculosis and Chickenpox