



CSH Surrey

A great place to work



CSH
Surrey



Staff benefits



NHS pension

Generous annual leave

Flexible / agile working

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Training and development

Salary sacrifice scheme

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Self-referral physiotherapy

Free access to 24/7 counselling and support

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NHS services discounts

Visit our website to see the full list of staff benefits:

www.cshsurrey.co.uk/work-us/benefits



Job Description

Post Title:	Palliative Care Practitioner
Band:	Band 7
Contract:	North West Surrey Adult Services - Community Nursing
Location:	Varied across NW Surrey
Responsible to:	Nurse Consultant Palliative Care
Accountable to:	Chief Nurse & Multi Professional Lead

Department structure:



The post holder will be expected to reflect the vision and values of CSH Surrey and its employees, to be recognised nationally for transforming health and care through pioneering, innovative and integrated services that deliver exceptional care for patients and customers. They will also be committed to our CSH Values, which are Compassion, Accountability, Respect and Excellence.

Our Values

CARE

Because we care about
our patients and clients,
our colleagues and
our partners



C ompassion	We look after each other, speak kindly and work collaboratively
A ccountability	We take responsibility, act with integrity and speak with honesty
R espect	We listen, value, trust and empower people and treat them with dignity
E xcellence	We are professional, aim high, value challenge and never stop learning or innovating

Purpose

To support and lead Palliative Care across CSH Surrey, including the management and development of junior team members.

The post holder will provide advice, support and leadership within the remit of palliative and end of life care, in addition to having a close working partnership with the Community Nursing Teams to improve the standards of care delivery and knowledge across North West Surrey.

Ensuring the delivery of high quality, clinically robust and evidence based care, working closely with the Neighbourhood Health Operational Leads, Community Nursing and the Nurse Consultant Palliative Care; and local hospices.

Undertake holistic nursing assessments to facilitate an accurate diagnosis and treatment plan and ongoing evaluation of patients. Providing specialist advice and information to patients, relatives and the wider workforce across CSH. Empowering patients and service users with self-care as clinically appropriate.

To develop innovative practices and to act as an expert resource for palliative and end of life care.

To provide quality monitoring and audit processes related to palliative care, working in collaboration with the Quality and Governance Team.

This is a community based role and incorporates both clinical and managerial responsibilities.

Principal duties to include:

Clinical and Technical:

- Act as a professional role model to all staff, both internal and external on behalf of CSH Surrey, working within the multi-disciplinary team, taking the lead and developing pathways to support palliative care delivery.
- Use their higher level skills for specialist assessment, nursing diagnosis, and interpretation of complex patient conditions to determine the appropriate course of action/plan of care.
- To provide specialist advice and support as requested on all aspects of palliative care.
- Demonstrate clinical expertise and be accountable for holistic assessments of patients referred to the service.
- Recommend a prescribed course of treatment/care using research based evidence and principles of best practice for this patient group.
- To autonomously assess and manage own patient caseload of complex cases.
- Treat all patients as individuals and develop patient centred care plans, respecting their privacy and dignity at all times.
- Use of highly developed physical skills, with accuracy dexterity and coordination for e.g. intravenous injections, syringe pumps and infusions, insertion of catheters.
- Communicating with and involving, supporting, informing and educating family/carers.
- To ensure effective communication and liaison between the Community Nursing Teams, the wider multi-disciplinary team and GPs.
- Make judgements on complex facts requiring interpretation and comparing options.
- Analyse and act appropriately in complex situations and escalate where required, eg: to Safeguarding Lead.
- Manages incidents and complaints, assessing risk, analysis of data and initiating further investigation/escalation as appropriate.

Role Responsibilities

- Able to effectively communicate at all levels with a variety of health professionals, patients, relatives and carers, to ensure patient care is holistic and managed effectively.
- Effectively communicates complex and sensitive information relating to patient's health and nursing care. Utilises higher levels of interpersonal skills to resolve conflict and support patients, relatives and carers in the decision making process regarding their nursing care.
- Acts at all times in a manner which illustrates care, compassion, courage, competence, communication and commitment.
- To liaise with and foster effective partnerships with a wide range of individuals and organisations in the statutory, voluntary and private sectors, in relation to the delivery of health and social care.
- Act as a positive role model to portray a consistent professional image of the Adult Community Services.
- Demonstrates leadership, management and organisation, including innovation and change management skills to meet national and local objectives for service delivery.
- Is able to organise complex programmes, and coordinate delivery.
- Organises own time and that of junior staff and learners.
- Undertakes the co-ordination of care with other agencies.
- Understand the implications of the Mental Capacity Act and acts to assess capacity as appropriate.
- Keeps accurate, contemporaneous documentation using the organisation's documentation, both written and electronic.

Analytical / Judgment Skills

- To manage a range of data, facts or complex situations requiring comparison of a range of options - judgements on problems requiring investigation, analysis, e.g. assessment of complex conditions, etc.
- To provide assistance with the resolution of complaints within the clinical specialty, or sphere of responsibility.
- To be aware of, and act upon or report, when necessary, procedures that are in place to protect vulnerable individuals.
- To comply with the Health and Safety Policy in accordance with the agreed procedure and policies. To report any accidents, incidents, near misses, hazards or serious untoward incidents in accordance with the agreed procedure.

Responsibilities for Human Resources

- To attend in service training, mandatory training and other training programmes as required.
- To participate in the induction of new staff, students, bank and agency staff.
- To contribute to own personal and performance review and to undertake identified training needs and development.
- To assist with ensuring that a learning environment is created and maintained for pre-registration students, qualified nurses and healthcare assistants.
- Organise learning events across the community nursing service.
- Provide support for newly appointed staff, and other internal/external healthcare workers.

Information Technology:

- Is able to use the computer system to check email and participate in e-learning.
- To be competent at using the electronic patient record and ensure patient records are accurate and timely.
- To participate in data collection and audit when required.
- To manage own email and electronic communication in order to carry out the role.

Health, Safety and Security

- Facilitate a clean work environment for patient care and best practice in infection control.
- Ensuring all mandatory training is received and maintain own records.
- To support senior staff and ensure that CSH Surrey policies, procedures and guidance are adhered to within own sphere of competence.
- Ensure that an incident report is completed for all untoward incidents.
- To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
- To comply with the requirements of the Data Protection Act.
- To comply with CSH Surrey's policies on equal opportunities, the consumption of alcohol and non-smoking.

Responsibility for Policy and Service Improvement/ Development

- Contributes to policy development in their area of expertise.
- To comply with, support and promote all CSH Surrey policies, standards and guidelines and ensure that all staff adhere to them.
- To participate in meetings and conferences as required.
- To report and contribute towards the investigation of accidents and incidents, and support the development of strategies for the reduction of risk and promotion of health and safety regulations.
- To have a positive attitude to change and a flexible approach to work.

Responsibility for Audit/Research & Development

- To participate in all surveys and audits related to work, for example, patient satisfaction surveys, benchmarking, Healthcare Commission Standards and NPSA.

Quality

- Support achievement and maintenance of the necessary conditions to achieve high standards of professionalism and productive working.
- Continually maintain standards of care and assist in the improvement of care delivery.
- Following the investigation of complaints, assist and support in the implementation of action plans to address any learning needs to improve practice for the future.
- Initiates quality improvement measures, analysis and data interpretation against national benchmarking.

Freedom to Act

- To demonstrate competence in all activities required of the post and to inform your manager if you do not feel adequately trained.
- To be guided by the relevant policy, guidelines and standards when performing tasks.
- To act as a lead specialist and subject matter expert in palliative care.

Equality, Diversity and Rights

- To promote equality and value diversity by demonstrating promotion of non-discriminatory values and supporting individuals to recognise their own and the equality, diversity, rights and responsibilities of others.
- To ensure that patients and their carers are consulted and involved in decisions regarding their health.
- To provide a service that protects patients and carers whilst respecting their diversity, difference, preferences and choice.

Other Responsibilities

- Demonstrates excellent personal communication and team working skills.
- Complies with the requirement to practice within data protection and confidentiality guidelines.
- Attends departmental and organisational wide staff meetings as appropriate.
- Is aware of the limitations of the service remit and can refer problems or anomalies as appropriate.
- Any other duties, which may be requested by the manager, to facilitate the smooth running of the service.

This job description is not exhaustive and the post holder may be required to undertake such other duties from time to time as are consistent with the responsibility of the grade.

This job description is subject to review and development from time to time in liaison with the post holder. As an employee of Central Surrey Health Ltd you will be required to adhere to all the organisation's policies and procedures.

Standards of Business Conduct

The post holder will be required to comply with the organisation's Standing Orders and Standing Financial Instructions and, at all times, deal honestly with the organisation, with colleagues and all those who have dealings with the organisation including patients, relatives and suppliers.

Confidentiality

To ensure confidentiality in all matters relating to clients, to staff personnel issues and to information obtained during the course of employment. To not release such information to anyone else other than acting in an official capacity.

To comply with the regulations of the Data protection Act and Freedom of Information Act.

Safeguarding of children and child protection and vulnerable adults

It is the responsibility and duty of all staff to safeguard children and vulnerable adults and promote their welfare. Child protection and vulnerable adult safeguarding issues when identified or areas of concern must be referred by you promptly in accordance with CSH Surrey policy and procedures. Details of Leads on Safeguarding are detailed in procedure. Please ask your line manager or HR for details.

Performance Review

This job description only covers the key result areas and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be subject to annual review in consultation with the postholder and may develop to meet changing needs of the service.

Equal Opportunities

The organisation aims to maintain the goodwill and confidence of its own staff, service users and the general public. To assist in achieving this objective, it is essential that at all times employees carry out their duties in accordance with the organisation's Equal Opportunities Policy, respecting the differing backgrounds of colleagues and clients.

Infection Control and Prevention

CSH Surrey is committed to minimising any risks of healthcare associated infection to patients, visitors and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies and procedures relevant to their area of work.

Health and Safety

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work ensuring compliance with the requirements of the Health and Safety at Work Act (1974).

1. To follow and promote safe working practices and to comply at all times with the Health and Safety at Work Act 1974, and Manual Handling Operations Regulations 1992, and CSH Surrey policies and procedures.
2. To assist in the regular monitoring and maintenance of equipment in accordance with Health and Safety regulations.
3. To act immediately on safety notices, hazard warning notices and any other notifications in relation to equipment used/prescribed by the Occupational Therapy Service.
4. To take reasonable care of the Health and Safety of yourself and other persons who may be affected by your acts or omissions at work and to co-operate with CSH Surrey to ensure that statutory and departmental regulations are adhered to.
5. To report all clinical and non-clinical incidents or near misses promptly and when required, to co-operate with any investigations undertaken.

Security

1. It is a condition of employment that identification badges be worn at all times.
2. All staff have a responsibility for security and the proper care of property. In accordance with standing financial instructions all managers have a particular responsibility for security and loss prevention arrangements in their areas of responsibility.

Continuous Improvement

The organisation has adopted a strategy for Continuous Improvement and all members of staff employed by the organisation are expected to play an active role in development and improving services to the benefit of service users. In-service training and development programmes are provided.

Clinical supervision

Clinical Supervision is an ongoing process between clinical supervisor and clinical supervisee which aims to develop and sustain a high level of quality patient care by reflecting on clinical practice and provides encouragement for personal and professional growth. All Clinicians are expected to undertake clinical supervision in line with CSH Surrey policy.

Registered Health Professional

All co-owners who are members of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.



Job Specification

Job Title: Team Palliative Care Practitioner

As the attached job description outlines the main duties and responsibilities of this post, so the person specification lists the requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet the specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience and knowledge match these requirements.

	Essential	Desirable	Assessment method
Qualifications	1st level registered nurse and current NMC registration. Post graduate Degree/Masters Degree modules relating to role Teaching/mentor qualification or commitment to work towards Specialist knowledge and experience of Palliative Care Leadership/Management qualification or commitment to work towards Advanced Communications training or commitment to work towards	V300 Non-Medical prescribing Qualification	
Experience and knowledge	Leadership skills and excellent decision making skills Significant clinical knowledge relating to nursing practice Specialist knowledge and understanding of current issues relating to community nursing, social care, integration and the wider national agenda Advanced clinical assessment skills Experienced mentor at pre and post registration level The ability to challenge and discuss poor practice with other professionals Previous experience of team management and multidisciplinary working Experience of appraisal and clinical supervision Intermediate IT skills		

	Working knowledge of clinical audit and governance agenda Professional role model Excellent communication and interpersonal skills, both written and oral Higher level organisational skills Self-reliant, ability to demonstrate resilience Ability to motivate and support the development of teams		
Skills	Can demonstrate critical analysis Exceptional interpersonal and communication skills Teaching, presentation and facilitation skills Resource management IT skills Timely data entry Demonstrates effective written and verbal communication skills Negotiation skills Ability to assess and deliver, evaluate, and benchmark quality care Ability to prioritise Ability to deal with conflict in a professional manner Ability to bring specialists and relevant workers together for collaborative working and projects and case conferences Patient and quality focused Flexible approach to change Sensitive and empathetic		
Other:	Car owner with valid driving licence and insurance for business use Be able to routinely carry equipment, bend, stoop, including moving and handling of patients Flexible working and working in a range of clinical settings, environments Self-motivated and ability to work under own initiative Team player		

	Enthusiasm Ability to work under pressure Confident and friendly Well organised Innovative and flexiable Committed to an integrated approach Committed to personal and professional development		
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Key: A = Application Form, I = Interview, P = Presentation, T = Test

EQUAL OPPORTUNITIES

In addition to any specific criteria laid out above, each applicant will be expected to demonstrate a basic understanding of the principles of equal opportunities in relation to the post. The degree of knowledge required will depend on the level and nature of the post in question.

DISABILITY DISCRIMINATION ACT (1995)

Please note that some flexibility may be exercised in the application of the criteria outlined above where a disabled candidate covered by this Act is unable to meet certain parts of the specification by reason of their disability. If you believe this applies to you please outline the details on your application form. Each case will be assessed on an individual basis at shortlisting and/or interview with advice from the Human Resources Centre.