

## JOB DESCRIPTION

<b>Job Details:</b>	
<b>Job Title:</b>	Registered Nurse – Advice Line
<b>Grade:</b>	Band 5
<b>Department:</b>	Community Palliative Care Team (CPCT)
<b>Directorate:</b>	Patient and Family Services
<b>Reporting to:</b>	Senior Clinical Lead CPCT
<b>Location</b>	Main Hospice site at Winsley / Remote

<b>Job Summary / Main Purpose:</b>
<ul style="list-style-type: none"> <li>• Responsible for telephone enquiries to the palliative care 24 hour advice line, giving professional advice and support to patients, families and DH and external Professionals</li> <li>• To provide effective forwarding and signposting to relevant internal and external services including liaising with the Medic on call as required.</li> <li>• To ensure the reason for the call is responded to with compassion and empathy to alleviate anxiety and to provide the best possible support for whatever situation the caller is in.</li> </ul>

<p><b>Principal Duties and Responsibilities</b></p> <p><b>Clinical</b></p> <ul style="list-style-type: none"> <li>• To assess and triage the needs of callers and take appropriate actions to support them e.g. providing direct advice, liaising with internal Clinical and Medical leads, signposting to acute services</li> <li>• To provide nursing advice that is patient and family centred, acknowledging the needs of individuals and ensuring a high standard of information is provided</li> <li>• To support CPCT and Hospice at Home colleagues through proactive support calls to patients, families and carers as appropriate.</li> <li>• To support the reallocation of Hospice at Home carers out of hours, as required, document changes in patient condition and task relevant staff/teams to update them.</li> <li>• To use the patient record and clinical systems to access and record relevant call and patient information.</li> <li>• To demonstrate patient focused clinical practice with a high commitment to professional care and partnership in care.</li> <li>• To review and evaluate the effectiveness of nursing advice provided and where appropriate initiate any action that may be required</li> <li>• To develop support and information materials on key topics related to that can help callers with key queries. Work with Comms and Marketing on ways to support patients and families through our website.</li> <li>• To liaise with other members of the Clinical Team as appropriate to meet callers needs</li> <li>• To work as a member of the Nursing and Multi-disciplinary Teams.</li> <li>• To ensure nursing practice is evidence-based wherever possible.</li> <li>• To act at all times in accordance with the Nursing and Midwifery Council Professional Code of Conduct.</li> </ul>
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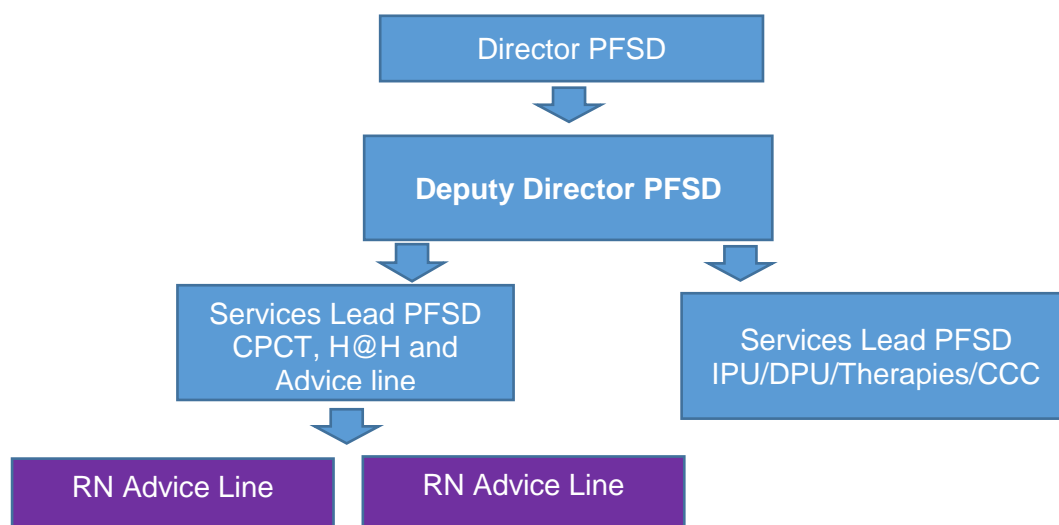
### Managerial

- To organise and manage own time according to the delegated workload.
- To recognise own support needs and those of colleagues and how they can be met.
- To attend meetings as appropriate.
- To ensure all the Dorothy House Hospice Care policies and procedures are adhered to.
- To take responsibility for the Advice Line practice and act as a resource to colleagues across the hospice in order to provide good practice and patient care.
- To work within the Health and Safety Policy, identifying risks within the working environment and addressing risks accordingly.

### Educational

- To take responsibility for personal development and education and identify training needs through the induction and appraisal system.
- To participate in education and training of staff in the clinical setting and more formal teaching programmes.
- To contribute to and participate in audit, quality assurance programmes and research.
- To keep professionally up-to-date and use reflection to develop nursing practice.
- To keep up to date with all statutory mandatory training requirements.
- To take part in regular clinical supervision.

### Organisational Chart



## **Key Contacts**

- All Members of the Multi-Disciplinary Team, internally and externally
- Clinical Coordination Team
- Digital Team

## **Special Note**

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

## **No Smoking Policy**

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes.

## **Confidentiality**

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

## **Health and Safety at Work Act**

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

## **Safeguarding**

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

## Person Specification -

Criteria	Essential	Desirable
• First Level Nurse	<input type="checkbox"/>	
• Demonstrates an application of evidence based practice to nursing care	<input type="checkbox"/>	
• Demonstrates evidence of palliative care knowledge	<input type="checkbox"/>	
• Demonstrates an ability to contribute effectively within the Multi-disciplinary team	<input type="checkbox"/>	
• Can demonstrate professional sensitivity and insight	<input type="checkbox"/>	
• Can give examples of awareness of own limitations and when to refer to other members of a Multi-disciplinary Team	<input type="checkbox"/>	
• Can give examples of when to both give and receive support	<input type="checkbox"/>	
• Teaching experience or qualification, eg Facilitating Learning & Assessment in Practice or ENB 998		<input type="checkbox"/>
• Good level of medicines management knowledge	<input type="checkbox"/>	
• Basic IT skills, confident with Microsoft Office tools.	<input type="checkbox"/>	
• Experience with SytmOne		<input type="checkbox"/>
• Can give examples of managing their own workload	<input type="checkbox"/>	
• Demonstrates an awareness of Health and Safety requirements	<input type="checkbox"/>	
• Has a commitment to ongoing professional development	<input type="checkbox"/>	