

## Job Description

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| <b>Job Details:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                     |
| <b>Job Title:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Community Palliative Care Team Clinical Lead (CPCT) |
| <b>Grade:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Band 7                                              |
| <b>Department:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Community Palliative Care Teams                     |
| <b>Directorate:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Care Services Directorate                           |
| <b>Reporting to:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Care Services Lead                                  |
| <b>Responsible for</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Community Palliative Care Teams                     |
| <b>Job Summary</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                     |
| <ul style="list-style-type: none"> <li>• To participate in the development of services in line with the organisational strategic direction, to assist individuals to support “Death is a part of life”, “Living Well”, to lead to a “Peaceful death”, incorporating a “Supported bereavement” and participate in developing/maintaining an “increase in income”.</li> <li>• To provide coaching support to the CPCT within the development of a new model of community palliative care and develop matrix approach both internally within Dorothy House services and externally with other partner organisations and groups within the community to maximise service provision for people with end of life conditions.</li> <li>• To work as part of a CPCT, to provide specialist palliative care to those with a life limiting illness and their families.</li> <li>• To confidently promote the importance of nursing within the Multi-disciplinary Team.</li> <li>• To lead and inspire a culture of continuous quality improvement and service development of new models of Community Palliative Care Teams.</li> <li>• To demonstrate leadership of the organisational values and enable palliative care teams to embed a culture of work that reflects these values.</li> <li>• To lead and support teams to develop strong working relationships with partnership organisations to enhance knowledge and practice in palliative care for Care Homes and other areas.</li> <li>• To provide nursing leadership in specialist palliative care through advice, support and education to the Community Palliative Care Teams (CPCT) and other health professionals.</li> <li>• To manage a limited caseload providing specialist palliative care to those with a life threatening illness and their families in partnership with health and social care colleagues</li> <li>• Ensure own and colleagues competence using competency framework, including underpinning knowledge and practical skill.</li> <li>• To provide staff support on a day to day basis, to address staff issues as they arise and to promote methods, such as clinical supervision, for personal and professional development.</li> <li>• To facilitate new ways of working in line with the clinical strategy utilising research and audit results monitoring the changing demographics of patients, families and carers to improve service provision</li> </ul> |                                                     |

- To be responsible for the effective day-to-day co-ordination of the Community Palliative Care Teams within a given area.
- To deliver and enable staff to deliver, safe, quality care.
- To support an environment of open and honest accident and incident reporting and promote lessons learnt.

## **Principal Duties and Responsibilities**

### **Clinical**

- To undertake 80/20 Leadership/managerial and clinical profile
- To accept appropriate referrals from Health and Social Care colleagues and Dorothy House (DH) professionals and oversee the allocation within the Community Palliative Care Teams
- To provide expert clinical advice and support in the Community Palliative Care Teams
- To Utilise scope of practice to undertake Non-Medical Prescribing role if appropriate
- To visit patients and families and assess their complex needs (psychological, physical, social and spiritual), respecting the rights and dignity of the individual at all times.
- In collaboration with patients, families and professional carers formulate, implement and evaluate a care plan.
- To support patient care needs by participating in appropriate direct care.
- To refer to other Dorothy House services as appropriate.
- To build relationships and work closely with health and social care colleagues, providing a specialist resource in palliative care.
- Work as a member of the Multi-Professional Team and take a leading role in meetings to ensure maximum quality of care.
- Keep accurate records and input information into the patient database.

### **Managerial**

- To provide day to day coaching and support to the Band 6 and Band 5 staff in the Community Palliative Care Teams within a team to ensure resource and work allocation is prioritised and equitable across caseloads and there is cover when necessary.
- To participate in the recruitment, selection, induction, mentoring and training of staff for the Community Palliative Care Teams in accordance with Dorothy House human resources management policy and in line with service structure
- To provide regular supervision and an annual Personal Development Review for the band 6 Palliative Care Team leads.
- To work as a member of the CPC team contributing to the development of the Team and the service provided.
- Provide leadership support to develop, maintain and monitor the quality of specialist palliative care provided.
- To provide comprehensive development and evaluation support to enhance the palliative care team and services within the local health and social care community

- To represent the area team at internal and external forums.
- Participate in the development, revision and monitoring of clinical practice.
- Be aware of occupational hazards including prevention and control of infection and take all appropriate steps to safeguard the health and safety of those involved in patient care,
- To identify opportunities for improvements and service development within the Community Palliative Care teams and report to Care Services Deputy Chief Operating Officer
- To Manage and report risks and issues that are identified, escalating to Community Matron
- To Manage and review Complaints and compliments in line with Dorothy House policy
- To oversee regular reporting to ensure developments in Community Palliative Care provision are reported to SMT/Board of Trustees
- To work with Volunteer Coordinators to ensure that volunteers working alongside the Community Palliative Care Teams are appropriately supervised and supported.

**Education**

- To provide leadership to ensure that Community Palliative Care Teams are continuously learning and providing learning opportunities to staff internally and externally
- To use learning opportunities to enhance the knowledge and skills of health and social care colleagues.
- To initiate and deliver formal training programmes in collaboration with the Dorothy House Education and Research and Training & Development Teams.
- To use areas of opportunity for informal education to other health professionals both internal to DH and external in the wider health community.
- To support learners undertaking appropriate health and social care courses, offering mentorship as appropriate for student nurses, trainee nursing apprentices and/or associate practitioner apprentices.

**Research**

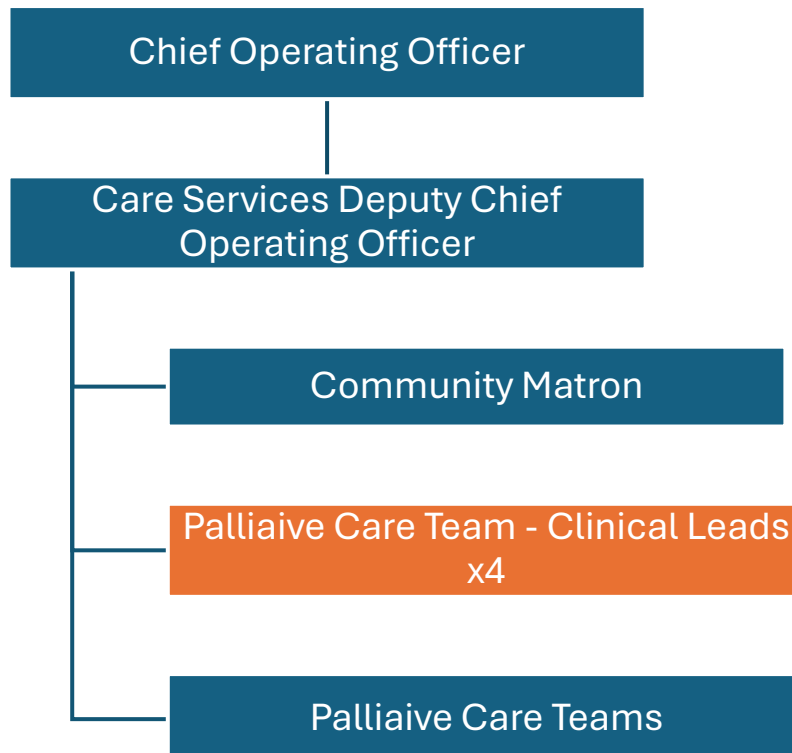
- To use reflective skills to evaluate current practice.
- To participate in clinical audit.
- To identify areas for research and inform appropriate colleagues.
- To participate in research, as appropriate, and apply relevant findings to practice and teaching.
- To be aware of current best practice, research findings and work with others to develop practice and inform teaching.

**Professional**

- To work within the Nursing and Midwifery Council Professional Code of Conduct.
- To abide by legal rules and statutory regulations relating to practice.
- To work within the policies and procedures of Dorothy House Hospice Care.

- To participate in clinical supervision and other formal structures for professional support.
- To identify own professional development and support needs with Line Manager.
- To participate in the Personal Development Review system.
- To keep accurate records and input information into the patient database.

### Structure Chart



### **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.

### **Leadership Commitment**

As a People Manager at Dorothy House, you play a vital role in shaping our culture, supporting our teams, and delivering our purpose “**to empower, collaborate and deliver so that no one faces death alone**”.

As part of our Manager Role Profile, this role is identified as a “**Team Leader**”. This means that you will commit to:

#### *Lead Me Well:*

- Set clear agreements and make sure people understand what’s expected of them.
- Follow through on what you say you’ll do.

- Tend to difficulties early - don't escalate issues that are yours to hold.

*Support My Development and Wellbeing:*

- Check in regularly on how people are doing - not just tasks.
- Spot strengths and offer opportunities to grow.
- Notice stress early and take action.

*Listen to Me and Keep Me Informed:*

- Keep to regular check-ins - don't cancel without good reason.
- Keep your team in the loop.
- Listen without distraction and respond clearly.

**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**

| <b>Criteria</b>                                                                                                                           | <b>Essential</b> | <b>Desirable</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------|
| Registered Nurse with current NMC registration                                                                                            | X                |                  |
| Postgraduate qualification (or equivalent level of knowledge and experience) relevant to palliative care, leadership or advanced practice | X                |                  |
| Clinical experience in specialist palliative and end of life care                                                                         | X                |                  |

|                                                                                                                                                                     |   |   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|
| Experience of leading, managing or supervising clinical teams and supporting staff development                                                                      | X |   |
| Demonstrable ability to assess, manage and coordinate complex patient care within a community setting                                                               | X |   |
| Excellent communication, influencing and partnership-working skills, with the ability to work effectively across multidisciplinary teams and external organisations | X |   |
| Experience of service improvement, quality improvement, audit or implementing change within clinical services                                                       | X |   |
| Full UK driving licence with access to a vehicle*                                                                                                                   | X |   |
| Independent Prescriber qualification or willingness to work towards this                                                                                            |   | X |
| Teaching, mentorship or assessor qualification and experience supporting learners and staff development                                                             |   | X |
| Community nursing qualification or substantial community palliative care experience                                                                                 |   | X |

\* Essential to support the ability to deliver patient services across our geographical patch