

JOB DESCRIPTION

Job Title	Hospice at Home Sister
Department	Hospice at Home
Reporting to	Head of Adult Services
Location	Little Havens Cross site working
Purpose of Role	<ul style="list-style-type: none"> To provide operational management to the adult Hospice at Home team To run an effective, caring, responsive, safe and well-led team. To lead and be responsible for high quality patient experience and Nursing care in the community.
Main Duties & Responsibilities	<p>The following list is not exhaustive and is intended only to indicate the range of activities that the post holder will be required to undertake. Further duties and responsibilities may be added as identified from time to time and it is expected that the post-holder will accept all reasonable requirements and developments of the job.</p> <p>Operational and management</p> <ul style="list-style-type: none"> To lead and sustain an open, supportive culture that facilitates effective multi-professional team working. To develop the adult Hospice at home team/managed care service with the support of the Head of Adult Services and Director of Care, to ensure that local community priorities are met To have a proactive and supportive leadership style that encourages team participation in decision making processes. To facilitate, mentor and support the adult Hospice at home team to ensure a cohesive, balanced and efficient service delivery. To lead and manage the administrative staff supporting community services. To ensure that services are delivered effectively within available resources. To manage the budget for the Hospice at home team, ensuring care is delivered within defined resources To support head of adult services in developing further commissioned services within the Community team To set annual objectives with staff and monitor their performance through individual appraisal systems. To encourage individual team member's personal development. To facilitate regular team meetings and ensure good communication channels operate within the team. Develop a system for effective multi-professional meetings and exchange of patient information. To ensure appropriate representation at the daily referrals meeting and other appropriate patient focused meetings in collaboration with Hospice at Home Nurses To provide patient support and hands on care when required There may be some weekend/out of hours work involved within the role To facilitate the compilation of rotas for cover arrangements for service and staff sickness cover. To ensure that Service policies, and protocols are developed and monitored for use in the clinical environment, and remain current and relevant To maintain high standards of record keeping within the Hospice at Home team

- To ensure that comments, complaints and compliments are reported to Head of Adult Services in line with Havens Hospices policies and procedures and undertake investigations as directed by Head of Adult Services
- Following any complaints regarding the services, ensure appropriate action plans are implemented and evaluated
- To participate in the development of specialist palliative care in line with current national guidelines.

Strategic Role

- To contribute to the strategic planning and implementation of future development of the Hospice at Home service, under the leadership of Head of Adult Services.
- To represent the team at network meetings
- To represent the Head of adult services in network meetings when required
- To provide peer support to Ward Sisters in Adult and Children's services at Havens Hospices

Organisational Role

- To represent the teams and specialist services as appropriate.
- To be responsible for identifying staffing requirements and be involved in the recruitment process ensuring that Human Resources policies are adhered to.
- Chair and facilitate meetings as appropriate to need and as agreed by the Head of Adult Services.
- To meet at least monthly for 1 to 1 with Head of Adult Services and keep informed of team developments.

Community Services / Clinical Responsibilities

- To promote excellence in practice through enabling the planning, leading, developing, implementing and evaluating of patient centred care and evidence based palliative care nursing within Havens Hospices community service
- To ensure clinical expertise is available within the team by recruitment and development of staff.
- To regularly attend meetings where clinical practice development is discussed
- To contribute to local, regional and national networks for community specialist palliative care.
- To develop and implement innovations in clinical practice, actively encouraging the utilisation of research and evidence-based practice.

People Management

- To exercise operational line management responsibility for direct reports, including conducting their appraisals and encouraging them in their personal and professional development; and to ensure the direct reports fulfil these responsibilities for the service.
- Deliver a high-performance customer focused service to achieve the Charity's objectives.

Educational

- To work with the education and training department and other providers to promote, support, develop and enable delivery of education and training on all aspects of palliative care:
- To mentor and support new community staff and work alongside education team to support completion of the Care Certificate.
- Provide support hands on support/education within the community to Havens Nursing Assistants as required.
- Foster a learning environment that is both welcoming and encouraging for visitors to the service i.e. student nurses, district nurses, medical students.
- Identify areas of nursing practice that need to be researched and participate where appropriate in both nursing and multi-disciplinary research.

	<ul style="list-style-type: none"> • To be a resource, and to ensure that support and information is available to other health professionals undertaking educational courses. • To be aware of own and colleagues' educational needs and to undertake both formal and informal education as part of Continuing Professional Development. <p>Research & Audit</p> <ul style="list-style-type: none"> • To be active in setting, maintaining and auditing of standards in line with the Charity's annual audit plan and attend clinical quality group. • To contribute towards the recording of qualitative and quantitative data to provide evidence of service activity • Promoting nursing research, to offer a quality of service • Initiate and participate in research • Continuous evaluation of practice and make changes where appropriate <p>Personal/professional responsibilities and accountability</p> <ul style="list-style-type: none"> • To take personal responsibility for lifelong learning and personal development through Clinical Supervision, appraisal and active engagement with learning and development opportunities • To demonstrate high level clinical, technical and research skills through breadth and depth of knowledge • To maintain the qualifications, skills and experience necessary to fulfil the responsibilities of this role, including as it naturally develops and evolves over time • To take part in appropriate aspects of training, both internally and externally; and to attend statutory training as directed • Attend, and teach on relevant study days • To abide by organisational policies and procedures • To abide by the legal requirements and NMC Codes of Professional Conduct, Practice and Code of Conduct • To abide by the NMC Code of Professional Conduct in relation to confidentiality <p>Team / Organisation Work</p> <ul style="list-style-type: none"> • To work across professional boundaries using creative reasoning and problem solving • To foster a 'can do' culture by actively seeking solutions to problems • To foster a good working relationship with all Trustees, Executive and department staff with whom the job interacts • To be responsible for conforming to the policies and procedures as set out in the staff handbook, including health & safety requirements and attending courses as directed • To actively encourage participation in multi professional meetings, both internally and external to the Charity, including GSF's and Palliative care MDT's <p>Personal Development</p> <ul style="list-style-type: none"> • To participate in annual appraisals • Develop new skills in response to emerging knowledge and techniques • To identify own on-going educational needs and discuss with the line manager to achieve those development needs • To always conduct yourself in a professional manner • To carry out all aspects of your role positively and with enthusiasm
<p>Personal Specification & Skills</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Current NMC registration • Relevant post registration management experience at Band 7 in Palliative care, Cancer care and/or within the community • Intermediate keyboard and IT skills, working with Word, Excel and outlook • Good interpersonal skills • Able to build and maintain good working relationships both internal & external • Ability to communicate sensitively and diplomatically with a wide range of people • Ability to work on own initiative and work effectively within a team

	<ul style="list-style-type: none"> • Ability to plan and prioritise work to meet deadlines • Ability to multitask and manage a busy and varied workload, working methodically and paying attention to detail • Excellent communication, influencing and negotiation skills • Proven skills in leading a team • Resilience • Effective oral/written communication and interpersonal skills • Friendly, caring attitude towards people • Awareness of the need for boundaries when dealing with patients' families • Committed to maintaining confidentiality • Commitment to delivering a high-quality service • Committed to Equal Opportunities • 'Can do' attitude • Ability to deal with people and situations sensitively and appropriately <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of working in the charity sector • Experience of working with Volunteers • Leadership/ Management qualification/ training • Advanced communication skills training 				
Expected Behaviour (Competencies)					
Core Competencies	Level 1	Level 2	Level 3	Level 4	Level 5
Working with Others				X	
Planning and Analysis				X	
Managing Change				X	
Customer Focus				X	
Communication, Drive & Impact				X	
Advantage Competencies	Level 1	Level 2	Level 3	Level 4	Level 5
Managing Ambiguity			X		
Influencing, Negotiating & Decision Making			X		
Leadership			X		
Copy of Job Description Issued to Current Job Holder					
I have received a copy of the above job description and agree that this gives an accurate overview of the main duties and activities of my job role. I understand that the Company will review job descriptions on a regular basis and that my job role may change or be amended in order to meet the needs of the business.					
Safeguarding statement					
Havens Hospices is committed to safeguarding and promoting the welfare of children, young people and adults at risk. Havens expects all staff and post holders to share this commitment. References: A minimum of two referees must be obtained, one of which should be the current or most recent employer and both should be able to testify to the suitability for the role and whether there is any known reason why any candidate should not work with vulnerable groups. The charity will request a check via The Disclosure and Barring Service (DBS) for roles that require contact with children, young people and vulnerable adults and these must be obtained prior to commencing employment with the charity.					
Name			Date		

Last Update: May 2021