

JOB DESCRIPTION

Hospice rapid access service (HRAS) Clinician

DATE: SEPTEMBER 2026

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TOTAL NUMBER OF PAGES: 11

HAVENS HOSPICES

CONTROLS ASSURANCE STATEMENT

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is identified and lines of accountability made clear.

POST TITLE: HRAS Clinician

ACCOUNTABLE TO: Head of Adult Services

RESPONSIBLE TO: Team Manager

LOCATION: Fair Havens & Community-based

Our Purpose

Making every day count with expert, compassionate hospice care - for today's families and tomorrow's future.

Our Values:

Lead with Compassion
Connect with our Community
Value Everyone
Build Trust
Drive Progress

MAIN PURPOSE OF JOB – SUMMARY

The HRAS Clinician is responsible for supporting the safe and effective day-to-day delivery of the Hospice Rapid Access Service to provide holistic assessment, care planning, coordination and support for patients with life-limiting conditions, including those who are terminally ill or approaching the end of life. The role promotes independence, dignity and quality of life by offering practical and emotional support to patients and their carers, while ensuring care is responsive to changing needs and delivered to the highest possible standards.

KEY DUTIES AND RESPONSIBILITIES

1. MAIN DUTIES

1. As a HRAS Clinician, the post holder will work within a multi-disciplinary team, providing clinical care, navigation, coordination, and support to hospice patients who are believed to be in the last three months of life, as well as their families.
2. Through holistic assessment, provide information, advice, psychosocial and spiritual care to patients with palliative and end-of-life care needs, supporting their families and carers, and liaising with and referring, as necessary, to appropriate health, social and voluntary care professionals to enable patients to receive care in their preferred location at the end of their lives.
3. To work in partnership with those receiving care, helping them to access relevant health and social care, information, and support when they need it. Supporting people to access, identify, appraise, and interpret information that enables them to determine their own future.
4. To maintain effective communication skills to deliver highly emotive information clearly, sensitively and unambiguously with staff, patients, families/carers and professionals through face-to-face, telephone and/or electronic means.
5. To work collaboratively as part of the multi-disciplinary team (MDT), sharing the clinical caseload of patients/carers within the locality and/or in-patient unit for patients who have palliative care needs, ensuring efficient and timely care is coordinated and delivered.
6. To contribute to the local Hospital integrated discharge meeting.
7. To attend the Hospice MDT and team meetings.
8. To work as part of the hospice multi-disciplinary team, seeking advice from colleagues and/or clinical leadership team when required, to make holistic decisions around palliative and end-of-life care.
9. To work collaboratively with the relevant MDTs to ensure seamless care for the patients who require admission, discharge, or transfer between settings in a timely matter.
10. To work collaboratively with the patient, their family or carer, and other agencies to support the placement of the patient's preferred place of care/death, wherever possible.
11. To coordinate and negotiate placements with care homes and/or domiciliary care agencies for home and residential home care and oversee the ongoing monitoring and review of such placements in accordance with the Hospice service specification and in liaison with the Hospice Finance and contracting team, when appropriate.
12. To support management in training and mentoring a multidisciplinary workforce, from novice to expert, to work as one team.
13. To support any streamlined processes and services by embedding quality improvement and methodology, including clear outcome measures to produce efficient and highly performing community services.

14. To support the Hospice in building strong relationships with external partners and stakeholders and promote the good reputation of the Hospice e.g. Local Trusts, Integrated Care System, Health and Social Care Partners, Businesses and Voluntary Organisations.
15. To support and guide other staff and volunteers in their daily practice
16. To share the clinical caseload of people with palliative and end-of-life care needs, identifying patient referrals in conjunction with the MDT.
17. To undertake in-depth holistic assessments of patients, coordinate and plan care to meet patient outcomes. Through assessment, provide information, advice, psychosocial and spiritual care to patients, their families and carers, liaising and referring on as necessary to other appropriate health or social care partners.
18. To use advanced communication skills in delivering highly emotive information clearly, sensitively and unambiguously with staff, patients, families and professionals by face-to-face, telephone and/ or electronic means.
19. To provide clinical navigation and coordination as part of daily role.
20. To attend and participate in caseload review/multi-disciplinary palliative care meetings around patient care management, both internally and externally.
21. To support DNACPR discussions and decisions pertaining to resuscitation with patients and families
22. To promote the use of the end-of-life tools/framework as agreed for use locally e.g. individualised Care Plan, PPD, Advance Care Plan, Gold Standards Framework
23. To ensure the safe custody and administration of drugs in accordance with Havens Hospices policies and procedures and the law
24. To back-up clinical decision making with theoretical and professional knowledge and communicate this effectively.
25. To maintain professional competence through adherence to a lifelong learning philosophy and promote a culture of learning and professional development within the team.
26. To continue to practice clinically in your said discipline within the Hospice environments.
27. To develop and maintain palliative care competencies and frailty principles.
28. To ensure you maintain your professional revalidation.
29. To take part in clinical audit and the development of clinical guidelines.
30. To report compliments and complaints as per Hospice policy.
31. To participate in ensuring staffing rotas are adequately manned.
32. To rotate into the other teams as required.

2. LEADERSHIP RESPONSIBILITIES

1. To role model the values of Havens Hospices, challenging poor behaviour, encouraging and supporting change.
2. To remain visible and credible, actively listening to and addressing the views and concerns of staff, patients, families and carers.
3. To rotate regularly to take on the role of HRAS Daily Shift Lead Clinician, coordinating clinical care within the HRAS team by prioritising and delegating assessments and reviews throughout the day. To manage clinical tasks and queries, working collaboratively with HRAS Coordinators to address clinical decisions and ensure appropriate action is taken.
4. Provide telephone peer support to Fair Havens HRAS clinicians out in the community as required, ensuring excellent communication and a seamless service for patients and families.
5. To communicate effectively with all staff across the organisation to promote one team, one vision, and collaborate with colleagues to deliver this.
6. To work as part of a team and provide clinical cover during the absence of other team members.

7. To work as part of a team to ensure the priorities of the service are met, especially in times of high demand, adapting to the pressures of changing demands day-to-day.
8. To participate in the development of the Hospice's response to any identified changes in the supportive and palliative care needs of the population, and to engage with patients, carers and external professionals to effectively communicate and promote any agreed changes to the service offer.
9. To recognise the needs of individuals within the team, being able to provide them with support and guidance.
10. To demonstrate effective conflict resolution and negotiation skills when dealing with difficult or challenging situations, such as managing unmet expectations of patient/carers, reporting conflicts to the appropriate manager when required.
11. To manage your own performance, as well as identifying existing skills and competencies, ensuring that professional development plans are tailored to the changing capability requirements of the organisation.
12. To participate in EOL and Palliative Care educational programmes. To give feedback from attended education programmes/study days to management so this can be shared at team meetings and with the wider multi-professional team.
13. To promote and support the continuing development of appropriate knowledge, skills and attitudes to more junior members of staff in relation to end-of-life care, including palliative care and frailty competencies.
14. To support, guide and motivate junior members of staff to deliver their best.
15. To assist, when required, in recruitment of junior staff to ensure appropriate staffing levels are in place through effective recruitment and rostering within agreed establishments.

3. SERVICE IMPROVEMENT

1. To support the Clinical Leadership Team in delivery of Quality Improvement (QI) framework for clinical practice to support excellent service delivery within the team.
2. To support the Clinical Leadership Team in robust collection and collation of performance data to ensure continuous improvement of services.
3. To collaborate with the Clinical Leadership Team in streamlining processes and procedures within the team, using quality improvement methodologies and meaningful clinical outcome measures.
4. To ensure quality improvement is 'everybody's business' and to support and equip the multidisciplinary team to use this approach.
5. To deliver a 'one team approach' with true integrated multidisciplinary working, reducing duplication and waste, and providing timely and efficient care.
6. To engage with the Hospice local community by supporting placements/work experience/internships for local people.
7. To teach family and carers any appropriate procedures to enhance patient care in the community/IPU settings.
8. Whilst based in one team, there may be occasions when you will be required to support the IPU or Fair Havens community team to support staffing levels.

4. CLINICAL GOVERNANCE AND QUALITY

1. To maintain nursing registration, revalidation, and act professionally at all times and in accordance with the NMC Code, Professional Standards of Practice and Behaviour for nurses and midwives
2. To demonstrate your understanding regarding the Mental Capacity Act (MCA, 2005) and the five statutory principles underpinning the MCA, which empower and protect vulnerable people who may not be able to make their own decisions i.e. people who lack capacity.

3. To back-up clinical decision-making with theoretical and professional knowledge, and to communicate this effectively.
4. To deliver and be accountable for Clinical Outcomes across your area of practice.
5. To support the Care Senior Leadership Team ensuring the multi-disciplinary team meets quality standards from commissioners and any other statutory bodies.
6. To support Clinical Leaders in ensuring adherence to effective systems and processes that meet the requirements of Integrated Care Board (ICB) quality reviews, Care Quality Commission inspections, and other relevant regulatory bodies.
7. To support the development and effective use of systems and databases to support patient care.
8. To comply with Havens Hospices policies and procedures. To follow, NMC guidance on record keeping, including ensuring contemporaneous patient record keeping, so that other staff are able to carry on with the caseload/patient care plan in your absence.
9. To take responsibility for your own professional development, in accordance with appraisal and performance review. Attend all authorised mandatory and appropriate training as required by the organisation.
10. To be responsible for ensuring that all adverse incidents involving clinical and patient-related care within the multidisciplinary team are logged, investigated promptly and accurately documented, whilst respecting confidentiality. To take preventative action where necessary to ensure that quality and risk prevention procedures are adhered to and fully implemented.
11. To comply with health and safety, safeguarding, and infection prevention and control standards at all times, while working within the Hospice risk assessment framework.
12. To report any defect in equipment immediately to the person with overall responsibility at that time.
13. To always respect the confidentiality of information covering patients, their families, staff, and volunteers.
14. To have an awareness of diversity to meet individuals' cultural needs.
15. To adhere to the policies, procedures, standards, and conditions of service of Havens Hospices relating to sickness and absence, conduct, Health and Safety, Data Protection, lone working, Equal Opportunities and any others that are relevant.

5. GENERAL

1. The post holder is required to uphold the Charity's purpose and values and demonstrate the expected behaviours in all aspects of their role.
2. The post holder must acquire and maintain an up-to-date working knowledge of all Charity Strategies, Policies & Procedures.
3. The post holder will ensure Health & Safety regulations are adhered to.
4. The post holder will assist in ensuring the economical use and ordering of materials and equipment, maintaining an awareness of the need for good housekeeping, and helping to ensure expenditure is within budgetary limits.
5. The post holder will maintain strict confidentiality within the Hospice and ensure that all staff and volunteers under their management adhere to the Charity's confidentiality guidelines.
6. The post holder will undertake any other duties which are consistent and relevant to the post.
7. The post holder will liaise with other services to ensure continuity of care, and to improve palliative care for patients in the community.
8. This job description is not an exhaustive list of duties and responsibilities. The post holder will be expected to undertake other duties temporarily or on a continued basis, as may be reasonably required, commensurate with the grade associated with this post.
9. You must be sympathetic to and able to project the philosophy and concept of the Charity.

10. You will potentially have access to confidential data on staff and/or patients and/or services within the Hospice. Failure to maintain confidentiality and comply with the Data Protection Act 2018 and UK GDPR principles may lead to disciplinary action which could ultimately lead to dismissal.
11. You will be expected to produce work to a high standard and to always promote quality in all areas.
12. The managerial and clinical philosophy of the Charity is based on a multidisciplinary approach. Staff regardless of grade or discipline are required to participate in this concept.
13. You will be expected to keep yourself updated on all matters relating to Charity policies. You are responsible for familiarising yourself with matters relating to Health & Safety management as they affect you personally, your department and/or the Charity.
14. You will be expected to participate in regular 121/supervision meetings, and annual appraisals, for yourself and/or the staff you manage.
15. The post holder will be expected to abide by all legal requirements required for this post, including adhering to any relevant Codes of Conduct and principals, and being registered with any governing body required to legally practice.
16. Work to achieve values in respect of health and safety, inclusion, and the safeguarding of our people. Taking personal responsibility to comply with the principals/requirements.

SMOKING POLICY

Havens Hospices is committed to a policy which actively discourages smoking and adheres to current legislation while allowing for patient choice. Please refer to the Charity's Smoking Policy.

EQUAL OPPORTUNITIES

Havens Hospices operates an Equality, Diversity and Inclusion Policy and expects staff to have a commitment to these in relation to employment and service delivery. Staff are expected to take personal responsibility for these principals and requirements.

Havens Hospices promotes diversity through achieving genuine equality of opportunity. The organisation aims to recognise and value differences between individuals, such as age, disability, sex/ gender, race, religion or belief, marital status or civil partnership, gender reassignment, pregnancy / maternity and sexual orientation. Only by embracing people with different backgrounds can we fulfil our Vision and Mission.

Havens Hospices is committed to defining each person's responsibilities in support of this policy, ensuring that our policies and procedures are fair and equitable; raising awareness of the needs of traditionally disadvantaged groups; and eliminating discrimination, bullying and harassment within the Charity by making unlawful discrimination a disciplinary offence. This policy applies to recruitment, selection and vacancy advertising.

EQUITY & SAFEGUARDING STATEMENT

Havens Hospices is committed to Safe Care, Safeguarding, promoting welfare and fostering a community of belonging; encompassing equity, diversity and inclusion where opportunity is created for people to reach their full potential.

Havens Hospices is dedicated to its duty to prevent and mitigate risk of harm, abuse, discrimination, harassment and bullying of all babies, children, young people and adults that have connection with our services, as well as for all our employees and volunteers.

We will be dedicated to promoting a culture of listening to and seeking the views of those we care for, as well as considering those views in individual decisions and the establishment or development of services.

The Charity expects all employees and post holders to share this commitment. Our approach is laid out in our Safeguarding Adults, Safeguarding Babies, Children and Young People and Equity, Diversity, and Inclusion Policies and everything we do is guided by this.

Therefore, this document should be read in conjunction with our Safeguarding & EDI policies as well as the employee code of conduct, and any reporting and referring processes followed robustly.

CHANGES TO THIS JOB DESCRIPTION

You have the responsibility to discuss any job changes with your Line Manager at the time the change occurs and agree any permanent substantial change.

SIGNATURE: (Employee)

DATE:

SIGNATURE: (Line Manager)

DATE:

**HAVENS HOSPICES
PERSON SPECIFICATION**

Hospice rapid access service (HRAS) Clinician

REQUIREMENTS	ESSENTIAL	DESIRABLE
Qualifications	- Registered Professional (Nurse, Paramedic, AHP) - Evidence of continued professional development	Leadership qualifications & course attendance
General Experience	- Knowledge of safeguarding - Demonstrable experience of managing a nursing shift and teams of staff - Experience of managing employee relations, such as absence management, 121 supervisions, performance management, appraisals, and probation. - Demonstrable palliative care experience - Proven post registration experience - Significant experience in the delivery of end of life and palliative care or related disciplines. - Experience of multi-disciplinary team working	- Experience of working in the charity sector - Experience of working with volunteers - Advanced Communication Skills Training
Job Related Skills	- Able to manipulate a range of clinical equipment to deliver patient care where there are narrow margins for error - Ability to concentrate on clinical tasks, working methodically and paying attention to detail - Demonstrates evidence-based practice and is willing to learn and develop new skills - An understanding of confidentiality and data protection issues - Excellent written and verbal communication skills, able to communicate sensitively and diplomatically with a wide range of people - Ability to use Microsoft Office (including Word, Excel, PowerPoint, Outlook, Teams), databases, other	

	relevant software and systems, and the internet to an intermediate level • Ability to update and maintain records, databases, and other systems accurately and efficiently • Proven ability to communicate sensitive news to patients and their significant others • Able to effectively resolve professional and ethical issues • Ability to prioritise issues and tasks • Good oral/written communication and interpersonal skills	
Personal Skills	• Ability to prioritise and plan own workload to meet deadlines. • Ability to be proactive, use initiative, and resolve problems to ensure service delivery • Ability to build and maintain good working relationships with stakeholders and manage expectations around what can be delivered within clear professional boundaries • Meticulous in terms of attention to detail, able to deliver with speed whilst working within tight timescales and under pressure • Ability to manage competing demands whilst maintaining resilience and a positive outlook in challenging circumstances to deliver calm, measured, and professional service. • Passionate about Hospice Care and enthusiasm for the vision of the organisation • Team player who can work as part of our One Team ethos • Good level of emotional intelligence and resilience • Flexible approach to work, with ability to work out of hours on occasions • Committed to the development of palliative care skills in others • Committed to working in partnership with people their relatives and carers other organisations and agencies	• Driven by Purpose and Values

Other Requirements	• Willing to undertake courses appropriate to personal development within role • Willing to commit to industry professional standards, codes of practice and legislation • Empathy with the Charity's Purpose and Values • Committed to safeguarding and promoting the welfare of children, young people, and adults at risk • Committed to equal opportunities and inclusion • Understanding and commitment to safeguarding principals & requirements • Full UK driving licence and access to own vehicle with business insurance • Satisfactory Disclosure and Barring Service check	
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