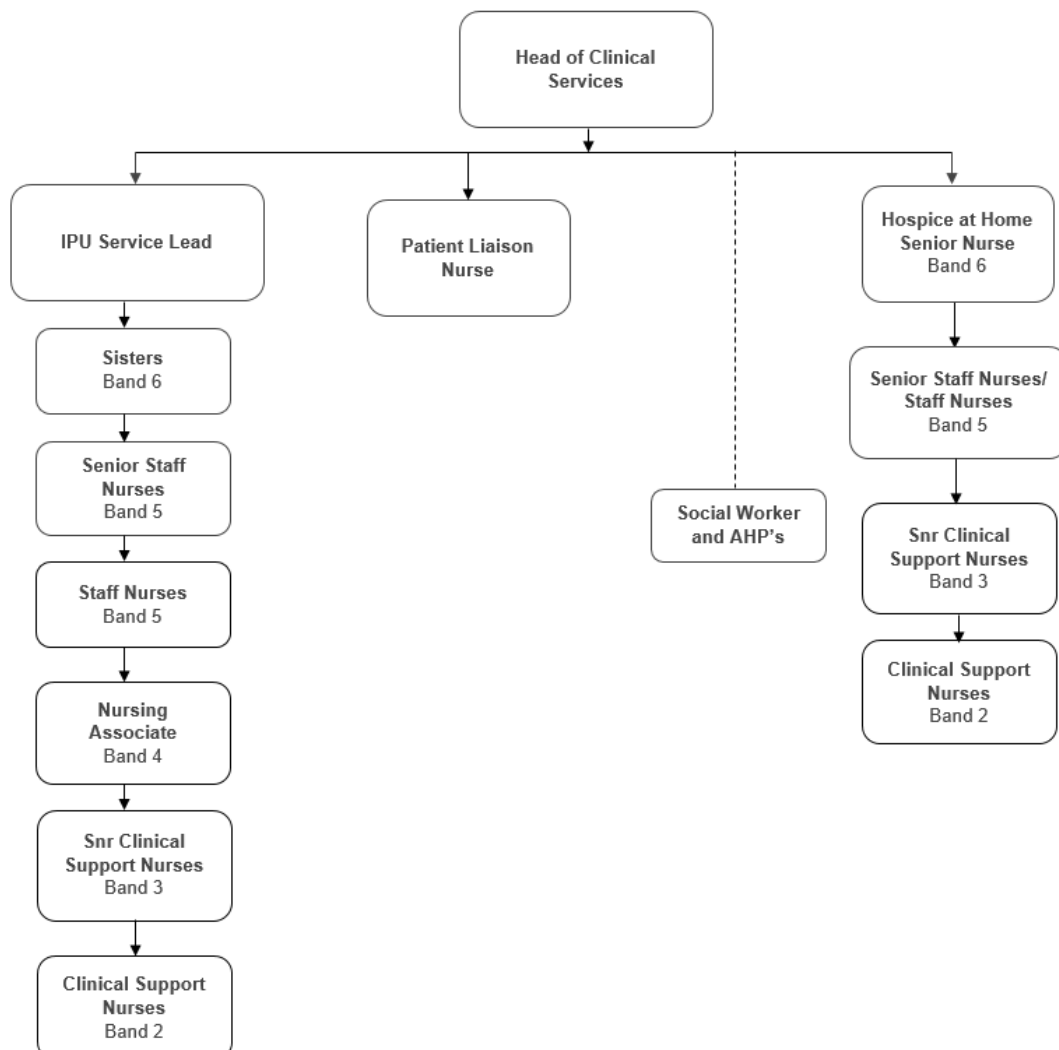


## JOB DESCRIPTION

<b>Job Title:</b>	<b>Clinical Support Nurse</b>
<b>Department:</b>	Clinical Nursing Team
<b>Post Holder:</b>	<b>TBC</b>
<b>Grade:</b>	Band 2
<b>Reports to:</b>	Service Lead
<b>Accountable to:</b>	Head of Clinical Services

### Organisational Chart:



<b>Job Purpose</b>	<p>To deliver a range of patient care duties under the indirect supervision of registered nurses.</p> <p>To assist registered staff in the provision of high quality palliative care for patients, their relatives and carers.</p> <p>This job description covers Band 2 Clinical Support Nurses who are based in within IPU, Wellbeing Hub or Hospice at Home</p>
<b>Key Working Relationships:</b>	<p>Head of Clinical Services</p> <p>Service Leads</p> <p>Senior Sisters/Sisters</p> <p>Registered Nurses</p> <p>Consultants</p> <p>Medical team</p> <p>Administration team</p> <p>AHPs</p> <p>Social Workers</p> <p>Catering, housekeepers and porters.</p> <p><b>Creative Therapist</b></p> <p><b>Complementary therapists</b></p>

### **Key objectives:**

- Promote and maintain the philosophy of the hospice.
- Promote and maintain high quality patient care by acting as a role model for more junior staff.
- Assist in the delivery of Specialist Palliative Care to patients / families.
- Act in accordance with Bolton Hospice policies, procedures and protocols and within expected values and behaviours.
- Ensure standards are maintained at all times.

### **Role Responsibilities:**

#### **Clinical/professional**

- Provide compassionate, safe and effective care and support to patients in a range of care settings, maintaining patients' privacy and dignity at all times.
- Assist in welcoming and receiving patients to the hospice, orientating new patients, and their families, to their surroundings.
- Under the supervision of and working in partnership with a registered nurse, provide and monitor a high standard of nursing care based on evidence, contributing to the ongoing assessment of patients and working collaboratively with the multi-disciplinary team.
- Monitor the condition and health needs of hospice patients on a continual basis, in partnership with patients, families and carers, ensuring appropriate escalation to a registered nurse when required.
- Support patients to improve and maintain their mental, physical and behavioural health and wellbeing.
- Promote comfort and wellbeing by ensuring that patients' personal and social needs, as well as nursing needs, are met.
- Safely undertake routine procedures to meet patients' needs, including, but not limited to:
  - Measuring and interpreting blood glucose levels, recording clinical observations, personal care, managing continence care, pressure area care, skin integrity, nutrition, PEG Care, oral hygiene, hydration, foot care, routine monitoring of subcutaneous lines.
- Safely assist the registered nurse during procedures to include:
  - Wound management, catheterisation, bowel care, nasogastric tube placement, controlled drug second checking following competency assessment.
- Identify and report changes in a patient's condition to a registered nurse.
- Provide and receive sensitive information concerning a patient's medical condition.
- Contribute to nursing handover.
- Ensure volunteers receive an accurate handover of all patients.

- Perform the role of 'Meal Co-ordinator' in the absence of the Ward Assistant.
- Provide support to patients during clinical procedures.
- Escort patients to appointments/home visits as required.
- Assist with clerical duties in the absence of the Ward Clerk.
- Assist the registered nursing staff during the admission and discharge process.
- Perform care after death, maintaining patients' dignity at all times.
- To be involved in goal setting of new patients.
- To support group/workshops for patients and/or carers
- To be available as a chaperone if/when required for out-patient appointment.
- Supporting the creative therapist in the delivery of creative activities with patients/family/carers.

### **Clinical Governance, Evidence Based Care, Quality and Standards**

- Promote the safety of patients, staff, visitors and volunteers at all times.
- Have an awareness of the importance of clinical audit.
- Understand the Clinical Governance framework.
- Ensure that all the policies and procedures of Bolton Hospice are adhered to.
- Complete ongoing risk assessments, alerting registered staff to any changes in the level of risk.
- Have an awareness of the complaints procedure.
- Adhere to the policies and guidelines of Bolton Hospice.
- Maintain personal and professional development.
- Ensure equipment is maintained as appropriate, and necessary records are maintained.
- Complete reporting of Accidents/Incidents and Near Misses via electronic Vantage system in line with hospice policy and procedure.
- Maintain accurate, contemporaneous patient records, in line with hospice policy.

### **Education and Training**

- Comply with mandatory competencies, in line with hospice policy.
- Maintain own continuing professional development
- Participate in annual appraisal and regular one to one supervision sessions.
- Contribute to the maintenance of the learning environment.
- Adopt a reflective approach to own practice with a view to continually improve.
- Undertake further training as required, prior to carrying out any additional duties identified as relevant to the role, to comply with hospice policies and procedures.
- Teach patients and their families in the safe use of equipment.
- Participate in Nurse Champion Groups and share knowledge/learning with the wider team.

### **Communication**

- Communicate effectively and with dignity and respect to all patients, relatives and others, giving consideration to potential barriers to understanding
- Communicate effectively with colleagues, providing clear verbal, digital or written information and instructions when sharing information, delegating or handing over responsibility for care.
- Recognise and report any situations, behaviours or errors that could result in poor care outcomes.
- Contribute to a culture where all staff feel safe to raise their concerns and where speaking up about any concerns is a normal part of the routine.
- Help create an environment which reflects the Hospice's philosophy, values and its specialist palliative care approach.

- Promote effective communication between members of the multi-disciplinary team and users of the service.
- Promote positive communications and relationships with the public.

#### **Other**

- The post holder may be required to rotate onto nights, or to different departments in the hospice, to reflect the needs of the service.
- Any other requirements as appropriate to the post and location.

#### **General Responsibilities:**

##### **Health and Safety**

All employees have a duty to report and accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure. Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

##### **Confidentiality**

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

##### **Infection Control**

Prevent spread of infection. Comply with policies and procedures for correct care of patients, disposal of waste, sharps and soiled linen.

##### **Training**

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend mandatory training as required by the Hospice.

##### **Safeguarding Vulnerable People (Children and Adults)**

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

##### **Disclosure & Barring Service Check**

This post is subject to a Disclosure & Barring Service check.

##### **Valuing Equality, Diversity and Inclusion**

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

**The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.**

**This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.**

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

## PERSON SPECIFICATION

<b>Job Title:</b>	<b>Clinical Support Nurse</b>
<b>Department:</b>	Clinical Nursing Team
<b>Grade:</b>	Band 2

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	Good level of English and maths.	IT qualification NVQ Level 2 in Care or equivalent	Application Form
<b>EXPERIENCE</b>		Experience of working within a health care setting	Application Form Interview
<b>SKILLS</b>	Good administration and organisational skills Computer literacy Excellent written and oral communication skills Ability to monitor quality Punctual, reliable and flexible Ability to prioritise and manage time effectively Ability to apply evidence to practice	Evidence of record keeping	Application Form Interview
<b>KNOWLEDGE</b>	Knowledge of health care agenda		Application Form Interview
<b>PERSONAL ATTRIBUTES</b>	Able to work proactively, independently and on own initiative Adaptable and able to work in a team environment. Able to work under pressure. A commitment to the vision and values of Bolton Hospice.	Full driving licence and access to own vehicle for business use subject to the provisions of the Equality Act 2010	Application Form Interview

