

**Queenscourt Hospice
Role Description**

Post:	Palliative Care Nurse Associate (Band 6)
Reportable to:	Specialist Palliative Care Nurse Mentor
Accountable to:	Director of Nursing Services

Role summary:

The Palliative Care Nurse Associate (PCNA) Band 6 is a first level nurse with specialist skills in the care of the individual with specialist palliative care needs. Their principal responsibility is supporting the Band 7 caseload holders in both hospital and community, with the delivery of specialist palliative care advice to staff, patients and carers, both on an individual basis and as part of a team, to facilitate the end of life and palliative care agenda as part of a seven day a week service. This may be done through provision of specialist assessment, advice on pain and symptom control, education, the effective use of communication skills including discussing place of care and advance care planning.

The Palliative Care Nurse Associate will have a structured programme of development, both clinical and educational and will be supported by an identified Palliative Care Nurse Specialist and Terence Burgess Education Centre, working towards a Masters qualification in Palliative Care. The main relationships of the Palliative Care Nurse Associate will be with patients and carers, hospice, hospital and community services, GPs, community matrons, district nurses, practice nurses, managers, matrons, voluntary agencies, social care agencies and integrated care networks. The Palliative Care Nurse Associates will establish links with all the services and voluntary agencies.

Main Duties and responsibilities

Managerial

1. Liaise closely with the various multi-professional teams in planning and co-ordinating care for the person with palliative care needs and evaluate the effectiveness of care.
2. Support managers, clinical leads and team to achieve appropriate outcomes for patients in line with palliative care and end of life strategies.
3. Support and advise on the development of palliative care services throughout organisations advising on quality and standards of service delivery including taking an active role in local integrated clinical networks (ICN).
4. Work as part of a team to support the management with an active caseload utilising skills to prioritise and assess cases.
5. Ensure good, effective and efficient time and resource management.

Leadership

6. Participate in peer, clinical and managerial supervision.
7. Work with the palliative care and end of life leads to develop locally sensitive services and support based on National Guidance and evidence available.
8. Contribute to the work of the integrated clinical networks and ensure the nursing perspective is communicated to ICN members, and that ICN issues are communicated back to the palliative care services.

9. Function as a role model and mentor for other nurses and use developmental processes to succession plan for further posts.
10. Support and advise colleagues on ethical issues in relation to end of life decisions.
11. Support specific areas of service development as part of the ongoing process of service improvement

Clinical

12. Carry out clinical practice that is complementary to the primary health care and ward teams and that will contribute to an improvement in the quality of life for patients.
13. Ensure onward referral of patients and carers to the multi professional team, where appropriate, to ensure all patients and carers are met by the most appropriate professional.
14. Use high level analytical and decision making skills to ensure appropriate clinical care.
15. Provide clinical and specialist advice across professional and organisational boundaries
16. Provide specialist assessments for patients with complex palliative care needs utilising clinical examination and diagnostic skills underpinned by evidence based approaches to care.
17. Take responsibility for the clinical assessment of the patient, establishing a diagnosis and the clinical management required, including prescribing where necessary in line with organisational, local and Specialist Palliative Care prescribing policies.
18. Maintain accurate and contemporaneous electronic patient documentation as appropriate to current systems and provide information for minimum data set and required reporting.

Education

19. Regularly update own knowledge and expertise in all aspects of palliative care and take responsibility for own professional development.
20. Assess current skills and knowledge and provide advice, support, education and information to professional colleagues, enabling them to offer up-to-date care and to continually extend their knowledge and skills.
21. The PCNS will provide specialist intervention, advice and support in partnership with the multi professional team, undertaking short-term interventions if required by patient and family or other professionals.
22. Participate in delivery of basic and post basic education programmes and the provision of a rolling programme of workshops for nursing colleagues and others as part of the Terence Burgess Education Centre education programme.
23. Work to deliver an educational programme
24. Ensure all colleagues are kept up-to-date with available research on appropriate holistic management via educational programmes and act as a resource for this information.
25. Participate in research as appropriate.

Clinical Governance, Research and Audit

26. Use influencing, negotiation and clinical skills to assist in the formulation of evidence based quality standards and participate in regular clinical audit to monitor outcomes.
27. Undertake appropriate evaluation/audit/research programmes to promote development of the service.
28. Complete appropriate audit projects linked to clinical, local and network priorities .
29. Ensure incidents, complaints and compliments are collected and reported and resulting lessons learned are fed back.
30. Take part in root cause analysis and significant event analysis relating to incidents.

Communication

31. Provide emotional, psychological and spiritual support to the patient and family throughout the period of illness, in specific complex cases.

32. Provide advice and signposting for bereavement support to known carers, and signpost individuals for more complex support as required.
33. Provide high levels of communication support with patients, carers and colleagues to enable service delivery and quality.
34. Maintain high levels of communication skills as appropriate for service provision.
35. Utilise high level communication skills to assess, plan and implement quality care delivery.

Data Protection and Confidentiality

36. Where it is a requirement of the job holder for the post holder to use computers or other information technology, he/she will be required to ensure that security procedures are followed as appropriate and that confidential information for example passwords are not communicated to unauthorised individuals. Staff will work with appropriate processes to maintain confidentiality of patient and carer details and information

Policies and Procedures

37. Understand and comply with the policies and practices of Queenscourt.
38. Participate in an annual development and review process.
39. Attend statutory training in accordance with Queenscourt requirements.

Health and Safety

40. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Queenscourt, reporting any potential risks to life or property immediately in accordance with the Queenscourt's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.
41. Responsible for acting on, as per the Health and Safety policy, any reports made to them by staff regarding health and safety concerns.

Other

42. Adhere to the NMC Codes and Guidelines.
43. Maintain absolute confidentiality in all areas of work
44. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and the charity
45. Any other duties commensurate with the grade and post.

NOTE: Within this role, there will be a requirement for social contact with patients and/ or patient families This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.



Queenscourt Hospice	
Supportive & Specialist Palliative Care Services	
Role Description	
Post:	Palliative Care Nurse Specialist (PCNS Band 7)
Reportable to:	Deputy Director of Nursing
Accountable to:	Director of Nursing Services

Role summary:

The Palliative Care Nurse Specialist (PCNS) Band 7 is a first level nurse with high level specialist skills in the care of the individual with complex specialist palliative care needs. The principal responsibility is delivery of specialist palliative care advice to staff, patients and carers, both on an individual basis and as part of a team, to facilitate the palliative and end of life care agenda as part of a seven day a week service. This may be done through provision of specialist holistic assessment, advice on pain and symptom control, education, the effective use of communication skills, including discussing preferred place of care and advance care planning.

In the Community the PCNS work closely with a group of General Practices and District Nursing Teams, as a specialist support for patients, families and staff caring for patients with specialist palliative care needs. The PCNS role will encompass specialist clinical triage, from the clinical hub based in Queenscourt. Clinical assessments will be undertaken via telephone or video link. In hospital, the PCNS will work with hospital colleagues to provide a specialist palliative care advisory service within the acute environment.

The main relationships of the PCNS will be with patients and carers, hospice, hospital and community services, GPs, community matrons, district nurses, practice nurses, managers, matrons, voluntary agencies, social care agencies and integrated care networks. The PCNS will establish links with all the services and voluntary agencies.

Main Duties and responsibilities

Clinical

46. Carry out clinical practice that is complementary to the primary health care and ward teams and that will contribute to an improvement in the quality of life for patients.
47. Ensure onward referral of patients and carers to the multi professional team, where appropriate, to ensure all patients and carers are met by the most appropriate professional.
48. Use high level analytical and decision making skills to ensure appropriate Specialist Palliative care.
49. Provide clinical and specialist advice across professional and organisational boundaries via face to face, video link and telephone
50. Specialist palliative care triage and assessment from a single point of access hub, providing clinical advice, support, prescribing and signposting to health professionals, patients and those important to them.
51. Advance care planning conversations to ascertain patient preferences and wishes
52. Development of Anticipatory Clinical Management plans for predicted clinical scenarios
53. Provide specialist holistic assessments for patients with complex palliative care needs utilising clinical examination and diagnostic skills underpinned by evidence-based approaches to care.

54. Take responsibility for the clinical assessment of the patient, establishing a diagnosis and the clinical management required, including prescribing where necessary in line with organisational, local and Specialist Palliative Care prescribing policies.
55. Maintain accurate and contemporaneous electronic patient documentation as appropriate to current systems and provide information for minimum data set and required reporting.
56. Concisely summarise new patient assessments at the weekly SPCS multiprofessional clinical meetings and contribute to the clinical discussions of all patients

Communication

8. Provide emotional, psychological, and spiritual support to the patient and family throughout the period of illness, in specific complex cases.
9. Provide assessment, advice, and signposting for bereavement support to known carers, and signpost individuals for more complex support as required.
10. Provide high levels of communication support with patients, carers, and colleagues to enable service delivery and quality.
11. Maintain high levels of communication skills as appropriate for service provision.
12. Utilise high level communication skills to assess, plan and implement quality care delivery.

Education

13. Regularly update own knowledge and expertise in all aspects of palliative care and take responsibility for own professional development.
14. You will be required to undertake level 7 study towards an MSc qualification, focusing on integrated palliative and end of life care, if not already achieved
15. Assess current skills and knowledge and provide advice, support, education, and information to palliative care nurse associates within the team, enabling them to deliver high quality, evidence-based care and to continually extend their professional knowledge, skills, and qualifications.
16. Develop and participate in delivery of basic and post basic education programmes and the provision of a rolling programme of workshops as part of daily work at point of care and in the Terence Burgess Education Centre education programme.
17. Identify essential educational requirements and work to deliver educational programme against these
18. Ensure all colleagues are kept up-to-date with available research on appropriate holistic management via educational programmes and act as a resource for this information.
19. Participate in and initiate research as appropriate.

Managerial

20. Liaise closely with the various multi-professional teams in planning and co-ordinating care for the person with palliative care needs and evaluate the effectiveness of care.
21. Support managers, clinical leads and team to achieve appropriate outcomes for patients in line with palliative and end of life care strategies.
22. Support and advise on the development of palliative care services throughout organisations advising on quality and standards of service delivery including taking an active role in local integrated clinical networks (ICN).
23. Manage an active caseload utilising skills to prioritise and assess cases.
24. Ensure good, effective and efficient time and resource management.

Leadership

25. Participate in peer, clinical and managerial supervision.
26. Work with the palliative and end of life care leads to develop locally sensitive services and support based on National Guidance and evidence available.

27. Contribute to the work of the integrated clinical networks and ensure the nursing perspective is communicated to ICN members, and that ICN issues are communicated back to the palliative care services.
28. Function as a role model and mentor for other nurses and use developmental processes to succession plan for further posts.
29. Support and advise colleagues on ethical issues in relation to end of life decisions.
30. Act as lead within the team for specific areas of service development as part of the ongoing process of service improvement

Clinical Governance, Research and Audit

31. Use influencing, negotiation and clinical skills to assist in the formulation of evidence based quality standards and participate in regular clinical audit to monitor outcomes.
32. Undertake appropriate evaluation/audit/research programmes to promote development of the service.
33. Complete appropriate audit projects linked to clinical, local and network priorities.
34. Ensure incidents, complaints and compliments are collected and reported and resulting lessons learned are fed back.
35. Take part in root cause analysis and significant event analysis relating to incidents.

Data Protection and Confidentiality

36. Where it is a requirement of the job holder for the post holder to use computers or other information technology, he/she will be required to ensure that security procedures are followed as appropriate and that confidential information for example passwords are not communicated to unauthorised individuals. Staff will work with appropriate processes to maintain confidentiality of patient and carer details and information

Policies and Procedures

37. Understand and comply with the policies and practices of Queenscourt
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41. Responsible for acting on, as per the Health and Safety policy, any reports made to them by staff regarding health and safety concerns.

Other

42. Adhere to the NMC Codes and Guidelines.
43. Maintain absolute confidentiality in all areas of work
44. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and the charity

Person Specification – Queenscourt Palliative Care Nurse Specialist (PCNS) Development Post Band 6

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> • First level registered general Nurse with five years post registration experience • NMC Registration • Education at First level degree or working towards • Advanced Communication Skills Training (Connected) 	<ul style="list-style-type: none"> • V300 Non-Medical Prescribing qualification (or willing to work towards) • Post registration/diploma palliative care or cancer qualification or equivalent • Educational qualification as part of degree or stand-alone equivalent • Clinical Examination Skills 	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> • Experience of working with cancer or palliative care patients at a senior level. • Community experience or acute service experience • Caseload management/resource management/prioritisation of need. • Demonstrates educational/teaching experience • Experience of audit 	<ul style="list-style-type: none"> • Experience of research • Experience in a managerial role 	Application Form Interview References Test
<u>Skills, knowledge & attributes</u>	<ul style="list-style-type: none"> • Evidence of high-level communication skills. • Presentation skills. • Ability to work with minimal supervision • Ability to work equally as part of a team enhancing team working, • Ability to prioritise workload • Ability to reflect on own practice and that of others • Ability to provide evidence of influencing negotiating assertiveness and leadership skills • Networking skills • Ethical knowledge and understanding • Record keeping 	<ul style="list-style-type: none"> • Service development and change management experience • Critical analysis of literature • Experience of partnership/cross boundary working 	Application Form Interview References Test
<u>Personal Qualities</u>	<ul style="list-style-type: none"> • Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive and flexible approach along with an understanding of the charitable ethos and of working with volunteers. • Car driver • Flexible 		References Interview

Disclosure, Vetting and Barring Service (DBS)

This post is subject to an Enhanced Disclosure, Vetting and Barring Service (DBS) check

- Any other duties commensurate with the grade and post.

NOTE: Within this role, there will be a requirement for social contact with patients and/ or patient families

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Person Specification – Palliative Care Nurse Specialist Band 7

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> Registered general Nurse with five years post registration experience NMC Registration Qualified to MSc (or working towards) or equivalent level 7 education in relevant area of study Advanced Communication Skills Training (or willing to undertake) V300 Non-Medical Prescribing qualification 	<ul style="list-style-type: none"> Teaching/Educational qualification Clinical examination qualification 	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> Experience and demonstrable success in clinical leadership role Experience of working with specialist palliative care patients. Community experience or acute service experience Caseload management/resource management/prioritisation of need. Experience of audit 	<ul style="list-style-type: none"> Experience of research Demonstrates educational/teaching experience Experience of working within a hospice setting Experience of working within an integrated service Knowledge of CQC framework 	Application Form Interview References Test
<u>Skills, knowledge & attributes</u>	<ul style="list-style-type: none"> Evidence of high-level communication skills. Service development and change management experience Presentation skills. Ability to work autonomously & with minimal supervision Ability to work equally as part of a team enhancing team working, Ability to prioritise workload Ability to reflect on own practice and that of others Ability to provide evidence of influencing, negotiating, assertiveness Ethical knowledge and understanding in end of life care Record keeping Excellent IT skills including MS Word, Excel, Outlook and PowerPoint 	<ul style="list-style-type: none"> Experience of partnership/cross boundary working 	Application Form Interview References Test
<u>Personal Qualities</u>	<ul style="list-style-type: none"> Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive and flexible approach along with an understanding of the charitable ethos and of working with volunteers. Car driver 		References Interview
<u>Disclosure and Barring Service (DBS)</u>	This post is subject to an enhanced disclosure and barring check		

- Any other duties commensurate with the grade and post.

NOTE: Within this role, there will be a requirement for social contact with patients and/ or patient families

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