



## ***Job Specification***

**Bank RN**

**Day Hospice**

# Job Profile

1. JOB DETAILS	
<b>Job Title:</b>	Bank RN (Registered Nurse)
<b>Grade/Salary:</b>	Band 5
<b>Hours:</b>	Variable
<b>Department:</b>	Day Hospice
<b>Base:</b>	Great Oaks Dean Forest Hospice
<b>Reports to:</b>	Day Service Manager / Executive Manager

2. JOB PURPOSE
<p>Great Oaks Dean Forest Hospice is a voluntary organisation that seeks to provide a range of Palliative Care services, free of charge, for adults in the community living with a life shortening illness and to offer support to their families, carers and friends.</p> <p>Day Services provide skilled nursing care to patients and their families within the hospice setting. The Bank Staff Nurse works under the direction of the Day Service Manager and Day Care RN who establishes the care needs of the patient and family and provides holistic care to patient and family as required.</p>

3. OVERVIEW OF RESPONSIBILITIES
<p>Within the hospice to:</p> <ul style="list-style-type: none"><li>• Follow policies and guidelines as per Staff Employees Handbook</li><li>• Recognise and report limitations of own professional competence/experience</li><li>• Recognise the need and undertake any training identified via Line Management and/or annual appraisal</li><li>• Be aware of risk to self and others under Health and Safety Regulations</li><li>• Verbally report any accident or untoward incident as soon as possible followed by written report</li><li>• Respect people's personal choices for lifestyle and living arrangements</li></ul>

3.1 COMMUNICATIONS
<ul style="list-style-type: none"><li>• Establish and maintain effective communication with patients, relatives and carers as part of their receipt of Palliative Care</li><li>• To be aware of the role of all personnel within the wider multi-disciplinary team including community staff, social services, hospital professionals, the specialist palliative care team and other agencies and communicate with them as needed on complex issues raised by patients</li><li>• To maintain good working relationship with other hospice staff</li></ul>

- Follow protocols to record and document work achieved within Day Services

### **3.2 QUALITY STANDARDS**

- Effectively comply to all NMC regulations and CQC Outcomes
- Ensure own actions promote quality
- To cooperate with Great Oaks in establishing professional competence within the role and monitor standards of care achieved through audit and/or User feedback
- Work within the current clinical governance framework and follow appropriate policies and procedures/guidelines and protocols as designated by Great Oaks Dean Forest Hospice and CQC

### **3.3 CUSTOMER SERVICE**

- Effectively communicate in order to advise and provide information to patients, carers and their families
- To be actively involved in promoting Great Oaks Hospice service to the community, primary health care teams, community hospitals and other potential patients and referrers
- To maintain an awareness of the charitable status of the organisation and its reliance on donations and fund raising

### **3.4 SERVICE DEVELOPMENT**

- Contribute to the implementation of services by making constructive suggestions as to how services and own/team work can be improved
- Contribute effectively to evaluations of care eg Audits
- Attend identified meetings which support the role of the staff nurse and other team members
- Actively engage in discussions about development of future services to patients, carers, bereaved carers and professional colleagues
- Contribute to the implementation of training programmes for new members of the Hospice team

### **3.5 EQUALITY AND DIVERSITY**

- Be aware that the Day services is provided within the resources available to adults with malignant or non malignant conditions wishing to be remain at home during their illness within the context of Palliative Care regardless of gender, culture, age, ability
- Challenge behaviour which infringes the rights of others
- Recognise and actively seek/give advice about ethical dilemmas triggered by the nature of the patient's circumstances

### **3.6 HEALTHCARE**

- Contribute to the development of Day Hospice services
- Practice within the NMC's Code of Professional Conduct and the Scope of Professional Practice
- Act as keyworker to own case load
- To carry out nursing assessments, create and deliver plan of care and evaluate progress of patients
- To liaise with Day Services Manager and / or patient's RN any other relevant practitioner on behalf of patients and their carers

### **3.7 INFORMATION**

- Responsible and accountable for accurate record keeping within the hospice notes,

community notes and within the boundaries of the NMC's regulations

- Ensure confidentiality and dignity is implemented at all times
- Contribute to the acquisition, cataloguing and distribution of pertinent information for patients, carers and professional colleagues
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### **3.8 MANAGEMENT OF RESOURCES**

- Report equipment defects and need for further equipment to the Day Service Manager
- Practice within the constraints of budgetary limitations and available resources
- Ensure medicines and dressings brought to the hospice are safely and appropriately stored

### **3.9 PROTECTION OF SERVICE USERS PROPERTY**

To act in accordance with the protocols outlined in Staff handbook and including:

- Respect service users property and possessions

### **3.10 PERSONAL AND PEOPLE DEVELOPMENT**

- Undertake mandatory/statutory training as provided by Great Oaks Dean Forest Hospice
- Responsible for developing own knowledge and skills, through appraisal and personal development plans, in line with PREP through a personal development plan
- Involved in providing support and mentorship to new/junior staff
- Support others in their personal and professional development (others: - patients, relatives, carers, volunteers)
- Maintains own professional portfolio
- Attend line management/team meetings in support of continuing professional development and resolution of personal reactions to the accumulative emotional nature of the job
- Undertake such duties not listed which are consistent with and pertinent to the role and grade

### **3.11 RESEARCH AND DEVELOPMENT**

- Monitor, evaluate and expand own professional practice through clinical audit in order to improve the standards of patient care

### **3.12 HEALTH, SAFETY AND SECURITY**

- Implement the Health and Safety policies and procedures set out by Great Oaks Dean Forest Hospice
- Carry out risk assessments as required and contribute to the management of risks identified
- Support others in maintaining Health, Safety and Security
- Abide by infection control standards and policies
- Be aware of the accumulative emotional effect on self and others inherent in the nature of working exclusively with those affected by Palliative Care needs and seek support for self when required

4. PERSON SPECIFICATION	Essential	Desirable
<b>Qualifications:</b>	Registered General Nurse (level 1 and 2)  Registered Nurse (Adult)	Recognised qualifications in any of the following: -  <ul style="list-style-type: none"> <li>• Palliative Care</li> <li>• Diploma in Nursing</li> <li>• Care of the Elderly</li> </ul>
<b>Length and Nature of Experience:</b>	Experience in palliative/End of Life Care within a community setting such as:  <ul style="list-style-type: none"> <li>• Hospice environment</li> <li>• Community nurse service</li> <li>• Community hospital</li> </ul> Be able to work independently without direct supervision	Further experience in any of the following:  <ul style="list-style-type: none"> <li>• Elderly Care</li> <li>• Neurological care</li> <li>• Stroke Care</li> <li>• General Medical Care</li> <li>• Chronic Disease Management</li> </ul>
<b>Professional Knowledge:</b>	<ul style="list-style-type: none"> <li>• Knowledge and experience in use of : Ambitions for Palliative and End of Life Care. One chance to get it right</li> <li>• Competent in managing medical devices including a syringe driver</li> <li>• Ability to assess changes in condition and need for symptom control</li> <li>• Awareness of infection control issues</li> <li>• Knowledge of Community Nursing</li> <li>• Professional portfolio to demonstrate professional qualifications and experience</li> <li>• Knowledge of evidence based care</li> <li>• Clear and concise documentation skills</li> </ul>	<ul style="list-style-type: none"> <li>• Multi-disciplinary Team working</li> <li>• Research/Audit</li> <li>• Knowledge of current symptom management</li> </ul>
<b>Managerial Knowledge:</b>	<ul style="list-style-type: none"> <li>• Ability to organise and prioritise workload</li> <li>• Ability to create solutions to changing needs</li> <li>• Mentorship/role model</li> </ul>	<ul style="list-style-type: none"> <li>• Recognising need for someone to take over a difficult situation and conveying that to most suitable person at that time</li> </ul>

<b>Personal skills and attributes:</b>	<ul style="list-style-type: none"> <li>• Good interpersonal skills</li> <li>• Effective team worker</li> <li>• Flexible, innovative and motivated</li> <li>• Sound clinical skills</li> <li>• Insight into the needs of the patient group</li> <li>• Holistic approach to care</li> <li>• Professional manner</li> <li>• Emotional maturity</li> </ul>	
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**5. COMMITMENT TO HEALTH AND SAFETY, CONFIDENTIALITY, EQUAL OPPORTUNITIES & IMPROVING WORKING LIVES**

***Health & Safety/Security***

It is the duty of every employee to adhere to the organisation's Health & Safety Policy and work in such a way that accidents to themselves and to others are avoided. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to report an insecure environment as their place of work to their Line Manager or member of the Senior Management Team.

***Confidentiality***

In the course of every employee's duties, they may have access to confidential material about patients, members of staff or other organisational business.

- On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, who are concerned directly with the care, diagnosis and/or treatment of the patient.
- Similarly, information relating to staff records or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority.
- Breaches of confidentiality will result in disciplinary action.

If in any doubt whatsoever as to the authority of a person or body asking for information of this nature, seek advice from your Line Manager.

***Equal Opportunities, Respect and Dignity at Work, 'Improving Working Lives'***

Great Oaks Dean Forest Hospice is committed to equality of opportunity & diversity in the workplace; all managers and staff are responsible for ensuring that this is delivered in practice.

Great Oaks Dean Forest Hospice is equally committed to respect for other people and all managers and staff are expected to be clear of what is expected of them and for ensuring that they commit to this policy in their day to day working life. All staff is issued with the organisation's handbook for employees and volunteers that sets out its expectations.

Great Oaks Dean Forest Hospice will not tolerate any forms of bullying or harassment in the workplace.

Everyone has a personal responsibility for improving the working lives for self and colleagues.

**6. APPRAISAL AND PERSONAL DEVELOPMENT**

Great Oaks Dean Forest Hospice is committed to the continued learning and professional for all staff

and has put in place an appraisal and development infrastructure.

## **7. REVIEW OF JOB DESCRIPTION**

This job description outlines current duties and responsibilities; however it is subject to review and amendment in the light of developing or changing services and as part of the annual Individual Performance Review.