JOB DESCRIPTION

Job Title	Associate Clinical Nurse Specialist (ACNS)
Department	Community Palliative Care Team (Bromley and Sydenham)
Hours / Tenure	37.5 hours per week (Monday to Sunday on a rota basis)
Responsible to	Clinical Team Lead/Consultant Nurse
Pay Spine Grouping	Group 14

Our Team/Department

The St Christopher's Community Palliative Care Team provides care and support to people who live in the London boroughs of Bromley, Lambeth, Southwark, Lewisham, and Croydon. At any one time, our team is supporting around 1200 people. We work seven days a week, and our clinicians work between the hours of 7.30am - 9pm.

Every day our team of clinicians work across the whole organisation to:

- Take new referrals, and sign post health and social care providers to improve access to end of life care
- Triage calls from patients, their families, and other health and social care professionals to provide telephone advice and support,
- Contact people by telephone or video consultation; See people in their own homes, or in our outpatient clinics, to assess and plan care and support interventions.
- Undertake urgent home visits when necessary with support

Our aim is to support people to be cared for in their own homes for as long as possible. We work with the in-patient unit at St Christopher's to support people when they need extra care that cannot be provided at home. Our team also actively participate in, and contribute towards education and learning with our colleagues in St Christopher's CARE (Centre for Awareness and Response to End of Life).

Primary Job Purpose

- To train to become a Clinical Nurse Specialist (CNS) in community palliative care
- To work alongside the multi-disciplinary team to offer the patient and families the skills of a dedicated palliative care service encompassing symptom control, social, emotional and spiritual care.
- To offer advice, support and education to the primary health care team and hospital staff where appropriate, as part of a multi-disciplinary team.
- To work from a multi-disciplinary approach to care.
- To participate in quality initiatives within the department.

Background to the Associate Clinical Nurse Specialist role

In palliative care, our medical colleagues have a clear training pathway to becoming a senior clinician, either a staff grade doctor or consultant. With no such well-defined national pathway for nurses to become Advanced Nurse Practitioners, Clinical Nurse Specialists or Consultant Nurses, St Christopher's have developed the ACNS role to enable nurses are junior in terms of

their careers, or new to palliative and end of life care to train to become a clinical specialist in this field. This developmental role will provide the time and support to develop into the role of a clinical specialist, providing successful candidates with the capabilities and professional resilience to lead clinical care now and into the future.

As part of our Workforce Development plan, we aim to provide a high level of support, learning training and development opportunities for all our workforce so that individuals are able to perform to the best of their ability and achieve individual and team objectives aligned to St Christopher's Mission, Vision, Values and Strategic Priorities. This includes developing increased levels of capacity, capability and emotional resilience; improving succession planning, identifying future talent, developing our managers and leaders for the future, ensuring we 'grow our own' staff to sustain our future workforce needs and to support our existing workforce so that everyone can gain the maximum satisfaction from their contribution to St Christopher's.

Therefore, we have developed a role which provides opportunities to develop skills and learning to health professionals who wish to become clinical specialists in palliative care, and meet the needs of our organisation and the people we are here to support. Our document, *Never too busy to learn* highlights there are a multitude of informal learning opportunities taking place across the working week. Led by senior professionals, such as multi-disciplinary team meetings, case reviews, learning panels, multi-professional presentations, and daily team meetings. As well as these opportunities, in these roles we will provide twice monthly sessions specifically for people in these roles, with a focus on topics identified by the group.

Internal and external education opportunities

The Wednesday Learning Forum (WLF) will also count towards formal teaching and development. One day a month, individuals will have protected time to work with internal colleagues and learn from other professionals working in a different health care specialty or discipline. Furthermore, St Christopher's will contribute toward funding and support training and academic courses to develop skills and competencies in specific areas of advanced nursing practice.

As adult learners, developing skills in autonomous practice, we expect individuals to participate in these sessions, and take responsibility for identifying their own learning and development needs, and making plans to meet these needs. Therefore, although we acknowledge the need for protected time to meet these needs, it is the individuals own responsibility to plan and negotiate their time and arrangements.

Training and development fulfils an important purpose, and as we are a registered charity, is regarded as a valuable resource. Therefore, all training opportunities provided must reflect a beneficial *value* to St Christopher's, in other words provide a return on the investment. Accordingly, individuals undertaking this programme will agree to complete their training programme, but also work for the organisation for an agreed period of time following completion of their training programme.

Skills development

Those in the ACNS role will be required to develop and demonstrate skills in autonomous practice, and professional resilience. Whilst on a day to day basis, the differences between those in these roles and those of the clinical specialist may not be clear, we expect those in clinical specialist roles to:

- consistently demonstrate autonomous practice
- demonstrate their skills in consistently supporting the learning and development of junior colleagues
- when delegated to do so, demonstrate their competence in leading the team.

Therefore, there is an expectation that individuals in these roles will:

- On commencing in this role, undertake joint visits/video consultations/outpatient clinics with colleagues; and also, at times when they feel they need support in working with a particular individual/family; or around a complex issue
- Following an individualised induction period, identify the support they need in working more independently, working with patients with complex needs, and identifying when support from a senior clinician is required.
- Following an individualised induction period, identify the support they need in working more independently, working out of hours shifts with senior colleagues, but also identifying when support from a senior clinician is required

C1: Customer Focus

1. Demonstrate sensitivity and respect for patients and families from different religious and cultural background and sexual orientation;
2. Demonstrate an understanding of the need to involve patients and carers in decision making, offering them informed choices, respecting their views;
3. Structure an interview using appropriate questioning, avoid jargon, using familiar language, at patients own pace;
4. Assess the patient's needs. Identify their goals and work with the patient and family towards achieving them;
5. Develop an ability to explore the personal resources of families/carers in order to ensure patients are cared for in the place of their choice;
6. Support and coach carers at home in managing a relative whose condition is deteriorating;
7. Recognise the impact of caring for dying patients on primary health care team colleagues and offer support;
8. Demonstrate safe mobilisation, transfer and movement of patients in the community and how and where to obtain appropriate equipment;
9. Communicate both verbally and in writing to patients whose first language may not be English in a manner that they understand, using interpreters appropriately;
10. Break bad news in steps appropriate to the understanding of the individual and be able to support distress;
11. Manage dissatisfied patients/relatives, anticipating potential problems;
12. Demonstrate negotiation and diplomacy skills and partnership working with external agencies;

C2: Self-Management and Problem Solving

13. Take and analyse a clinical history in a relevant succinct and logical manner;
14. Record concisely, accurately, confidentially and legibly the appropriate elements of the history, examination, results of investigations, differential diagnosis and management plan;
15. Manage the safe administration of medication in the community;
16. Recognise and manage palliative care emergencies;
17. Develop skills in managing epidural cannulae and ascitic taps, NIPPY in the community and carry out venepuncture
18. Undertake both female and male catheterisation in the community;
19. Manage alternative methods of nutrition and hydration in the community;
20. Write and maintain accurate notes/documentation and input computerised data, keeping all information up-to-date;

21. Demonstrate competent use of Electronic Patient Records or paper notes and St Christopher's group IT systems
22. Work alone, prioritising work and flexibly responding to changing situations while assessing risk and minimising threat to personal safety;
23. Manage equipment resource responsibly;
24. Process complaints according to policy
25. Work within the guidance policy for safeguarding adults and children;
26. Support quality initiatives in local area.
27. Participate in clinical governance initiatives e.g. clinical review
28. Engage in clinical supervision and self-reflection, and use this to improve care and practice;
29. Develop skills in working within a changing environment
30. Develop skills to prioritise time effectively;

C3: Working with Others

31. Present cases clearly, consistently and professionally to the MD team contributing effectively in patient management;
32. Work with others to deliver care to people on a Virtual Ward in our Boroughs ensuring KPIs are met
33. Interpret the results of investigations and discuss and liaise with colleagues to order them appropriately;
34. Develop knowledge of the options for achieving control of symptoms and ability to advise the primary health care team;
35. Attend weekly MDT meetings
36. Confidently and respectfully join in debates in meetings;
37. Bring closure to the nurse-patient relationship and provide for a safe transition to another care provider;
38. Make relationships with external health professionals;
39. To be part of the nursing rota which includes day time shifts and a late shift finishing at 21.00 across a seven-day service.
40. Together with the nurse manager take responsibility for building a cohesive MP team;
41. Communicate effectively in meetings with members of the PHCT particularly if involved with end of life care initiatives.
42. Liaise with external care giving agencies;
43. Support and educate community staff in the issues surrounding tissue/ organ donation;
44. Liaise with religious organisations in the community.

C4: Continuous Improvement

45. Develop advanced communication skills;
46. Develop skills in managing complex communication issues with patients and families as a lone worker in the community;
47. Anticipate barriers to communication, and take action to improve the communication skills and strategies of the team;
48. Seeks out different styles and methods of communicating to assist longer term needs and aims;
49. Develop presentation skills, both oral and written.
50. Develop skills in managing complex situations relating to anticipatory grief or bereavement care;
51. Develop skills in working with families facing loss;

52. Develop skills in identifying and managing risk factors for adverse outcomes of bereavement;
53. Develop skills in undertaking a single structured bereavement visit for all carers following a death;
54. Develop skills in networking and influencing to represent the voice of palliative care in the wider community
55. To be responsible for the maintenance and development of own CPD. Actively seeking to develop skills and knowledge through reading, reflection and attending both internal and external teaching courses.
56. Participate in all learning opportunities offered and expected as part of the development programme, and apply own learning to the future development of practice;
57. Share, articulate and reflect palliative care skills, enabling others to learn;
58. Participate in planned teaching programmes;
59. Develop teaching skills;
60. Support new staff and clinical placements
61. Use relevant AV equipment;
62. Utilise experiential learning methods;
63. Consistently draw on research and literature to influence specialist palliative care teaching;
64. Write articles for publication, deliver at conferences, and produce posters for presentation.
65. Obtain evidence-based literature from various sources;
66. Apply evidence to patient care;
67. Participate in forums for discussion on research and audit programmes;

P1: Professional/Expert Requirements (where applicable)

1. To retain professional membership with the Nursing and Midwifery Council (NMC) and to fully comply with the professional standards associated with the status.
2. Following the successful completion of the non-medical prescribing course and approval for practice, the RN may prescribe medications within agreed St Christopher's policies and procedures.
3. To be involved and support the Gold Standard Frame work with GPs and in Care Homes.

PERSON SPECIFICATION: Associate Clinical Nurse Specialist (ACNS)

Criteria Category	Requirements	Essential (E) Desirable (D)	Application (A) Interview (I)
Education and Qualification	NMC registration	E	A
	Palliative care or symptom control academic course	D	A
	BSc/BA in relevant subject	D	A
	Non-medical prescribing course	D	A
	Advanced assessment skills course	D	A
	Proven teaching skills and community experience	D	A
	Community qualification	D	A/I
Experience and Knowledge	Two years (minimum) experience working at Band 5 RN in any clinical setting	E	A/I
	Proven palliative care/oncology with relevant qualifications and experience of working at Band 6/equivalent or above	D	A/I
	Sound knowledge of Symptom Control	D	A/I
	Demonstrate understanding of the role	E	A/I
	Understands equal opportunities/fair access values	E	A/I
Skills and Competencies	Ability to work in a multi-disciplinary	E	A/I
	Excellent written and oral communication skills	E	A/I
	Excellent presentation skills	D	A/I
	Demonstrates study skills and willingness to undertake academic courses	E	A/I
Personal Attributes	Possession of a valid/full UK driving licence and access to a suitable vehicle (ensuring business insurance is applied)	E	A/I
	Ability to manage stress	E	I
	An ability to translate equal opportunities/fair access values into practice	E	I

All employees are required to acknowledge and commit to the following statements:

Training and Development	To fully comply with all compulsory training requirements aligned to the role including requirements under the Mental Health Capacity Act 2005, the Deprivation of Liberty Safeguards (DoLS) and the Care Act (2014). To fully comply with all mandatory training requirements e.g. Health and Safety, Equality and Diversity, Data Protection, Safeguarding and Whistleblowing. To attend all agreed courses and study days in order to develop knowledge and skills in line with the requirements of the role and the organisation's Training and Development Framework
Education	To support the teaching, training and development of staff and in some cases volunteers, as appropriate, on occasion.
Appraisals	To actively participate in St Christopher's appraisal system process, agree targets and objectives with line managers and report on activity against agreed targets on a regular basis.
Core Competencies	To comply with St Christopher's core competencies, sharing and modelling organisational values and expected behaviours at all times, including professional competencies aligned to professional registration and CQC requirements.
Infection Prevention Control	All staff providing care must fully comply with the NHS National Infection Prevention and Control Manual for England, which is available on the Staff Intranet and all managers of services must ensure that staff are aware of and have access to the guidance
Quality	To make positive contributions to all internal and external quality and/or best practice measures/processes as required. This may include Quality Improvement initiatives.
Policies and Procedures	To comply fully with St. Christopher's policies and procedures and to take responsibility for own actions/inactions.
Fundraising	To fully support and engage with St. Christopher's fundraising activities and initiatives.
Employee engagement	To participate in all employee engagement activities including team/ departmental or other staff meetings, as required and to contribute to St. Christopher's annual staff survey.
ID Badge, Staff Photograph and One Page Profile	To agree for a photograph to be taken for the purposes of a Staff Identification badge and also to appear on the Vine (Staff Intranet) To support the organisation's commitment for **all** staff to have a 'One Page Profile' to share with other staff, via the Vine.
Internal IT Systems	To engage professionally with all relevant IT systems including MyHR, The Vine, SystmOne etc., taking personal responsibility and accountability when accessing and inputting information. To be accountable for own personal learning/training, including knowledge of standard protocols when accessing these systems.
Other Duties/Responsibilities	St Christopher's does not regard job descriptions as being an exhaustive list of all expected duties, responsibilities, behaviours and accountabilities and as such post holders are often required to undertake other duties or participate in other activities which are considered by the organisation to be in line with the job purpose and commensurate with the role.
Equal Opportunities	St Christopher's is committed to equality of opportunity and seeks to eliminate all forms of direct and indirect discrimination. Employees are expected to adhere to the principles, as set out in the Equality and Diversity

	Policy and all other relevant guidance and frameworks including the Staff Handbook

Core Competencies and Organisational Behaviours

C1	**Customer Focus**	The ability and willingness to provide a quality service that meets the organisation's charitable objectives and responds to the changing needs of our patients, their families, our clients/service users' and other stakeholders in the most appropriate way. To undertake and deliver the standards of service expected at all times.
C2	**Self-Management and Problem Solving**	The ability to take responsibility and accountability for tasks and actions (including allocated tasks) with the aptitude to use judgement and initiative (where applicable) anticipating problems and finding solutions in an innovative and creative way ensuring that agreed standards are met and procedures are followed.
C3	**Working with Others**	The ability to establish and build effective working relationships, working co-operatively with others sharing information, providing support where necessary, building respect and trust in order to achieve individual, departmental and organisational goals. The ability to recognise and respect diversity in respect of colleagues, patients/families and other stakeholders.
C4	**Continuous Improvement**	A commitment to achieving identified objectives and aspiring to achieve excellence and the highest standards of performance, with a commitment to embracing change. Continuously looking to improve efficiency and develop effective ways of working, taking responsibility to develop the skills and knowledge required to excel in your specialist area.
P1	**Professional/Expert Requirements**	To ensure you provide a professional and high quality service at all times through regular continuous professional development, requirements associated with links to professional associations e.g. revalidation.
M1	**Supervising/Mentoring/Coaching Others** – *i.e. those people who, have responsibilities to coach, supervise and/or mentor others*	To exemplify organisational values and role modelling to actively support the mentoring and supervising of those staff for whom responsibility falls within their remit. For nursing staff this includes adherence to professional body and other external standards.
M2	**Line Management** - i.*e. those people with formal line management responsibility and also those who may be required to take on line management responsibility as part of their role, where there is a particular need e.g. CNSs*	To exemplify organisational values and role modelling to support the management and development of all staff for whom responsibility falls within their remit. To ensure all obligations are fully met in relation to the health, safety and well-being of those people and to provide effective and appropriate support.
M3	**Corporate Leadership** - *i.e. those people in senior roles that have responsibility for the strategic and organisational priorities such as the ET, the WLG and the CTT*	To act as lead advocates and champions of the organisation's vision, mission, objectives and goals, leading, managing and supervising staff by stimulating motivation, building commitment and ownership and developing emotional resilience in others.