JOB DESCRIPTION

Job Title	Clinical Nurse Specialist (CNS)
Department	Community Palliative Care Team (Bromley and Sydenham) / Single Point of Contact
Hours / Tenure	37.5 hours per week (Monday to Sunday on a rota basis)
Responsible to	Consultant Nurse
Pay Spine Grouping	Group 16

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.

The St Christopher's Referrals and Urgent Response Team (StARRT) works between the hours of 7.30am – 21.00. The StARRT team takes all incoming calls from patients, their families, and health and social care professionals to provide telephone advice and support. We also triage and complete assessment on all referrals to St Christopher's expert those for the bereavement services. Our aim is to support people to be cared for in their own homes for as long as possible. To achieve this StARRT coordinates a rapidly responding service called Choose Home that provides wraparound care enabling people to remain in their own home using care assistant s and volunteers. 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.

The wider psychosocial, rehab and wellbeing team and social work and welfare offer therapeutic interventions to maintain quality of life across the inpatient, outpatient and community setting

Primary Job Purpose

- To offer people we support the skills of a clinical nurse specialist in physical and psychological 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 an interdisciplinary team.

- To work from an interdisciplinary approach to care.

- To participate in quality initiatives within the department.

C1: Customer Focus

1. Demonstrate sensitivity and respect for patients and families from different religious and cultural background and sexual orientation.

2. Independently assess the patient's needs. Identify their goals and work with the patient and family towards achieving them.

3. Demonstrate an in-depth knowledge of the options for achieving control of symptoms and ability to advise the primary health care team.

4. Support and coach carers at home in managing a relative whose condition are deteriorating.

5. Recognise the impact of caring for dying patients on primary health care team colleagues and offer support.

6. Demonstrate safe mobilisation, transfer and movement of patients in the community and how and where to obtain appropriate equipment.

7. Communicate both verbally and in writing to patients whose first language may not be English in a manner that they understand, using interpreters appropriately.

8. Break bad news in steps appropriate to the understanding of the individual and be able to support distress.

9. Demonstrate an understanding of the need to involve patients and carers in decision making, offering them informed choices, respecting their views.

10. Manage dissatisfied patients/relatives, anticipating potential problems.

11. Demonstrate skill in working with families facing loss.

12. Identify and manage risk factors for adverse outcomes of bereavement.

13. Effectively manage a single structured bereavement assessment for all carers following a death.

C2: Self-Management and Problem Solving

1. Take and analyse a clinical history in a relevant succinct and logical manner.

2. Record concisely, accurately, confidentially and legibly the appropriate elements of the history, examination, results of investigations, differential diagnosis and management plan.

3. Demonstrate an ability to explore the personal resources of families/carers in order to ensure patients are cared for in the place of their choice.

4. Undertake both female and male catheterisation in the community.

5. Manage alternative methods of nutrition and hydration in the community.

6. Manage epidural cannulae and ascitic taps, NIPPY in the community and carry out venepuncture.

7. Manage the safe administration of medication in the community.

8. Recognise and manage palliative care emergencies.

9. Manage complex communication issues with patients and families as a lone worker in the community.

10. Anticipate barriers to communication, and take action to improve the communication skills and strategies of the team.

11. Seeks out different styles and methods of communicating to assist longer term needs and aims.

12. Write and maintain accurate notes/documentation and input computerised data, keeping all information up-to-date.

13. Demonstrate advanced presentation skills, both oral and written.

14. Structure an interview using appropriate questioning, avoid jargon, using familiar language, at patients own pace.

15. Demonstrate competent use of SystmOne or paper notes and St Christopher's group IT systems

16. Ensure plans are in place to manage complex situations relating to anticipatory grief or bereavement care.

17. Manage change effectively.

18. Prioritise time effectively.

19. Work alone, prioritising work and flexibly responding to changing situations.

20. Assess risk and minimise threat to personal safety.

21. Manage equipment resource responsibly.

22. Generate and use appropriate learning opportunities and apply own learning to the future development of practice.

23. Articulate and reflect palliative care skills, enabling others to learn.

24. Implement and evaluate planned teaching programmes.

25. Be competent in lecture and discussion based teaching.

26. Utilise experiential learning methods.

27. Consistently draw on research and literature to influence specialist palliative care teaching.

28. Write articles for publication, deliver at conferences, and produce posters for presentation.

29. Obtain evidence based literature from various sources.

30. Apply evidence to patient care.

C3: Working with Others

1. Present cases clearly, consistently and professionally to the MP team contributing effectively in patient management.

2. Interpret the results of investigations and discuss and liaise with colleagues to order them appropriately.

3. Bring closure to the nurse-patient relationship and provide for a safe transition to another care provider.

4. To be part of the on-call rota - divided across the CNS team.

5. Attend weekly MDT meetings.

6. Demonstrate negotiation and diplomacy skills and partnership working with external agencies.

7. Communicate effectively in meetings with members of the PHCT particularly if involved with end of life care initiatives.

8. Liaise with external care giving agencies;

9. Support and educate community staff in the issues surrounding tissue/ organ donation.

10. Liaise with religious organisations in the community.

11. Co-facilitate a bereavement evening

12. Use networking and influencing skills to ensure the voice of the speciality is heard;

13. Chair meetings effectively

14. Confidently join in debates in meetings of senior hospice staff;

15. Make relationships with external health professionals;

16. Assimilate monthly team brief and actively participate in the feedback process

17. Together with the nurse manager take responsibility for building a cohesive MP team;

18. Rotation into the Single Point of Access.

C4: Continuous Improvement

1. Develop new initiatives and look for opportunities and challenges that will extend current skill level.

2. Process complaints according to policy.

3. Assist with the development of policies and procedures.

4. Participate in forums for discussion on research and audit programmes.

5. Ensure that audit results are presented at local and national forums as appropriate in order to Influence practice.

6. Lead and support quality initiatives in local area.

7. Participate in clinical governance initiatives e.g. clinical review.

8. Engage in clinical supervision and self-evaluation and use this to improve care and practice.

9. 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.

P1: Professional/Expert Requirements

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.

4. Work within the guidance policy for the protection of vulnerable adults;

M1: Supervising, Mentoring and Coaching Responsibilities

Coach and/or mentor individuals within the organisation as appropriate and in line with organisational requirements.

M2: Line Management Responsibilities

Line manage staff in line with organisational requirements as required as part of the role.

PERSON SPECIFICATION: Clinical Nurse Specialist

Criteria Category	Requirements	Essential (E) Desirable (D)	Application (A) Interview (I)
Education and Qualification	NMC registration	E	A
	ENB 931 or Diploma/Degree in Palliative Care	E	A
	Master's degree	D	A
	Non-medical prescribing course	D	A
	Advanced assessment skills course	D	A
	Community qualification	D	A
Experience and Knowledge	Proven palliative care/oncology with relevant qualifications and experience of working at Band 6/equivalent or above	E	A
	Sound knowledge of Symptom Control	E	A/I
	A thorough grasp of the fair access issues in Palliative Care	E	I
Skills and Competencies	Ability to work in a disciplinary team	E	A
	Excellent written communication skills	E	A/I
	Excellent oral and presentation communication skills	E	I
	Counselling skills	E	A/I
Personal Attributes	Possession of a valid/full UK driving licence and access to a suitable vehicle	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 / Income Generation	To fully support and engage with St. Christopher's activities and initiatives that generate income – our charity shops and e-commerce, fundraising, gifts in wills, lottery and other initiatives – and to always champion St Christopher's as a charity in need of and thankful for support.
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.