



Job Description & Person Specification

Douglas Macmillan Hospice
Barlaston Road, Stoke-on-Trent, ST3 3NZ

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Job Title:	Development Clinical Nurse Specialist
Responsible to:	Head of Community Services
Accountable to:	Director of Care
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Department Function:

The Dougie Mac Community Team is a responsive and innovative Community Team providing care for people with progressive, incurable diseases such as cancer, motor neurone disease, heart failure and lung disease.

Our community structure encompasses a Hub which operates a specialist advice line, triage and rapid response service alongside community caseload teams aligned to Primary Care Networks. The service operates 7 days a week from 7am-9pm.

Job Summary:

The post holder will work within a team supported by a Team Leader. The role is to provide holistic care to patients and families over the telephone or in their own homes.

The role requires you to support with the unplanned patient activity that is generated through our advice line and referral triaging service. This may involve telephone advice and/or face to face consultations within a patient's home or as an outpatient.

Our service functions over a 7-day week and requires you to work shifts to support a 7am start and 9pm finish. You will work as part of the hospice clinical team, where we have a strong ethos of flexible working to suit the needs of our patients and families.

The role will allow the post holder the opportunity to undertake any required training and development, with structured supervision and support. There will be funded opportunities to build on your academic portfolio, alongside opportunities to set personal goals promote your growth and development into the role of a Clinical Nurse Specialist.

Continued professional development is supported and encouraged.

Duties & Responsibilities:

Leadership

1. You will be able to demonstrate leadership through clinical expertise. Aiming to deliver high standards of person-centred care and using the underpinning philosophy of the DMH Core values.
2. With support from a mentor you will contribute to the development and promotion of the CNS service.
3. Contribute to quantitative and qualitative data collection of the CNS Service.
4. Understand and utilise relevant clinical guidelines.

5. Takes professional responsibility for ensuring effective communication between all service providers across the care pathway.
6. After an initial period will actively participate in multi-professional meetings, acting as patient advocate and representing the CNS view.

Clinical Services

1. To work alongside your team to ensure the continued co-ordination of the content and delivery of the community patient's care plans and ensure the quality and provision of nursing care of patients and their families.
2. To assess the needs of patients and their carers and identify their respective physical, psychological, social, cultural and spiritual needs
3. To work within a team framework, collaborating with colleagues and members of other disciplines
4. To use a proactive and sensitive approach with patients and relatives to enable involvement in advance care planning
5. To assess people's information needs and provide relevant information to meet those needs
6. To ensure provision of appropriate nursing interventions
7. To follow the hospice and Nursing & Midwifery Council (NMC) standards on Medicines Management.
8. To liaise and communicate professionally with colleagues from the members of the MDT.
9. To participate in Clinical Audit and research programme
10. To foster positive working relations with other healthcare professionals and lead by example
11. Take a collective lead in clinical governance, initiating areas of audit to improve practice
12. To support colleagues, volunteers and students in managing bereavements, and provide support for distressed patients, bereaved relatives and visitors

Development

1. To ensure personal compliance with hospice compulsory training requirements
2. To work alongside your team leader to set objectives for your development and achieve these
3. To keep abreast of advances in nursing practice and research and take responsibility for your personal continuous professional development and registration
4. Through the ongoing professional development process, to plan your continuing professional and self-development, attending in-house study days and courses as appropriate
5. To participate in supervision, debriefing and reflective practice sessions
6. To engage in new ways of working, such as the use of technology
7. Develop new skills and gain knowledge to be able to perform in the role.
8. Work across professional boundaries and develop a robust rationale for decision making and problem-solving.

Dougie Mac Values:

Our mission is to deliver excellent CARE to people approaching end of life.

- **Compassion** - Working together by considering the views of others, understanding the challenges they face and providing support.
- **Accountability** - Takes personal responsibility for our actions, owning our decisions and behaviours.
- **Respect** - Always trusting, listening and challenging each other. Understanding that we are at our best as individuals whilst working as a team.
- **Excellence** - Embracing excellence by empowering and motivating each other to be the best that we can be.

Standard Requirements of all Dougie Mac Staff:

- To be flexible and adapt to the needs of the department and your team
- To maintain strict confidentiality and adhere to data protection policies at all times.
- To observe and maintain security procedures.
- Exercise responsible stewardship of hospices resources at all times.
- Attendance at meetings events and activities may require the post holder to work beyond the normal hours / days of work quite regularly – flexibility is essential.

- To have an understanding and demonstrate regard for the Hospice philosophy and its functions.
- Travel in the Stoke on Trent / North Staffordshire area, and on occasions within the UK, to attend participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies in the staff handbook.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- Conform to conventional standards of business dress when representing the hospice.
- To accept temporary redeployment within any part of the hospice should the need arise and to ensure hospice goals and objectives are met.
- Safeguarding is everyone's responsibility. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. As an employee, you are expected to follow the Hospice's Safeguarding Policies and report any concerns in accordance with those policies.

Safety Health Environment (SHE):

- All employees must familiarise themselves with the Hospice Safety Health Environment (SHE) policies, processes and procedures and act in accordance with them at all times. Employees must ensure that they conduct themselves in a manner which does not endanger their own health and safety or that of others.
- All employees have a duty of care to promptly report any near misses, dangerous occurrences or accidents whilst at work in line with the relevant Safety Health Environment procedures
- All employees should attend mandatory Safety Health Environment training sessions annually/periodically for defined activities etc and ensure that they follow the processes and procedures as outlined in the training
- Any breaches of the Safety Health Environment Health standards will be dealt with under the DMH disciplinary procedure.

Quality:

- The hospice expects all staff to work to the highest standards. The quality of care provided by every member of staff is paramount.
- All employees must
 - familiarise themselves with the policies and procedures relevant to their role.
 - ensure that they are competent to carry out their role.
- All employees are responsible for the management of risk: they must
- Attend mandatory training.
 - Report incidents when things go wrong and provide evidence that they have learnt from the experience.
 - Record all adverse comment made by patients and their families, as well as customers, donors and the wider public.
 - Raise concerns when they see any unsafe practice within your place of work.

This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice and department.

Person Specification:		
	Essential	Desirable
Qualifications & Training* <i>Professional and post basic qualifications. Specialised training required for this post.</i>	<ul style="list-style-type: none"> - NMC RGN Registration - GCSE Level (A – Cor 4 – 9) in English and Maths or equivalent - Willingness to work towards a Degree 	<ul style="list-style-type: none"> - Advanced communication skills
Experience <i>Type and level of job related experience required (expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> - 3 years post registration experience - Experience and knowledge of palliative/terminal care 	
Skills & Knowledge <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> - Must demonstrate excellent interpersonal and communication skills - Ability to work with a multi-disciplinary team - Good interpersonal skills - Ability to integrate into existing established team - Good Information & Technology skills - Demonstrate clinical skills to provide support as needed. 	
Aptitudes & Attributes <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative</i>	<ul style="list-style-type: none"> - Use own initiative - Ability to motivate others - Ability to liaise effectively with various disciplines - Diplomacy - Ability to prioritise - Calm and objective 	
Other Job Requirements <i>Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i>	<ul style="list-style-type: none"> - Dress in a manner that conforms to accepted formal codes of business dress - Due to the nature of the workplace, a Covid vaccine is necessary for all new starters. You will be required to provide proof of your vaccine status - Flexible working to meet shift requirements - Ability to travel independently throughout the locality with access to suitable vehicle for business purposes. - Able to meet the requirement of the job role 	

*National Qualification Framework

	National Qualifications Framework
8	Specialist awards
7	Level 7 Diploma (Professional Qualifications)
6	Level 6 Diploma (Professional Qualifications)
5	Level 5 BTEC HND
4	Level 4 Certificate
3	Level 3 Certificate (OND), Level 3 NVQ, A levels
2	Level 2 Diploma, Level 2 NVQ, GCSEs Grade A*-C
1	Level 1 Certificate, Level 1 NVQ, GCSE Grade D-G
Entry	Entry Level Certificate in Adult Literacy

	Framework for Higher Education levels (FHEQ)
Doctoral (D)	- Doctorates
Masters (M)	- Masters degree, post graduate certificates and diplomas
Honours (H)	- Bachelors Degrees, Graduate Certificates and Diplomas
Intermediate (I)	- Diplomas of higher education, foundation degree, higher national diplomas
Certificates (C)	- Certificates of higher education.