



Job Description & Person Specification

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

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Job Title:	Family Liaison Nurse
Responsible to:	Head of Children's and Young Adult Services
Accountable to:	Director of Care
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Job Summary:

- To be responsible for the assessment of holistic care needs of all children, young people and their families, when referred to the service
- To manage a caseload of families acting as the family liaison nurse, signposting, advising and offering support as necessary
- To act as a clinical leader and expert in children's palliative and end of life care, acting as a role model to all staff.
- To act in an advisory role to other professionals and staff from other agencies in respect of palliative and end of life care for children and families.

Duties & Responsibilities:

Responsibility for Children and Family Care:

- Responsible for the holistic, need based assessment of all child and family needs
- Responsible for the assessment of family information needs and the provision of information for children, young people and families, giving clear ongoing information as the child's illness progresses, ensuring that parents are facilitated to maintain control and make informed decisions relating to the care of their child.
- Liaise with healthcare and social care professionals across organisations to ensure an integrated package of care and support designed to meet the specific needs of the family, is delivered and co-coordinated.
- To ensure all documentation is complete and kept up to date in accordance with Trust policy
- Work with care team members to implement systems that ensure effective day-to-day communication in respect of children's and young people's health and care management
- Contribute to the protection of children at risk in accordance with the Trust policy and area safeguarding procedures.
- To act as an advocate for the child and family.
- To attend Multi-disciplinary and safeguarding meetings as requested
- To engage in transition assessments and planning for young people going through transition and attend transition meetings wherever relevant
- To work with families to complete Advanced Care Plans to support their wishes around the future care of their child

Responsibility for Resources:

- Promote the safe and effective use of equipment and resources
- Observe a personal duty of care when using equipment.
- Inform and liaise with Director of Care in regard to resource needs, including skill mix
- Have a good knowledge of equipment available and process of appropriate equipment supply.

Strategic and service responsibilities:

- Attend meetings relevant to post
- Implement changes to established practices and/or policies
- Identify potential areas for service improvement and development
- Participate in and conduct audits of service
- Contribute to the development and provision of a safe, effective and efficient service
- To promote the philosophy of the Donna Louise beyond the establishment.
- To act at all times with the highest possible standards of integrity and professionalism, acting as a positive role model inside the organisation and an effective ambassador externally

Professional responsibilities:

- Ensure practice is effective and evidence based
- Responsible for own professional development
- To maintain NMC revalidation and registration

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>	- Registered Children's Nurse/ RNCB or RNLD	- Advanced Communications Skills - Health Visitor Qualification - Children's Palliative Care qualification
Experience <i>Type and level of job related experience required(expressed as additional/or alternative to qualifications above).</i>	- Minimum of 3 years post qualification working within the field of children's nursing or children with learning disabilities - Experience of partnership working across agencies including social care, education and the voluntary sector. - Experience of working with children and families with palliative and / or complex care needs -	Experience of undertaking assessments of children and families with multiple and complex needs in either a health or social care setting, including transition assessments
Skills & Knowledge <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i>	- Understanding of Advocacy needs of children, young people and families - Knowledge of the needs of young people with complex health and palliative care needs. - Ability to work independently and as a team member - Planning and organisational skills. - Able to define own personal boundaries and professional behaviour - Demonstrable advanced communication/ inter-personal skills - Demonstrable ability to engage with and develop constructive and supportive relationships with children, young people and families - IT skills including Microsoft Office Suite (Word, Excel, Outlook and Powerpoint) - Awareness of Equality & Valuing Diversity Principles. - Understanding of Confidentiality & Data Protection Act. - National policies and the wider agenda in relation to children. - Child Protection, safeguarding. - Knowledge of the principles of clinical governance, research and audit.	Knowledge of the challenges and issues around transition for young people
Aptitudes & Attributes <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative</i>	- Have an excellent face to face & telephone manner - Ability to relate to the multi-disciplinary team within the hospice.	
Other Job Requirements <i>Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i>	- 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. - Dress in a manner that conforms to accepted formal codes of business dress - Flexible working to meet shift requirements - Able to meet the requirement of the job role - Ability to travel independently throughout the locality with access to suitable vehicle for business purposes.	

***National Qualification Framework**

	National Qualifications Framework	Framework for Higher Education levels (FHEQ)
8	Specialist awards	Doctoral (D) - Doctorates
7	Level 7 Diploma (Professional Qualifications)	Masters (M) - Masters degree, post graduate certificates and diplomas
6	Level 6 Diploma (Professional Qualifications)	Honours (H) - Bachelors Degrees, Graduate Certificates and Diplomas
5	Level 5 BTEC HND	Intermediate (I) - Diplomas of higher education, foundation degree, higher national diplomas
4	Level 4 Certificate	Certificates (C) - Certificates of higher education.
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	

Are you interested?

To find out more or to apply please visit our website: www.dmhospice.org.uk or contact HR via **Telephone:** 01782 344300 or **Email:** applynow@dmhospice.org.uk for an application pack.

