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## Job Description

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**Post:** Team Lead- Registered Nurse  
**Grade:** Hospice Grade 5-6  
**Hours:** Full and part time considered, flexible over 7 days  
**Reports to:** Clinical Lead

### Overall aims:

- Support the leadership, development and management of the clinical services.
- Support the Head of Clinical Services in development of high-quality specialist palliative in all clinical areas.
- Ensure that research-based nursing care is provided to patients, in conjunction with multi-disciplinary team colleagues, ensuring high standards of care are maintained.
- Ensure that the principles of holistic care are maintained for patients, carers and relatives.
- Ensure training needs are identified and met to maintain a skilled work force.
- Support the implementation of Outcome Assessment and Complexity Collaborative (OACC) – outcome measures.
- Support data capture through appropriate use of IT systems.

### Key Responsibilities

#### Clinical

- Supervise and participate in the nursing care and the work of the nursing team, review progress with nursing and multi-professional team at regular intervals.
- Work in accordance with the Nursing and Midwifery Council Code of Conduct (NMC) and ensure registration is current.
- Provide clinical leadership and act as a role model in the delivery of high-quality patient care.
- Work together with all disciplines involved in the total care of patients and their families, integrating nursing care with their physical, psychological, social and spiritual needs.
- Supervise and participate in the assessment of individual needs and care of the patient, be professionally accountable whilst complying with policies, procedures and current legislation.
- Supervise and participate in the review, evaluate and update of nursing records, ensuring accurate documentation and reporting.
- Supervise and participate in the anticipation and response to patients' needs promoting independence, privacy and dignity.
- Provide support, information and advice to patients, families and professional colleagues.
- Undertake, manage/triage and document advice line calls.
- Ensure staff and volunteers are aware of and work in adherence to Care Quality Commission (CQC) outcomes.

- Supervise and participate in the safe management of medicines.
- Deputise for the Clinical Leads during their absence.
- Assist with the management of the nursing team across all shifts.
- Assist in the completion of staffing rota's ensuring safe staffing levels and appropriate skill mix.

## **Management**

- Manage and maintain a safe clinical environment.
- Participate in the recruitment process
- Participate in the completion of risk assessment and management
- Involvement in audit process to ensure high quality, safe care
- Manage allocated resources effectively. Ensure competency in the use and function of equipment and to report any hazards or accidents that may occur in the clinical area.
- Undertake appraisals and support qualified staff to complete NMC Revalidation.
- Assist in the management of volunteers working in the clinical area and develop effective working relationships providing regular feedback on their performance.
- Support and promote the management of organisational and clinical change.
- Demonstrate awareness of key Human Resources policies and apply these appropriately and consistently when managing clinical staff.

## **Communication**

- Communicate with colleagues within the team to ensure a multi-disciplinary approach to care both verbally and by providing letters and reports
- Ensure accurate record keeping and documentation of all aspects of care through the patient's stay
- Demonstrate skill in communicating difficult or sensitive information to patients, families, carers and other staff
- Liaise externally with other relevant professionals to ensure appropriate care/treatment/support is continued

## **Education**

- Deliver and participate in teaching and training for all grades/disciplines of staff, including in-service training, induction of new staff and organisation of programmes for students and visitors to the hospice
- Contribute to the professional development of the nursing and multi-disciplinary team
- Ensure own specialist knowledge is developed and maintained in relation to clinical practice and developments
- Act as a resource within the health and social care arena to all staff requiring support and advice in the provision of specialist palliative care

- Keep up to date with and critically appraise current research and evidence-based care as well as contemporary issues relating to the development of palliative care services
- Participate in the development of Protocols, Guidelines and Policies for the Hospice.

### **Clinical governance and quality**

- Work with the clinical team to ensure high standards of treatment and pathways of care are in place, which are evidence based, documented and monitored
- Manage clinical risk issues in collaboration with the clinical lead and contribute to the maintenance of risk assessments
- Ensure incident reporting is promoted and provide oversight and scrutiny of incidents as required to support the Head of Clinical Services.
- Promote the safety of patients, staff, visitors and volunteers at all times
- Respond to initial patient/family complaints and report to senior staff as appropriate
- Be actively involved in Clinical Supervision
- Contribute to clinical governance arrangements and quality agenda
- Actively contribute to quality, audit and research initiatives

### **Personal development**

- Develop the relevant knowledge and skills within specialist palliative care and be responsible for continuing own professional development
- Develop teaching skills within this speciality
- Participate in the appraisal process and undertake further training where appropriate
- Ensure revalidation requirements are met.

### **Other duties**

- Attend relevant meetings in the absence of the lead nurse
- Ensure requirements of GDPR are adhered to.
- Undertake any other appropriate tasks

### **Health and Safety**

- All employees have a duty to take reasonable care to avoid injury to themselves and others. They are to make themselves aware of the Eden Valley Hospice' Health and Safety Policy and procedures, thus ensuring a safe working environment. Line Managers are responsible to promote working safely and ensuring that their team are carrying out duties in a safe manner.

## Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

## Training

- All employees are expected to keep their mandatory training up to date. Line Managers are responsible for ensuring their team have adequate time and resources to ensure all mandated training requirements are completed. Annual appraisals are to be completed in a timely manner, in which relevant development and training requirements are identified.
- The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

## Person Specification

<b>Knowledge and qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Registered Nurse	✓	
Degree Level Qualification	✓	
<b>Experience</b>		
Minimum of 3 years' experience in palliative care	✓	
Evidence of recent professional development	✓	
Palliative care or oncology qualification		✓
Understanding of the Data Protection Act 1998 requirements and other relevant legislation		✓
Supervisor/Assessor qualification	✓	
Leadership Qualification		✓
Understanding of GDPR requirements and other relevant legislation		✓
<b>Skills and abilities</b>		
Understanding and commitment to specialist palliative care	✓	
Evidenced Clinical Experience in Palliative Care	✓	
Excellent communication skills	✓	
Management and leadership skills and knowledge	✓	
Good organisational skills and time management	✓	
Proven experience of managing change		✓
Self-motivated and motivational	✓	
Ability to manage poor performance		✓
Ability to support staff and volunteers	✓	
Reflective skills	✓	
Ability to delegate	✓	
Facilitate learning of others	✓	
Knowledge of evidence-based practice	✓	
Experience of clinical audit		✓
Complementary Therapies skills		✓
Experience of Clinical Supervision	✓	
<b>Personal qualities</b>		
Caring and can demonstrate empathy	✓	
Willingness to learn	✓	
Positive Attitude to change	✓	
Inspires trust and respect	✓	
Adaptable and flexible	✓	
Understanding of professional boundaries and confidentiality	✓	
A commitment to the vision, values and philosophy of Eden Valley Hospice	✓	