



Jersey Hospice Care
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JOB DESCRIPTION

Job Title:	Children & Young People Palliative Care Staff Nurse
Reports to:	Senior Nurse for Children & Young People
Department:	Children & Young People
Hours:	37.5 hours per week
Working Pattern:	Core hours are primarily Monday to Friday 09:00 – 17:00 between Monday to Friday as agreed with Line Manager (flexibility to allow for the provision of school holidays, after school and evening respite care)
Contract Type:	Permanent

General

Jersey Hospice Care is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In-Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

The Children & Young People Team provides outreach support to children and young people with life-limiting and life-threatening conditions, at any stage in their journey. The Children & Young People Team operates across a range of settings and alongside a range of disciplines to follow the needs of children, young people and their families.

Job Summary

The post holder will provide holistic nursing care and give support to children and young people with life-limiting and life-threatening conditions and support their families. The post requires a qualified practitioner to be able to use their skills, knowledge, and expertise in a variety of situations. The post holder will need to work using their own initiative as well as accessing and contributing to the skill base of the wider team.

The post holder will be enthusiastic, flexible with a passion for providing high quality holistic care to children, young people and their families, with life-limiting and life-threatening conditions.

The post holder will be an integral part of the team and assist in its development, supporting the Senior Nurse at all times.

Job Context

The post holder will work in collaboration with other services, across multiple settings including the community, the hospital, schools, family homes and in the dedicated rooms at Jersey Hospice Care.

Core service hours are primarily Monday to Friday, between 09:00hrs to 17:00hrs, however the post holder will be expected to be responsive to the child, young person and family needs, providing a more flexible working pattern that allows for the provision of school holidays, after school and evening respite.

Nature and Scope of Role

The accountabilities of the role will include but are not limited to supporting the Senior Nurse for Children and Young People in the following areas:

1. **Clinical Practice**
2. **Professional Practice**
3. **Governance and Risk Management**
4. **Education and Training**

The post holder is required to operate in adherence to the Culture Pathway, values, behaviors, and principles of Jersey Hospice Care, responding positively to change and challenges and the new opportunities it brings, with a solution finding focus to meets the needs of the service.

The post holder will safeguard children, young people and their families, and support colleagues and the organisation by working to ethical and professional standards at all times.

1. Clinical Practice

- To act in accordance with Jersey Hospice Care's policies, guidelines, and standards.
- To develop and maintain clinical skills and knowledge necessary to provide holistic, evidence based nursing care, completing training and competencies specific to the care of children and young people.
- To provide a high standard of nursing care to children and young people who have life-limiting and life-threatening conditions, through personalised care planning; by means of holistic needs assessments, individualised risk assessments and following prescribed therapy plans.
- To take responsibility as a named nurse for a caseload of children and young people and for updating their personalised plans of care and liaising as necessary with relevant healthcare professionals involved.
- To respect and follow the child or young person's routine of care, as outlined by parents, and to ensure this is accurately recorded and clearly communicated to key healthcare professionals involved in the child or young person's care. If it becomes necessary to amend the child or young person's care, to negotiate this in partnership with the child, young person and their family.
- To participate in the assessment, care planning and contribution of reports as necessary, for the purpose of external multidisciplinary team meetings around the child or young person and their family.
- To implement and evaluate care, ensuring that provision is adapted to meet the complex needs of children, young people and their families.
- To work flexibly alongside families, recognising their expertise and allowing them to choose the level of involvement from the care team.

- To provide emotional support and nursing care at end of life for the child, young person, their family members or those close to them working in partnership with both internal and external services.
- To liaise with other members of the hospice team and outside agencies, reporting and discussing individual cases as appropriate.
- To collaborate and liaise with a range of professionals to promote awareness of the services provided by Jersey Hospice Care.
- To plan for and supervise as required, the provision of a wide range of diversional and complementary therapeutic activities in accordance with the child or young person's and their family's wishes.
- Work alongside the multidisciplinary team to provide support to young people through their transition to adult services to ensure they are well prepared for this change in their healthcare provision.
- To maintain and accurately update all written and electronic records such as EMIS in accordance with appropriate legislation and Jersey Hospice Care organisational standards ensuring high quality patient care.
- To be able to communicate highly sensitive information, ensuring children, young people and their families or guardians are adequately supported.
- Ensure privacy, dignity and confidentiality for children, young people, and their families in line with Jersey Hospice Care policies and procedures.
- To participate fully in team working and maintain effective communications between members of the multidisciplinary team both internally and with community teams to maintain seamless coordination of care, always acting as the child or young person's advocate.
- To follow all agreed clinical procedures and statutory regulations related to medicines management.
- To follow all agreed organisational policies for manual handling, infection control, health and safety, ensuring a safe environment for children, young people, family members and staff visiting and within the service.

2. Professional Practice

- Maintains current local professional registration and with the Nursing and Midwifery Council ensuring revalidation requirements are met.
- Work within the guidelines laid down by the Nursing and Midwifery Council's Code of Professional Conduct and accept professional accountability for own clinical practice.
- To provide a supervisory role, supporting and directing the allocated workload and care delivery of non-registered members of the team.
- To have the highest regard for the principles of confidentiality and the importance of patient consent, ensuring adherence to Jersey Hospice Care data collection and patient consent policy.
- To work in accordance with all hospice policies, best practice guidelines and clinical protocols ensuring own and others practice is safe and effective.
- To participate in keeping accurate and legible records in accordance with existing practice and procedure at Jersey Hospice Care. To be aware of and comply with the legal requirements associated with keeping such records.
- To proactively participate in Children and Young People Team meetings including safety huddles, action planning and SMART objectives setting.
- To deal with any initial complaints and conflict as required, in a polite, calm manner and report to line manager and to report and document in accordance with Jersey Hospice Care policies and procedures.

- To assist with the smooth running of the clinical environment by carrying out other duties such as stock ordering, unpacking stores, tidying, and monitoring and cleaning of equipment.
- To take day to day responsibility for the planning and management of own allocated workload, prioritising effectively according to child, young person, and their family's needs.
- To manage own time and workload effectively to meet the objectives, skills and competencies required for the role within their contractual hours.
- To be responsible for maintaining and updating own professional practice by actively participating in reflective practice, action learning, mandatory training, appraisal management and practice supervision.
- To be a full and a willing participant in opportunities for learning.
- To act as a mentor to new staff and students and participate in the education and development of colleagues.

3. Governance and Risk Management

- To be accountable for reporting any risk, hazards or accidents that may occur in the service area and ensure compliance with the terms of Jersey Hospice Care's Health and Safety policy.
- To ensure as named nurse, that children and young people have personalised risk assessments completed and updated accordingly, to address additional needs and / or complex health needs that require risk assessing, and detailing additional support put in place for each environment where care is provided.
- To identify potential clinical risk and actively participate in risk assessments within the working environment. Use valid risk assessment tools ensuring that the Senior Nurse is informed of actions taken and risk assessment is in line with the Nursing and Midwifery Council's Code and organisational policies.
- Undertake planned audit activity within timeframes stipulated by the Senior Nurse to maintain and improve quality of care.
- To actively participate in the collation of Key Performance Indicators and Jersey Care Commission reports on a monthly basis or as required by the Senior Nurse.
- To promote a culture of openness, and incident reporting by actively participating in Situation Background Assessment and Recommendations (SBAR) and Root Cause Analysis to ensure learning from practice.
- To be aware of professional responsibilities and maintain own awareness of, and comply with, policies and procedures relating to Health and Safety.
- To support the implementation and review of policies and guidelines relevant to Paediatric Palliative Care in line with clinical governance and quality assurance.
- To participate in clinical supervision in line with Jersey Hospice Care policy.

4. Education and Training

- To undertake professional development and develop specialist Paediatric Palliative Care knowledge, competence and skills in symptom control management and communication skills.
- To undertake mandatory training in line with Jersey Hospice Care requirements and mandatory training relevant to their role.
- To identify own learning needs and keep up to date with new nursing skills and to be prepared to participate in initiating changes as and when appropriate.
- To undertake the necessary steps to reach goals and targets through personal SMART objectives setting.

- To be an exemplary role model to all peer colleagues, new staff, volunteers and visitors to the service.
- To provide verbal and/or written reports as required and disseminate to colleagues and other team members to share any learning, knowledge gained from attendance at study/training days.
- To attend any regular clinical learning/education programmes as required.
- To proactively demonstrate an evidence-based approach to nursing practice and specialist Paediatric Palliative Care.

NB: This job description should not be regarded as an exhaustive list of the duties required and is not definitive or restrictive in any way which may vary from time to time in response to changing service needs. The job description does not form part of the contract of employment.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Jersey Hospice Care are expected to comply with the general duties detailed below:

Infection Prevention and Control - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

Safeguarding - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children, and young people. All employees are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-clinical employees and all clinical employees will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

Information Governance - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All employees have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

Governance - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health & Safety - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, employees, self, or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all employees must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Volunteers – All employees have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

OTHER INFORMATION

Data Protection - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

Equal opportunities statement - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforces. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion, or age. We oppose all forms of unlawful and unfair discrimination.

Jersey Hospice Care operates a strict no smoking policy.

NB: Although this is a comprehensive job description, you may be required to undertake other duties assigned by Jersey Hospice Care in response to organisational or service demands.

PERSON SPECIFICATION		
CYP Palliative Care Staff Nurse		
	Essential Criteria for selection	Desirable Criteria for selection
Qualifications and Training	<ul style="list-style-type: none"> 1st level Registered Nurse (Child) (Degree or diploma) with current registration on part 1 of the NMC register Current local professional registration Commitment to undertake specific competency based Continuous Professional Development in the pediatric palliative care field 	<ul style="list-style-type: none"> Post graduate palliative care award, module, or qualification Teaching or mentorship qualification
Knowledge and Experience	<ul style="list-style-type: none"> Post registration experience working with children and young people who have complex nursing needs required Experience of assessing, planning, organising, implementing, and evaluating nursing care Experience of documenting observations, results, decisions, and actions and communicating these accurately to members of a multidisciplinary team Demonstrates knowledge and application of palliative care principles Demonstrates knowledge and application of loss and bereavement in children, young people and families Ability to communicate difficult and 	<ul style="list-style-type: none"> Has participated in and has an understanding of audit Committed to supporting change Experience of undertaking specific nursing procedures involving invasive clinical skills, ventilation, or enteral nutrition care

	<p>sensitive information to families and professionals</p> <ul style="list-style-type: none"> • Ability to communicate effectively with children and young people living with a life-limiting or life-threatening condition • Ability to present written information in a logical manner • Working knowledge of child protection and vulnerable adult policies and procedures • Demonstrates an understanding of health and safety, standard infection control precautions and information governance principles and policies 	
Technical abilities	<ul style="list-style-type: none"> • Evidence of moving and handling of children and young people and handling of safety equipment • Basic IT skills (word, excel, PowerPoint) including use of electronic record systems e.g., Trak Care, EMIS • Excellent time management skills • Interpersonal skills to motivate others 	<ul style="list-style-type: none"> • Car driver/owner with a valid driving license
Personal attributes	<ul style="list-style-type: none"> • Emotionally resilient • Reliable and able to work full range of shift patterns and flexibly as required • Compassionate yet confident in approach • Ability to develop effective interpersonal relationships with colleagues • Act as a role model, presenting a positive image of the profession and organisation • Flexible, adaptable, and approachable • Able to work under pressure • Ability to work autonomously or as part of a team. Demonstrates commitment to anti-discriminatory and equitable practice 	

JERSEY HOSPICE CARE BACKGROUND

Specialist Palliative Care Team – The Specialist Palliative Care Team works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

King Centre - The King Centre provides wellbeing services based on a rehabilitative approach that support patients affected by life-limiting illnesses to enable them to live life as fully as possible, alongside their illness. The King Centre Team offers a comprehensive range of day services, including day hospice, physiotherapy, and complementary therapies. These services are provided by skilled practitioners through individual and group activities and are based upon the personal priorities, goals and needs of each patient.

In Patient Unit – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

Children & Young People Services - The Children & Young People Services are designed to support children and families with the challenges that having a life-threatening condition can bring. The CYP multidisciplinary team ensures each child and young person will have bespoke care, tailored to their individual medical, emotional, cultural, religious, and spiritual needs. However long or short a child's life may be, Jersey Hospice Care's is there to support every member of the family, every step of the way.

Bereavement & Emotional Support Service – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone of all ages in the community who has suffered a loss, regardless of the nature of the bereavement. Both life-limiting illness and grief following a loss can have a huge emotional impact. The service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

Education, Learning and Development Team - The Education, Learning and Development Team co-ordinate a broad range of academic and competency-based education programmes to support our employees irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey's health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

Retail - There are two Jersey Hospice Care shops; a town shop in St Helier and a country shop in St Ouen, both operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

Income Generation team - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat Festival, 5000 Club and Christmas Tree collections.

Volunteers - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

Support Services - The Support Services' employees are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.

Privacy Notice – Employees of Jersey Hospice Care

Who we are?

We are Jersey Hospice Care (Jersey Charity Number 30), a charity that provides specialist palliative care for everyone who requires it, irrespective of cause.

We are also a Data Controller, as specified in the Data Protection (Jersey) Law 2018, in relation to any personal data you provide to us. We take the privacy and security of your personal data very seriously. This privacy policy sets out how we do that.

Why we collect your personal data?

We collect personal data for various reasons. These reasons will differ based on the types of personal data we collect and also how we use it.

Reasons will include:

- We collect and hold contact information, such as your name, address, and telephone number so that relevant correspondence can be sent to you or so you can be contacted in case of an emergency.
- We will ask for details, including name and telephone number, of people you would like to be contacted in case of an emergency.
- We collect and hold bank account details such as your bank account number and sort code so that your salary can be paid to you.
- We will collect information on tax contributions you have paid whilst employed by us so that the relevant tax authorities can be informed.
- We will collect information on Social Security contributions you have paid whilst employed by us so that the relevant authorities can be informed.
- We will hold information on file relating to your performance and attendance.
- We will hold copies of sick notes that you provide to us.
- We will hold copies of any references that were provided as part of your recruitment.
- Closed Circuit Television (CCTV) is in operation within certain areas of Jersey Hospice Care premises and your image may therefore be captured. This is for your security and the security of other visitors or service users.

When do we collect your personal data?

- During the recruitment process such as when you complete a job application.
- At times throughout your employment such as when you change your address, the bank account you would like your salary paid into or if other relevant personal data changes and you inform us.
- When you fill in any forms. For example, if you are involved in an accident on our premises and we need to fill in an accident form on your behalf.
- You may also wish to take advantage of the private medical insurance or pension which Jersey Hospice Care offers as part of its employment package. This will involve the provision of personal data some of which, in the case of medical insurance, will be sensitive information as it relates to health.

What personal data do we collect?

Personal data is any information that might allow you to be identified, such as your name, address, date of birth, credit card details, I.P. address, photo or video image or voice recording. Some information you provide may also be classified as sensitive such as personal data relating to your health and wellbeing.

Types of personal data we collect will include:

- Name.
- Address and other identifying information.
- Telephone numbers and email addresses.
- Bank account details such as bank account number and sort code.
- Tax contributions.
- Social Security contributions.
- Your image, such as those captured by Closed Circuit TV (CCTV) or if you consent to us using your image in promotional material.
- Medical information contained within any sick notes you have provided to us.
- Notes from appraisals and performance reviews.

What do we use your personal data for?

As with why we collect personal data and what personal data we collect, there are many uses of personal data that we collect. These include:

- To comply with any legal obligation to which Jersey Hospice Care is subject to such as the passing of personal data to relevant Tax authorities.
- To ensure that we are meeting any contractual obligations Jersey Hospice Care has, such as the collection and processing of bank account details so that we can pay employees.
- To contact next of kin in case of an emergency.
- To develop our employees through training and education.
- To manage employee's performance through formal appraisals.

How do we protect your personal data?

We take the matter of data security very seriously. We will treat your personal data with the utmost care and will take all steps to protect it. These include:

- Training and education of employees on aspects of Data Protection
- Access to systems which contain personal data is limited to only allowing employees that need access.
- A wide range of technical security measures including firewalls to safeguard from cyberattack.

How long do we keep your personal data for?

We will only keep personal data for as long as is necessary for the purpose for which it was collected. This is known as the retention period. The retention schedule containing all retention periods is available on SharePoint.

At the end of the retention period your personal data will be deleted.

Who has access to your personal data?

Any Jersey Hospice Care employee's member or representatives, permanent or temporary, who come into contact with your information, must be aware of and adhere to the requirements of the Data Protection (Jersey) Law 2018. We will not sell or rent your personal data to third parties. Access to personal data is restricted to only members of employees who need access to that information.

Lawful basis for collecting personal data

In the circumstances where Jersey Hospice Care is required to use personal data, we will only do this if;

- We have gained consent from you to use your information for a specific purpose or purposes such as direct marketing of our products and services or fundraising events.
- To comply with a legal obligation to which Jersey Hospice Care is subject to.
- It is necessary to the performance of a contract you have entered into with us.
- It is necessary for the legitimate interests of Jersey Hospice Care to process your personal data, but our legitimate interests do not outweigh your rights.

Sharing your personal data

The sharing of personal data is strictly controlled by law. There are circumstances where the sharing of information is valid.

Jersey Hospice Care protects itself financially through the application of certain types of insurance such as income protection insurance. In order to do this some personal data, such as name and salary, is shared with our insurers. This is in order to provide the relevant level of protection and also for the relevant pay out to be made in the event of an insurance claim. Not all insurance policies taken out by Jersey Hospice Care will involve the passing of personal data to a third party.

Personal data can also be shared to a third party if:

- Where we have been instructed to do so by law
- Where we believe the reasons for sharing are so important, they override our obligation of confidentiality. Such as to support the investigation and prosecution of offenders or to prevent serious crime.
- Where we are legally required to do so.

What are your rights in relation to your personal data?

Under the Data Protection (Jersey) Law 2018 you have certain legal rights in relation to how your personal data is processed. These are:

- **Right of Access** (We have to tell you if we have your personal data, what it is used for and let you have access if you request it, which is known as a Subject Access Request).
- **Right to Rectify** (We have to correct your personal data if you request us to).
- **Right of Erasure** (If we do not have a lawful basis for holding your information, for instance we are relying on your consent and you withdraw that consent, then we have to delete your personal data).
- **Right to Restriction** (If you want us to stop processing your personal data but do not want it deleting).
- **Right of Portability** (If you request us to give you your personal data in a common, machine readable format).
- **Right to Object** (You can object to your personal data being used for direct marketing, including profiling for direct marketing, or being processed for scientific / historical research or statistics).

Under the new Data Protection law, you have the Right of Access to the personal data that we have collected and processed about you. This right includes both the right to know if we have collected personal data on you and also the right to see what personal data we have collected.

In most cases, it is likely that we would be able to deal with any requests to see personal data we hold on you in an informal way. For example, if you want to see a single, specific document, this would be fulfilled at the time the request is made.

If a request is made to see lots of different documents or, for example, the information also contains the personal data of another individual, this is likely to be more complex and therefore requires a more formal request. This is known as a **Subject Access Request**.

If you wish to make a **Subject Access Request**, this should be done in writing, either by post or email and can be sent to either of the following addresses: **Governance Team, Jersey Hospice Care, Mont Cochon, St Helier, Jersey JE2 3JB** or email:

dataprotectionofficer@jerseyhospicecare.com

You can also contact us about anything else relating to your personal data.

Your right to lodge a complaint with a supervisory authority

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Office of Information Commissioner.

You can contact them by calling **+44 (0)1534 716530** or go online to:

<https://oicjersey.org/online-enquiry/#/complain/form>