



Jersey Hospice Care
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JOB DESCRIPTION

Job Title:	Clinical Nurse Specialist
Reports to:	Senior Nurse
Department:	Specialist Palliative Care Team
Hours:	37.5 hours per week
Working Pattern:	37.5 hours per week over a 7-day service on a Rota basis
Contract Type:	Permanent

General

Jersey Hospice Care (JHC) 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.

Job Summary

The post holder will work within the policy framework of the hospice in its provision of specialist palliative care by contributing to the team in ensuring that the clinical aims and objectives of the JHC are met.

The post-holder will provide specialist knowledge and skills to ensure the delivery of specialist palliative care across the Island. They will be self-motivated and able to work independently as they will be responsible for managing their own case load, prioritising work and flexibly responding to changing situations.

The post holder will foster good working relationships and communicate with members of the multi-disciplinary team, other healthcare professionals and service users to ensure the delivery of high standards of effective specialist palliative care. They will demonstrate a professional and pro-active approach, providing expert clinical practice and advice which will also include involvement in clinical audit, education and research programmes within JHC.

JHC delivers a service Island wide and there may be occasions where the post holder is re required to work across all health care boundaries.

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

Job Context

The Specialist Palliative Care Team (SPCT) is an island wide team covering hospice, community and hospital. The team works collaboratively with all health care 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 homes or in hospital.

The post holder will be based at Clarkson House, Mont Cochon. Core working hours are 9.00am to 5.00pm, although flexibility will be required. The post-holder will also participate in the weekend on call specialist palliative care rota. The team 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.

Nature and Scope of Role

The accountabilities of the role will include but are not limited to the following areas:

1. **Clinical Practice**
2. **Professional Leadership and Management**
3. **Clinical Audit and Service Development**
4. **Education and Training**

In addition, the post holder is required to operate in adherence to Jersey Hospices Care Culture Pathway, Vision, Mission, Values and Behaviours.

1. Clinical Practice

- Demonstrate advanced clinical judgement in the assessment, planning, implementation and evaluation of the total care of the patient with complex palliative needs, and their family, ensuring care is individualised, evidence based and is of the highest standard and quality.
- Work closely with all members of the Multi Disciplinary Team (MDT) including members of the medical support model which comprises of General Practitioners, Associate Specialist, Consultant.
- In conjunction with the Specialist Palliative Care Pharmacist, ensure Island wide medicine policies are adhered to.
- Monitor and evaluate nursing documentation continuously and implement any required actions to ensure high quality professional record keeping in accordance with JHC and NMC requirements.
- Monitor the effectiveness of clinical care provided to patients and their families by undertaking quality checks, ensuring that working practices are followed at all times and that related services are delivered appropriately.
- Manage clinical issues, assessing and advising patients and relatives in crisis situations where significant barriers to acceptance of help will need to be handled, using the highest level of interpersonal and communication skills.
- Ensure that the principles of infection prevention and control are embedded within standard processes by ensuring adherence to JHC infection control policy and challenging poor practice.

- Ensure that clinical care policies and procedures reflect best practice, professional codes of conduct and care standards, with particular emphasis on upholding the standards set out by the Jersey Care Commission (JCC).
- Give support and advice to patient's families and other Health Care Professionals contacting the Hospice.
- Keep up to date with new nursing skills and be prepared to initiate changes as and when appropriate in consultation with the Senior Nurse.
- Act in a way that upholds patient and staff confidentiality at all times.
- Act sensitively and be the patients advocate to ensure that the patient's perspective is heard within the wider multidisciplinary, community and health and social care teams to inform decision making.
- To actively promote and embed the Gold Standards Framework programme within the community and hospital setting.
- Promote identification of specific goals in relation to supportive, rehabilitative and specialist palliative care needs that may require input from the wider MDT and Family Nursing and Home Care & Social Work Teams.
- Utilise staff support systems, e.g., clinical supervision, reflective practice, ensuring they are accessed within normal working practice and hours.
- To utilise the electronic patient administration system (EMIS) and make full use of the information and technology resources available, becoming skilled in the system to ensure high quality patient care is evidenced and documented in a timely manner.
- To ensure accurate and contemporaneous records, inputting patient data as required by JHC and respecting confidentiality of all personal data stored in line with the requirements of the Data Protection Act.

2. Professional Leadership and Management

- Maintains current registration with the NMC ensuring revalidation requirements are submitted in a timely manner.
- Work within the guidelines laid down by the NMC's Code of Professional Conduct, embedding the Code of Conduct in everyday practice.
- Accepts professional accountability for own clinical practice.
- Demonstrates and embeds the professional values and beliefs as agreed by JHC.
- Actively participate in regular team meetings to ensure awareness and understanding of operational and organisational information and takes a proactive role in making suggestions or decisions around aspect of improvement to the patient's experience.
- Manage own time and work effectively to meet the objectives, skills and competencies required for the role within working hours.
- Actively participate in the hospice's individual performance review process to identify own learning needs and take necessary steps in order to reach personal and professional objectives.
- Participate in the wellbeing, resilience and one team training programme provided by JHC and ensure the principles are embedded within the professional environment.
- Actively establish and develop relationships with internal and external agencies and organisations as part of a wider system of promoting the hospice with key stakeholders.
- Attend the MDT meetings to provide expert opinion on patient and clinical care issues.
- Participate proactively in meetings within the hospice as required i.e., Clinical Effectiveness, staff committee, community engagement, joint meetings between JHC and external organisations.
- Promote a culture of positive attitudes and wellbeing, ensuring the post holder always acts professionally.

3. Clinical Audit and Service Development

- Undertake research, audit and quality initiatives, encouraging participation and awareness throughout the team.
- Identify potential risks and actively participate in carrying out risk assessments within the working environment. Use valid risk assessment tools ensuring that the SPCT risk register is populated as appropriate, and any concerns are escalated to the Senior Nurse in line with the NMC's Code and organisational policies.
- Maintain own awareness of, and comply with, policies and procedures relating to Health and Safety, whether statutory or JHC.
- Ensure the post holder is trained, competent and validated to use equipment safely and accurate records are maintained.
- Ensure all equipment used is in accordance with instructions and departmental procedures, reporting faults as necessary.
- Ensure incident reporting is expedited promptly and appropriate action plans completed.
- Demonstrate critical analysis skills to evaluate relevant research findings in order to develop current and future practice.
- Identifies when audits and evaluation of work is required to develop and improve palliative/ end of life care for patients and their carers.
- To contribute to JHC's Governance framework and ensure active participation in relevant meetings.
- To be aware of professional responsibilities and comply with all appropriate policies, standards and guidelines.
- Act as an ambassador for JHC, representing JHC at external meetings and events as required.

4. Education and Training

- Participate in orientation and induction programmes for new staff, teach students and take on mentorship of new staff.
- Take responsibility for life-long learning, promoting a culture of continuous improvement with regard to clinical practice.
- To be an exemplary role model to all peer colleagues, new staff, volunteers and visitors to the service.
- Provide a verbal or written report and disseminate to colleagues and other team members any learning, knowledge gained from attending study/ training days.
- Undertake professional development and maintain own levels of specialist palliative care knowledge, competence and skill level in complex symptom control management, teaching and communication skills.
- Keep up to date with new nursing skills and be prepared to participate in initiating changes as and when appropriate.
- As part of the SPCT, work collaboratively with the Education Team to share clinical knowledge and expertise with staff in all care settings and participate in the delivery of formal education programmes to meet the needs of health care staff and other agencies island wide.
- Work alongside clinical teams within the community and hospital to provide education and support with addressing end of life care issues, including acting as an expert resource

for staff using syringe pumps, anticipatory prescribing, providing direction and guidance on using the devices and EOLC medications.

- Teach patients and relatives and carers about their condition, treatment, health promotion and self-help options.
- Undertake mandatory training in line with JHC requirements.

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 persons. 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 workforce. 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 Clinical Nurse Specialist		
	Essential Criteria for selection	Desirable Criteria for selection
Qualifications and Training	<ul style="list-style-type: none"> • 1st level Registered Nurse with current NMC registration • 1st Degree in a Health and/or Social Care related subject • Palliative Care award/qualification at degree level 6 • Evidence of working towards a postgraduate (level 7) Palliative Care qualification /award or equivalent • Demonstrates commitment to successful completion of a non-medical prescribing qualification • Completion of Advanced Communication skills training 	<ul style="list-style-type: none"> • Masters in Palliative Care award/modules • Non-medical prescribing qualification • Teaching and Assessing qualification or equivalent • Formal training and/or experience in mentorship • Previous experience working in a community setting
Knowledge and Experience	<ul style="list-style-type: none"> • Significant post qualification experience of working within a palliative care setting • Expert knowledge of palliative care symptom management, and palliative care/end of life care emergencies • Experience of informal teaching • Knowledge and participation of audit and benchmarking • Knowledge of professional and political issues in health care • Clear understanding of clinical governance 	<ul style="list-style-type: none"> • Awareness and understanding of commissioned Health Care Standards • Previous experience and/or knowledge of working within the charitable sector • Previous experience of teaching within a formal setting • Previous experience of leading and implementation of change following clinical audit
Technical abilities	<ul style="list-style-type: none"> • Good IT skills e.g., in Word processing Excel, Outlook and Power Point • Car driver/owner with current and clean licence • Experience of using cloud based electronic patient records e.g., EMIS 	<ul style="list-style-type: none"> • Previous experience of working with electronic rostering systems
Personal attributes	<ul style="list-style-type: none"> • Dynamic, confident and assertive • Ability to present a positive and professional image • Flexible and adaptable in approach to own role and working pattern • Motivational and enthusiastic team player • Innovative approach and ability to inspire 	

	<ul style="list-style-type: none"> • Reliable and dependable prepared to work outside normal hours as required by the role and service needs • Proven committed to lifelong learning and continuous professional development • Ability to communicate effectively with patients living with a life limiting condition • Ability to communicate difficult and sensitive information • Ability to develop effective interpersonal relationships with colleagues • Ability to present written information in a logical manner • Ability to work independently and flexibly under pressure • Effective negotiation and problem-solving skills 	
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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 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. Our 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 employees 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>