

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION | |
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| Job Title: | Bank Staff Nurse |
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| Responsible to: | Head of Care & Quality |
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| Department(s): | In Patient Unit |
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| No of Job Holders: | 12 |
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| Last Update: | March 2019 |
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| 1. JOB PURPOSE | |
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| * To assist in the management of patient care in partnership with the department structure. * Provide clinical leadership to nursing, support staff and volunteers. * Act as a role model to all team members in the delivery of a high standard of care in a specialist palliative care unit. | |
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| 1. DIMENSIONS | |
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| * Clinically and professionally expected to work as a member of the multidisciplinary team. * Organise own time and that of other team members. * Assesses, plans, implements and evaluates patient care. * Emergency clinical decision making regarding patient care and referral to appropriate clinician. | |
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| 1. ROLE OF ORGANISATION | |
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| **Our Vision**  St Vincent’s hospice is a charitable organisation at the heart of the community, offering specialist care and services to all those affected by life limiting illness.  Care for all is at the heart of everything we do.  We will achieve this by being passionate about:  Delivering high quality palliative care and support; Working with patients, families and those closet to them to ensure that care is right for everyone, every time; Having appropriately skilled teams who are able to work in home, hospice and other settings; Ensuring we have the necessary funds to maintain and develop services; Using our influence and expertise to shape the development of palliative care locally and nationally.  **Our Values**  Caring Respect  Compassion Dignity  Commitment Sensitivity  **In putting people at the heart of everything we do, we will work together to:**   * Support every person as a unique and valued individual * Respect the dignity of everyone * Listen to and respect the wishes of people   **In striving for excellence in every aspect of our services, we will:**   * Provide a safe, comfortable, caring environment * Develop and provide high quality services that are underpinned by audit and research * Demonstrate clinical, financial and organisational excellence * Work to achieve financial sustainability * Deliver effective leadership and management throughout the organisation * Ensure we have the right number of people with the right skills in the right place at the right time   **In building relationships, we will:**   * Listen to, respect and value the contribution of everyone * Work together to improve all of our services * Extend our collaboration with external partners | |
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| 1. ROLE OF DEPARTMENT | |
| * The Inpatient Unit provides specialist palliative care to patients with life limiting illnesses, including symptom management, psychological support and end of life care. * The unit also provides support to families and carers. * Inpatient Unit Staff liaise closely with the multidisciplinary team within the hospice and with other hospices, hospitals or community staff when appropriate. * The Inpatient Unit is a resource for staff, students or other professionals, from Primary Care Teams, Hospitals and others seeking specialist palliative care advice, information or training. | |

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| 1. MAIN TASKS, DUTIES AND RESPONSIBILITIES | |
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| * Assesses, plans, implements and evaluates evidence-based programmes of care with reference to patients, without direct supervision. * Co-ordinates the provision of seamless care for patients from admission to discharge by utilising efficient verbal and written communication practices with all members of the multi-disciplinary team/primary/tertiary care and carers * Requires acting as a Team Leader for allocated patients on a regular basis taking responsibility for patients within the clinical specialty. * In conjunction with the senior nurse ensures that nursing resources are utilised efficiently by assisting in organising cover for short notice sickness absence and manpower to comply with Hospice policy and procedure. * Ensures effective management of department resources. * Mentors student nurses during their hospice placement. * Participates in Hospice audit and assists in the development of evidenced based practice. * Participates in performance appraisal. * Ensures the safe custody of patient’s personal belongings in accordance with Hospice policy. * Ensures that all written documentation within the department is clear, concise and timely and complies with NMC Standards for Records and Record Keeping. * Is aware of, observes and adheres to Hospice, organisational and national policies. * Participates in the identification of risk and risk management strategies, incorporating these, through nurse management, to the risk register and ensures that risks to patients are identified through the use of the clinical incident reporting system. * Reports all accidents/incidents/complaints involving patients, carers and staff to the Director of Care and commence enquiries or documentation as necessary. * Keeps abreast of changes in Health & Safety legislation and policies with particular regard to COSHH, Fire, RIDDOR, Infection Control, Manual Handling and CPR. * Liaises with support services to ensure satisfactory standards of service are maintained. * Establishes effective liaison with members of the primary care team and other professionals involved in the care of the patient and family. * Is aware of the services available to assist the patient and family. * To continually update knowledge and skills in specialist palliative care * Maintains a professional portfolio in line with the NMC guidelines. * Develops multi-professional working; develop and strengthen links with health and social services in primary and tertiary care. * Maintains patient confidentiality at all times. | |
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| 1. (a) EQUIPMENT AND MACHINERY | |
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| * Mary hoist and aid for moving/manual handling of patients * Arjo bath * Slide sheets to position bed bound patients who are unable to manoeuvre themselves * Zimmer frames and wheelchairs to aid patient mobility * Pressure relieving mattresses * Electrically operated beds * Electrically controlled recliner chairs * Commodes and trolleys * Movement of oxygen concentrators and enteral feeding systems. | |
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| **8. (b) SYSTEMS** | |
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| * Patient care plans, patient records (electronic and paper) * Computer system * Referral system * Nurse source request system * Audit * E-mail, telephone, fax, written, verbal | |
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| 1. ASSIGNMENT AND REVIEW OF WORK | |
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| * Assignment of work will be by the Senior Charge Nurse/Charge Nurse * Formal yearly appraisal to aid professional development | |
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| 1. DECISIONS AND JUDGEMENTS | |
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| * Follow policy pertaining to own role * Use local guidelines and procedures to deliver patient care * Acknowledge changes in the patient’s condition/circumstances and report these to nurse in charge | |
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| 1. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
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| * Managing expectations of patients, relatives and carers * Clinical prioritising * Emotional aspects of remit * Maintaining high standards when there is increased demand in workplace * Unpredictable workload | |
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| 1. COMMUNICATIONS AND RELATIONSHIPS | |
| * Update patients and carers on patient condition and progress, planning care and outcomes, active participation of patient/carer in care planning. * Communicate with colleagues/MDT/Medical Staff/Primary Care Staff on care planning/discharge planning/meetings. * Arrange patient transport and transfer with the hospice transport team. * Work with hospice volunteers. | |
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| 1. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB | |
| **Physical**   * Manual handling skills in the frequent use of hoists, specialist baths, wheelchairs and slide sheets to assist patients whose mobility is compromised * Standing or walking for the majority of the shift * Bending/kneeling in a confined space   **Mental**   * Dealing with situations involving patients whose behaviour is unpredictable. * Concentration required while carrying out personal care for patients   **Emotional**   * Communication with bereaved families and carers * Caring for patients who are terminally ill * Caring for patients who have received bad news * Communicating with distressed/anxious relatives on a frequent basis   **Environmental**   * Frequent exposure to body fluids, i.e. faeces, urine, vomit * Emptying catheter bags, urinals, bedpans or sick bowls frequently on each shift | |
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| 1. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
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| * NMC Registration * Preferred experience in Palliative Care * Degree in Nursing (and must be willing to work towards Palliative Care Certificate). * Good organisational skills * Able to work without supervision * Evidence of continued professional development (including LearnPro) * Effective decision making and problem solving skills * Evidence of team working skills and ability to use own initiative. * Ability to demonstrate effective communication skills and practices. | |
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| 1. JOB DESCRIPTION AGREEMENT | |
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| This job description is a general outline of the above post and it is not exhaustive. This job description is subject to periodic review with the post holder. Duties may change in line with the service changes and of the post holder’s own personal development. | |
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| I agree that this is an accurate reflection of the duties involved in my current role in St. Vincent’s hospice. |  |
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| Bank Staff Signature | Date: |
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| Head of Department Signature | Date: |
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Bank Healthcare Assistant contd. overleaf….



**St Vincent’s Hospice**

**JOB DESCRIPTION**

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| **1. JOB IDENTIFICATION** |
| Job Title: Bank Healthcare Assistant  Responsible to: Head of Care & Quality  Department: IPU  Last Update: August 2018  Contract: Bank Hours |
| **2. JOB PURPOSE** |
| * To work as part of the multidisciplinary team providing a high standard of palliative care to patients and offering support to their families and carers. * Carry out assigned duties to maintain hygiene, order and safety with the Hospice |
| **3. DIMENSIONS** |
| * To work in partnership with patients in the Hospice under the instruction of the Registered Nurses * To assist patients in meeting their individual needs * To work in collaboration with the Hospice multidisciplinary team |
| 4. ROLE OF THE ORGANISATION |
| **Our Vision**  St Vincent’s hospice is a charitable organisation at the heart of the community, offering specialist care and services to all those affected by life limiting illness.  Care for all is at the heart of everything we do.  We will achieve this by being passionate about:  Delivering high quality palliative care and support; Working with patients, families and those closest to them to ensure that care is right for everyone, every time; Having appropriately skilled teams who are able to work in home, hospice and other settings; Ensuring we have the necessary funds to maintain and develop services; Using our influence and expertise to shape the development of palliative care locally and nationally.  **Our Values**  Caring Respect  Compassion Dignity  Commitment Sensitivity  **In putting people at the heart of everything we do, we will work together to:**  • Support every person as a unique and valued individual  • Respect the dignity of everyone  • Listen to and respect the wishes of people  **In striving for excellence in every aspect of our services, we will:**  • Provide a safe, comfortable, caring environment  • Develop and provide high quality services that are underpinned by audit and  research  • Demonstrate clinical, financial and organisational excellence  • Work to achieve financial sustainability  • Deliver effective leadership and management throughout the organisation   * Ensure we have the right number of people with the right skills in the right place at the right time   **In building relationships, we will:**  • Listen to, respect and value the contribution of everyone  • Work together to improve all of our services  • Extend our collaboration with external partners |

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| **5. ROLE of DEPARTMENT** |
| * The Inpatient Unit provides specialist palliative care to patients with life limiting illnesses, including symptom management, psychological support and end of life care. * The unit also provides support to families and carers. * Inpatient Unit Staff liaise closely with the multidisciplinary team within the hospice and also with other hospices, hospitals or community staff when appropriate. * The Inpatient Unit is a resource for staff, students or other professionals, from Primary Care Teams, Hospitals and others seeking specialist palliative care advice, information or training. |
| **6. KEY RESULT AREAS** |
| * Carry out assigned tasks in delivering and supporting patient care under the direction of a registered nurse ensuring a high standard of care * Provide assistance for patients with bathing, dressing and toileting * Assist qualified nursing staff in any nursing procedures as requested * Provide assistance for patients with mobilisation/moving and handling when appropriate * Co-operate with and maintain good relationships with other disciplines who are attending/treating the patient to improve their care * Maintain good relationships with patients, their families and carers * Maintain an empathic approach to patients, their families and carers * Refer patients, families or carers to a trained nurse if they have any questions regarding their condition or any suggestions/complaints they may wish to raise * Report any changes in patient’s physical or psychological condition to a trained nurse * Participate in maintaining accurate and up to date records of patient’s condition to ensure good communication * Participate in regular meetings to encourage the implementation of new ideas * Work within organisational policies and guidelines to ensure maintenance of safe working practices for patients and colleagues including fire regulations, reporting faults and hazards * Adhere to unit procedures for the use of supplies and equipment in order to promote effective and efficient use of resources * Carry out housekeeping duties (tidying, cleaning etc.,) as appropriate to support the smooth running of the unit * Participate in personal development plan to maintain skills and be able to understand and respond to the dynamics of providing palliative care * Maintain patient confidentiality at all times * Adhere to Health and Safety at Work Act, carrying out Risk Assessment relevant to the department * Contribute to and support the Hospice’s Clinical Governance framework * Escort patients to hospital appointments as directed by senior staff. * Be involved in Bank Healthcare Assistant orientation programme through demonstrating own duties to new staff members * Offer support to families and carers at times of bereavement * Maintain good hand hygiene and infection control. |
| **7a. EQUIPMENT and MACHINERY** |
| * Mary hoist and aid for moving/manual handling of patients * Arjo bath * Slide sheets to position bed bound patients who are unable to manoeuvre themselves * Zimmer frames and wheelchairs to aid patient mobility * Pressure relieving mattresses * Electrically operated beds * Electrically controlled recliner chairs * Commodes and trolleys * Movement of oxygen concentrators and enteral feeding systems. |
| **7b. SYSTEMS** |
| * Report and document care in line with Hospice policies, maintaining confidentiality * Be aware of policies and guidelines pertaining to the unit * Record cleaning rotas |
| **8. ASSIGNMENT AND REVIEW OF WORK** |
| * Assignment of work will be by the staff nurse/charge nurse/senior charge nurse * Formal yearly appraisal by staff nurse/charge nurse/senior charge nurse to aid professional development |

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| **9. DECISIONS AND JUDGEMENTS** | |
| * Follow policy pertaining to own role * Use local guidelines and procedures to deliver patient care * Plan order of work as allocated by trained staff * Acknowledge changes in the patient’s condition/circumstances and report these to nurse in charge | |
| **10. MOST CHALLENGING / DIFFICULT PARTS OF THE JOB** | |
| * Working on a daily basis with patients who are dying * Frequently dealing with bereaved relatives and carers who are distressed and require emotional support * Physical demands of working with highly dependent patients * Ensuring patients safety at all times | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| * Communicates with patients, families and carers * Communicates with trained staff regarding patient’s condition and any changes they perceive which may include physical, psychological, social or spiritual issues * Communicates with the multi professional team to support the patient and carers | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| |  |  | | --- | --- | | Physical Skills | Manual handling skills in the frequent use of hoists, specialist baths, wheelchairs and slide sheets to assist patients whose mobility is compromised  Standing or walking for the majority of the shift  Bending/kneeling in a confined space | | Mental | Dealing with situations involving patients whose behaviour is unpredictable.  Concentration required while carrying out personal care for patients | | Emotional | Communication with bereaved families and carers  Caring for patients who are terminally ill  Caring for patients who have received bad news  Communicating with distressed/anxious relatives on a frequent basis | | Working Conditions | Frequent exposure to body fluids, i.e. faeces, urine, vomit  Emptying catheter bags, urinals, bedpans or sick bowls frequently on each shift | | |
| **13. KNOWLEDGE TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| * Good general education * Ability to work with people * Ability to work as part of the multidisciplinary team * Experience of assisting with personal care, ideally in a health care setting * Effective written and verbal communication skills * Ability to carry out assigned tasks effectively in a busy environment. * Good IT skills – ideally knowledge of Cross Care system. * Desirable:   + SVQ level 2 in Health and Social Care |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| Bank Staff Signature:  Head of Department’s Signature: | Date:  Date: |

This job description is current and subject to yearly review in consultation with the bank staff member. It is liable to reflect and anticipate necessary changes to support the hospice strategy