

## Job Description



**Job Title:** Myton at Home Service  
Deputy Manager/Warwick Inpatient Unit

**Department:** Patient and Family Services

**Responsible to:** Inpatient Unit Manager

**Primary Work Base:** Warwick (will be required to work from Rugby site)

*(NB as we are a multi- site organisation some flexibility relating to place of work will be required. We reserve the right to change the work base of our employees to meet our business needs.)*

### **Role Purpose:**

Reporting to the Inpatient Unit Manager, the post holder will have responsibility for the day-to-day management and coordination of the Myton at Home service, to ensure the delivery of an efficient and effective service under the direction of the inpatient unit manager. This includes the line management of Registered Nurses and Nursing Assistants.

The role will provide visible clinical leadership ensuring an evidence-based approach is promoted at all times to the delivery of palliative and end of life care practice within the context of a community service. Overseeing, the planning, delivery and evaluation of a high-quality service for patients and their families.

The deputy manager will ensure there is close communication across the teams (Myton at home and the Inpatient unit) providing the coordination and cohesion across the community and inpatient setting.

To work closely with the Inpatient unit manager to provide safe and efficient running of the day-to-day operations.

To contribute to the delivery of an efficient 24 hour/7-day service.

The post holder will promote a learning environment for students/junior staff, where the palliative care approach can flourish, and will be the lead facilitator for educational placements and activities within the service.

The Myton at home team and the Warwick Inpatient will work closely together and provide cross cover for both the teams and in relation to this deputy post.

### **Myton Core Values**

Our *Core Values* underpin everything we do and all employees are expected to comply with our Values and reflect these in their day to day work.



### **Main Duties & Responsibilities:**

#### **Leadership, Management and clinical practice**

Exercise strong, effective leadership skills and establish excellent communication with all professionals, patients, relatives and all disciplines within the wider multi-disciplinary team.

Manage and triage the service caseload, ensuring that the highest standards of holistic care are provided.

Maintaining responsiveness to assessment of new referrals and the changing needs of existing patients.

Provide leadership that recognises patients, families and carers as partners in the care team, promoting a person-centred approach and working collaboratively with all care providers.

Act as a positive role model for others to aspire to, leading by example.

Promote and lead a culture of support with daily debrief, facilitate regular 1:1 and group reflective practice to support the professional and personal wellbeing and development of the team.

Lead and facilitate others to be proactive in preparing and presenting clinical information for community MDTs, acting as an equal member.

Co-ordinate team off duty, ensuring staffing levels and skill mix are appropriate and meet the needs of the patients; escalating concerns to the Ward Manager.

Ensure effective and efficient use of resources in conjunction with the Ward Manager to meet budgetary requirements exercising care and economy. Through effective leadership, ensuring time resources and staff are utilised and developed to their best potential.

Work with the Ward Manager in regard to recruitment, selection, management and performance issues of nursing staff for Hospice at Home.

Participate in budget setting and business planning as required within the Hospice.

To respond to any concerns and/or complaints from patients, families or professionals, ensuring the complaints procedure is followed.

Report data and follow up concerns raised from bereavement surveys.

Participate in the out of hour's senior nurse on call rota.

### **Quality, Safety and Governance**

Undertake joint patient and carer assessments as necessary; working collaboratively with other care providers.

Utilise a range of communication skills that enable and facilitate active patient participation in their treatment programme; working openly, honestly and sensitively respecting their dignity, wishes and beliefs throughout all interventions.

Undertake Single Nurse Drug Administration, ensuring that community and hospice policies and procedures are adhered to in keeping with safe medicines management and practice.

Use evidence-based practice, alongside own expert knowledge, skills and experience to empower patients to realise and maintain their potential.

Where requested undertake bereavement follow up visits, referring on where appropriate.

Ensure that the team work in partnership with other care providers internally and externally to ensure that all information pertaining to the patient's condition and care needs are communicated effectively and efficiently.

Uphold and ensure compliance with the organisations policies and procedures; Ensuring all staff are clear in relation to their roles and responsibilities for Risk Management, Health and Safety, Infection prevention and control, Safeguarding Adults & Children, Data protection and other relevant policies.

Ensure all staff are familiar with and adhere to the Hospice lone working policy; be clear with all staff in relation to their personal responsibility to follow the process for communicating with senior on call nurse in relation to their location and the utilisation of the team mobile phones and Solo Protect devices.

In collaboration with the Quality and Clinical Governance Lead; participate in local audit, disseminate outcomes and ensure that any improvements are undertaken.

Ensure that documentation is completed accurately and legibly in accordance with the organisation's information governance guidance and confidentiality is maintained using Caldecott Guidelines.

Create and maintain a culture where the reporting of concerns, incidents and complaints are encouraged and documented promptly. Ensuring that clinical adverse events, incidents and complaints are fully investigated and shared learning is undertaken.

### **Strategy and Service Improvement**

In collaboration with the Ward Manager, contribute to the strategic direction and development of the Hospice, and community services.

Work in partnership with other providers and key stakeholders to explore areas of unmet need in order to initiate new/improved ways of working.

Ensure that quality monitoring processes are in place to access feedback and collate data continually to inform service reviews and improvement plans.

### **Training and Education**

Promote and maintain a culture of evidence based clinical practice ensuring the creation of effective local networks to share good practice and dissemination.

Practice an approach that facilitates and fosters learning for carers and professionals, (students, junior staff and those on placement to Myton). Sharing expertise appropriately and supporting each learner to achieve their learning needs.

With the support of the Clinical Education team, assess and monitor the competence and confidence of team members around all aspects of clinical practice, identifying learning needs; supporting and supervising the development of knowledge, skills and confidence.

Ensure all team members receive an annual appraisal and review and provide an agreed personal development plan as part of the appraisal process to support their own professional development.

Be responsible for own continued professional development maintaining up to date evidence-based knowledge including an awareness of the national and local influences affecting palliative and end of life care.

Ensure own compliance with mandatory training and professional development requirements, maintaining records of training and development undertaken for self in preparation for NMC/HCPC revalidation.

## **GENERAL RESPONSIBILITIES & OBLIGATIONS OF ALL EMPLOYEES**

### **Policies and Procedures**

The post holder is required to have a good understanding of and to comply with all relevant Myton policies, procedures and guidelines. Any contravention of Myton policies or procedures may result in disciplinary action.

### **Volunteers**

Myton recognises the valuable contribution that volunteers make and we expect all employees to be able to support and work effectively with our volunteers.

### **Confidentiality and Data protection**

It is a requirement of employment with Myton that all staff must comply with the obligation of confidentiality relating to personal information that could identify individuals. The Data Protection Act 1974/1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Myton to uphold the principles of the Act, adhere to Myton policies and to maintain strict confidentiality at all times.

### **Infection Control**

All employees of Myton must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.

### **Equality & Diversity**

The post-holder must at all times carry out his/her responsibilities in line with Myton's Equality & Diversity Policy.

### **Health & Safety**

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors & colleagues. The post holder is required to conform with Myton's policies on Health & Safety and Fire Prevention, & to attend related training as required.

### **Safeguarding Vulnerable Adults and Children**

It's the duty of all staff working for Myton to safeguard children and vulnerable adults and undertake safeguarding training at an appropriate level.

### **Code of Conduct**

Employees are required to represent Myton in a positive light and embody the corporate identity in appearance, demeanour, values and ethics.

### **Review of Job Description**

*This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post. This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).*

### **Employee/Managers Signature**

I agree that this Job Description is a true reflection of the main duties and responsibilities of my role:

**Employee Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Managers Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Last reviewed June 2025*