

Job Title: Senior Staff Nurse – Patient and Carer Wellbeing Service (PCWBS)

Department: Nursing and Care

Responsible to: Patient and Carer Wellbeing Service Lead

Accountable to: Director of Nursing and Care

Primary Work Base: All 3 sites – base Warwick Myton
(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)

Summary of Role:

Reporting to the PCWBS Lead the post holder will contribute to the processing and triaging of new referrals into the service. Drawing on evidence based holistic assessment tools, and in partnership with the individual, the post holder will facilitate an initial assessment, co-produce a plan of care/support, evaluate, reassess and measure outcomes as appropriate. The post holder will work closely with the wider multidisciplinary team (MDT) and other service providers to ensure the individuals needs are met by the right people with the right knowledge and skills.

As part of the service delivery the post holder will be required to facilitate and lead groups sessions working closely with other members of the MDT including volunteers.

As a growing service the post holder in collaboration with the Lead Nurse will seek to create and utilise opportunities to promote the service both internally and externally across Coventry and Warwickshire.

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 Care

Under the supervision of, and in conjunction with, Lead Nurse respond to allocated referrals in a timely manner in line with service guidelines, using EMIS to record progress

Contact the person referred to arrange assessment appointment and provide any pre-appointment information as required

Liaise with referrers and other healthcare professionals to gather core information to enable effective management of the referral. In the case of self-referrals confirm consent prior to sourcing additional information.

Facilitate an initial assessment with the individual using a person-centred approach and drawing on evidence based holistic assessment tools as appropriate. Based on the outcomes of the assessment in partnership with the individual agree a plan of care/support and review appointment.

Using expert knowledge and skills based on effective assessment to provide care and support to individuals around aspects of Advance Care Planning including those that are legally binding and those that inform best interest decision making.

Liaise with MDT to inform plan of care, schedule appointments as agreed.

Undertake home visits as required, observing the fundamental requirements outlined in the lone working policy.

In partnership with the individual evaluate and reassess planned care/support with evidence of regular reviews and evaluations, utilising the suite OACC outcome measures.

Promote a multi-disciplinary approach to care/support delivery including participating in MDT meetings, proactively prepare and present clinical information at handover, MDT's, case reviews etc

Work in ways that maintain and develop positive and effective relationships with other health and social care providers and fosters a partnership approach, supporting a culture where the development of knowledge and understanding of self and others is valued and respected.

In collaboration with other members of the team develop, contribute and facilitate group sessions, including supporting 'drop in days' for patients and or their carers.

In the absence of the Lead Nurse, chair and coordinate the MDT meetings to review outcomes and service user feedback

Role model an approach that is congruent with service aims and organisational values, recognising individuals, families and carers as partners in the care team.

Promote a multi-disciplinary approach to care delivery and service development that thoughtfully fosters empowerment, self-care and acknowledges the importance of resilience. Facilitating review and analyse to enhance and refine the effectiveness of the service.

In the absence of the Lead Nurse provide cover for the Rugby Myton Support Hub.

Promote a culture of support within the team that values and utilises opportunities for reflection to support the professional and personal wellbeing and development of the team.

Participate in the process of recruitment, induction and retention of staff and volunteers.

Create and utilise opportunities to promote Myton services externally with the wider health, social care and voluntary sector moving towards extending reach and improving equity of access.

Emotional Resilience: Ability to work in emotionally demanding environments, coping with bereavement and trauma while maintaining professional boundaries.

Autonomy: Capability to work with minimal supervision, managing an unpredictable workload.

Flexibility: Adaptable to changing conditions and able to work flexible hours to meet service needs.

Quality, Safety and Governance

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

Utilise a range of communication skills to instruct, inform and negotiate in order to achieve active participation in care/support plans; respecting a persons dignity, wishes and beliefs throughout all interventions.

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

Work in partnership with other care providers internally and externally to ensure that all information pertaining to the individuals needs are communicated effectively and efficiently.

Provide telephone support and advice for patients, carers, relatives and external healthcare professionals regarding symptom control and psychological care for patients known to PCWBS when required within sphere of responsibility and escalating and referring on to other professionals as required

Adopt a person-centred process of carer assessment which enables a carer to express their individual support needs. Agree on supportive input required and create a shared action plan.

Occasionally work in other Hospice departments in order to ensure adequate staffing levels and to gain experience of the wider hospice delivery of care.

Ensure that documentation is completed accurately and legibly in accordance with NMC guidance, the organisations information governance guidance and confidentiality is maintained using Caldecott Guidelines.

Support a culture where the reporting of concerns, incidents and complaints are encouraged and documented promptly.

Training and Education

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

Support and participate in informal and formal programmes of education as required.

Under the direction of the Lead Nurse support the co-ordination of volunteers training and education.

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 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:** _____