

The Myton Hospices



Job Title: Patient & Carer Wellbeing and Community Support Service (PCWCSS) Lead

Department: Patient & Family Services

Responsible to: Head of Nursing & Care

Accountable to: Director of Patient and Family Services

Primary Work Base: All 3 sites – base Coventry 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 Head of Nursing & Care the post holder will provide operational leadership for the service, by managing and overseeing the services capacity, workforce planning and operational performance. To provide direction and advice to staff and volunteers, ensuring they are able to deliver a safe and effective service focusing on improving daily wellbeing and quality of life; prioritising a person's individual physical, emotional, social and spiritual goals including future care planning by ensuring a multi-professional approach, working collaboratively with the Multidisciplinary team and external community providers and agencies.

To ensure an evidence-based approach is promoted at all times to the delivery of palliative care practice and support within the context of a community service. Overall responsibility and accountability for the management of new patient/carer referrals, processing and triaging of referrals, as well as day to day management and coordination of the services which includes the line management of Registered Nurses, a Nursing Assistant, an Administrator, Volunteers and a Community Support service Manager who has oversight of the three Myton Community Support strands:

- Myton Telephone support
- Myton Compassionate Neighbours
- Myton Support Hubs

The Community Support Services Manager and a team of trained specialist volunteers will provide a non-clinical support offer either in the persons home, over the telephone or individuals who may access one of the three support Hub sites; Rugby, Coventry and Warwick

The PCWCSS Lead will work in collaboration with the Head of Nursing & Care to raise the profile of the services, ensuring hospice expertise is embedded within integrated pathways and neighbourhood-based care by building and maintaining collaborative partnerships with the wider health and social care community to improve access and outcomes in ways that reflect national and regional guidance, local need and aligned to the organisational strategy and priorities.

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 Service Delivery

Conducting and supervising holistic assessments, developing and reviewing personalised care plans, leading group sessions and therapeutic programmes.

Promote a multi-disciplinary approach to care delivery through multi-disciplinary Team meetings, and facilitate others to be proactive in preparing and presenting clinical information at handover, MDT's, case reviews etc

Maintain strong working relationships with the Multidisciplinary team and medical staff at Myton.

Proactively work in partnership with other care providers externally to ensure that all information pertaining to the patient's condition and care needs are communicated effectively and efficiently to ensure coordinated and seamless support

Ensure all Registered Nurses within the team are trained to undertake the Carer Support Needs Assessment Tool (CSNAT) and are able to assist carers through the assessment and support process enabling them to indicate the domains in which they need more support and then prioritise their own support needs when caring for someone with a life-limiting condition.

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

Be responsible for team off duty, including the co-ordination of volunteers, to ensure staffing levels and skill mix are appropriate and meet the needs of service delivery, ensuring resources and staff are utilised and developed to their best potential, escalating concerns to the Head of Nursing & Care.

Participate in the process of recruitment, induction and retention of staff and volunteers both within own services and across other nursing and care services
Monitor and manage staff performance, absence and practice addressing any issues in accordance with Hospice policy and procedures and professional codes of practice

Be responsible for ensuring effective and efficient use of resources to meet budgetary requirements exercising care and economy; in conjunction with the Head of Nursing & Care participating in budget setting and business planning as required.

Quality, Safety and Governance

Ensure services are delivered safely, effectively and efficiently by supporting a well-trained workforce, with appropriate monitoring of outcomes and quality standards.

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.

With the support of the Head of Clinical Education 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 and skills where required.

In collaboration with Clinical Governance and Quality Team contribute to the audit programme, ensuring accurate input, active participation and implementation of any resulting service improvements.

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.

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 students, junior staff and those on placement to Myton. Sharing expertise appropriately and supporting each learner to achieve their learning needs.

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 revalidation.

Strategy and Service Improvement

In collaboration with the Head of Nursing and Care 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.

Seek out opportunities to work in partnership with other providers and key stakeholders to explore areas of unmet need in order to identify 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.

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:** _____

Reviewed April 2022