

ST GILES HOSPICE - JOB DESCRIPTION

I	<p>Job Title: Deputy Clinical Lead ARC</p> <p>Responsible to: Clinical Lead, Advice and Referral Centre</p>
	<p>Accountable to: Director of Clinical Services, NMC</p>
	<p>St. Giles Hospice St Giles Hospice is a registered charity offering high-quality specialist care free of charge for people living with diseases which may not be curable as well as providing support for their families and carers.</p> <p>Services include a team of community-based St Giles clinical nurse specialists, two state of the art in-patient facilities, Day Hospice, Hospice at Home, Bereavement and Family Support, and an internationally renowned Lymphoedema Clinic.</p> <p>Patients come from across the hospice's catchment area, which ranges from Ashby-de-la-Zouch and Atherstone in the east, to Cannock and Walsall in the west – and from Burton and Uttoxeter in the north, to Sutton Coldfield and Coleshill in the south.</p> <p>Care is offered at the hospice's centres in Whittington, Sutton Coldfield, Walsall and in patients' own homes across the region.</p> <p>St Giles spends over £9 million a year providing its specialist services and with little more than a third of this funded by the Government, the registered charity relies heavily on donations and income generation from the local community.</p> <p>St Giles employee approximately 450 paid staff and over 1,500 volunteers.</p>
II	<p>Job Purpose The overall aim of the post is to work with the Clinical Lead of the Advice and Referral Centre (ARC) and Director of Clinical Services to:</p> <ul style="list-style-type: none"> • ensure professionals and the public are supported in accessing St Giles services efficiently and effectively according to their individual needs • optimise the use of the hospice's capacity across services • ensure the referral and access processes to the inpatient, unit and community specialist service are sensitive, equitable and responsive to patient and family need and that people get 'the right hospice care, in the right place at the right time' • participate in identifying new ways of developing capacity and improving access to care within ARC • negotiate and agree with patients, carers and other professionals, individual roles and responsibilities with regard to actions being taken and outcomes to be achieved, referring onto other services or professionals as appropriate • competently and effectively support and supervise ARC staff • Ensure effective management of ARC's role i.e. Referrals, Admissions and Advice Line <p>This post is operationally based at Whittington</p>
III	<p>Job Activities:</p> <p>Referrals</p> <ul style="list-style-type: none"> • To assist in managing all aspects of the referral process to inpatient and specialist community services to include appropriateness, urgency and level of priority always ensuring new referrals to those services are assessed according to service criteria and specifications • To ensure the process of referrals and acknowledgment runs smoothly and is well understood by service users and professionals • To maintain a continuous and up to date awareness of capacity across services, identifying and managing both short and long term barriers to accessing services to patients and carers • To participate in the review of referral criteria ensuring they are led by patient need rather than service need • To be a principal point of contact for referrers, or for enquiries concerning referrals, but also work

in conjunction with individual services to ensure prompt responses to enquiries and referrals

- To be able to independently assess and triage referrals for inpatient and specialist community services to ensure a speedy response, knowing when to draw in other members of the team for wider discussion
- To assist to ensure the admission pathway is as streamlined and efficient as possible
- To work with the Clinical Lead to identify and develop new pathways to hospice care that would benefit patients and to actively promote awareness and understanding amongst the public and professionals of how to access St Giles care

Clinical

- Make telephone assessment of the patient and their families, prioritising the urgency of the referral, identifying any interim help required and coordinating the proposed care plan
- Assess the appropriateness of the referral and their urgency seeking advice from senior colleagues as appropriate
- Make telephone contact with referrers regarding referrals received, clarifying the necessary information and provide timely information regarding the outcome of the referral
- Undertake face to face clinical assessments of patients in the community when and where appropriate
- Refer patients to other members of the hospice multi-professional team or other health care professionals for ongoing assessment/care ensuring they have the relevant information they need to proceed with the referral
- Attend the inpatient bed meeting and manage the agreed decisions communicating with all relevant parties
- Ensure accurate written and computerised patients' records are maintained in line with confidentiality, data protection and other statutory regulations and requirements
- Provide specialist advice for patients, carers and health/social care professionals
- Be flexible in identifying situations where own clinical skills and interventions can improve the patient experience and timeliness of care
- Implement strategies for quality assurance/ clinical governance and quality audit- continually evaluate the quality and effectiveness of the practice of self and others
- To undertake planned clinical audit with Advice and Referral staff and report findings to the Head of Specialist Services/senior management team

Management Responsibilities

- In conjunction with the Clinical Lead supervise and support ARC staff, identifying training needs and facilitating continuing professional development through the appraisal process
- To act as a role model/mentor to new staff and volunteers as required, promoting and demonstrating the standards of care and behaviour expected by the hospice; promoting a professional and courteous culture as determined by professional standards and best practice
- To demonstrate leadership and high level judgement skills within the team
- To promote an environment where risks, incidents and near misses are reported promptly and appropriately and take effective action to minimise future risk
- To assist in the recruitment and selection of Advice and Referral staff

Innovation and change – working across organisational and professional boundaries

- Work with all members of the multidisciplinary team to ensure they proactively support effective and efficient admission processes across all hospice services and care settings
- Work directly with healthcare professionals in other settings to promote understanding of hospice services and how to access them
- To contribute to operational business planning and development, working closely with ARC Clinical Lead
- To contribute to clinical and service developments, working closely with the ARC Clinical Lead
- Engage where appropriate with commissioners, external and internal healthcare professionals and patients and carers to understand the drivers and barriers to care and work collaboratively to improve patient and carer access to hospice services

- Advise the Senior Management Team on operational and strategic issues that can or may affect patient access and make recommendations as to how these may be addressed
- Contribute to the development of awareness campaigns using multiple media
- Understand, implement and sustain the philosophy underpinning this role by developing positive relationships internally and externally with all relevant people and groups

Education

- To maintain own professional development and undertake additional training required for the post
- To participate in education sessions for both hospice staff and other colleagues
- To act as a resource, advisor and role model to more junior colleagues in relation to clinical issues
- To ensure clinical skills and specialist care knowledge are updated by attending relevant multi-professional meetings; in-house training and relevant external study days and courses
- To identify and agree own objectives for own professional development
- To participate in relevant activities to promote the hospice and the role of the Advice and Referral Centre

Quality

- Review the processes for receiving and managing referrals to the hospice, agreeing and auditing against Key Performance Indicators to measure the quality of the service provided
- In conjunction with the Quality and Audit Manager work towards producing and ensuring accurate reporting of metrics and activity data across all services with reference to admission, length of stay/input, discharge and waiting times reporting this to departments, Senior Management Team (SMT) and clinical governance
- Develop quality monitoring systems which can be used to demonstrate accessibility and responsiveness to patient need at point of access
- Support the identification of data sets to demonstrate to commissioners that we are meeting contractual requirements relating to referrals and admissions
- Be able to interpret data and use this to effectively promote hospice services

Professional

- Act professionally at all times and within the legal and statutory rules relating to your professional code of practice
- To determine the physical resource needs of the team and use resources in a cost effective and efficient manner
- Participate in clinical supervision
- Maintain the standards of professional accountability in practice as determined by relevant professional bodies
- Act as an ambassador of St Giles Hospice, speaking at conferences and other events as required
- Complying with the policies and procedures of St Giles Hospice, including Confidentiality, Health and Safety, Fire and Child Protection

IV Scale of Pay: Dependent on experience plus unsocial enhancements

Tenure: 37 ½ hours per week, hours to be worked flexibly between 8:00am and 9:00pm, over seven days, on a rota basis

Holiday Entitlement: 27 days plus 8 bank holidays – rising with length of service (NHS Service recognised for max of 10 years).

Person Specification

Essential/Desirable

V Qualifications

- Registered General Nurse
- Degree in palliative care
- Teaching qualification
- Evidence of professional competencies

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Skills		<ul style="list-style-type: none"> • Able to address enquiries regarding death and dying on a personal level. • Effective communication and interpersonal skills to enable ongoing service development • Experience of multi professional team working • Evidence of service development • Experienced in change management • Ability to engage effectively with all levels of staff and across organisational boundaries • Excellent negotiating and influencing skills • Experience of management and leadership of staff and resources • Good IT skills • Strong analytical skills • Involvement in service implementation and/or re-design • Access to a vehicle 	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Knowledge		<ul style="list-style-type: none"> • Knowledge of community and lone working procedures • Understanding of primary and secondary care systems • Experience in palliative care • Experience of managing referral processes 	<p>D</p> <p>E</p> <p>E</p> <p>D</p>
Attributes		<ul style="list-style-type: none"> • Enthusiastic and dedicated • Excellent team working • Appreciation of self-aware • Effective problem solver able to us a wide range of problem solving skills • Emotional resilience 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

Staff Support and Training

	<p>The line manager will ensure that the post holder will have:</p> <ul style="list-style-type: none"> • Clear job description • Yearly appraisal • Regular one-to-one meetings with their manager • Mandatory training <p>The line manager will ensure that the post holder will be given opportunities for growth and professional development and has information about and access to:</p> <ul style="list-style-type: none"> • Clinical supervision • Ongoing professional development and access to study leave for work related courses. • Access to in house training
	<p>The post holder has a responsibility to:</p> <ul style="list-style-type: none"> • Manage and support ARC staff to ensure all team members have an annual appraisal and personal development plan and are accessing development training and clinical supervision • Responsible for performance managing staff and taking action where performance improvement is required, including disciplinary process, in line with hospice policy • Respond to opportunities for growth and development • Seek and utilise the support available • Be accountable for their own professional development

General Statements:

Hospice Policies

To work in accordance with hospice policies and supporting guidelines, as outlined on intranet or departmental electronic folders.

Flexibility

Under certain circumstances, e.g. a significant depletion of staff in a specific department, all employees may be required to work in alternative areas other than their primary place of work.

Health and Safety at Work Act

It is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work. Post holders are expected to be familiar and comply with the organisation's policies and procedures.

Equal Opportunities

All employees are expected to be aware of, and adhere to, the provision of St Giles' Equal opportunities Policy and to carry out their associated duties and responsibilities under this policy.

Confidentiality

The post holder must maintain confidentiality, security and integrity of information relating to patients, carers, relatives, staff, volunteers and other St Giles' business.

Infection control

The post holder accepts personal responsibility and accountability for Infection Prevention and Control practice. Employees should ensure they are familiar with, and comply with, all relevant Infection Control and training policies for minimising the risk of avoidable 'Health Care Associated Infection'.

Conduct

The post holder must, at all times, act in line with St Giles' culture, honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Other

Post holders are asked for their support, and from time to time to volunteer their time, for fundraising initiatives and events.

This job description is not intended to be restrictive, but is an outline of the main duties. The post holder may be required to undertake additional duties as appropriate within the grade of the role.

The job description will be reviewed periodically to take into account developments in the organisation, department or role.