

SAINT FRANCIS HOSPICE JOB DESCRIPTION

JOB TITLE	Referrals Hub Clinical Specialist
GRADE	7a
HOURS OF DUTY	37.5
REPORTS TO	Referrals Hub Manager Head of Community Services
RESPONSIBLE FOR	Referrals Assistant Referrals Co-ordinator (deputising for Referrals Manager)
KEY RELATIONSHIPS	Chief Executive Officer, Directors, Board of Trustees, Medical Staff, Heads of Service. All Hospice staff and volunteers, Members of the Public, Clinical Commissioning Groups. Acute Trusts, Primary and Community Services, Local Authority, Public Health, Other Local Hospices. Statutory Bodies and Other Organisations.

JOB SUMMARY:

Main Purpose:

The post holder is responsible and accountable within the Referrals Hub and will:

- Promote and monitor safe and effective practice.
- Enhance the service user experience.
- Provide effective leadership to Referrals Assistant and Referrals & Admissions Coordinators
- Contribute to the delivery of the organisation's objectives and strategy.

The Referrals Hub Clinical specialist will work pro-actively across all services areas within Saint Francis Hospice (SFH) ensuring that all processes are in place for an individual's referral to SFH Services and that access to services is appropriate and in real time. The post holder will work closely with Community Services, Ward, Therapies /Individual & Family Support Services, OrangeLine & Pemberton Place staff ensuring that all are informed and working in collaboration for the best outcome for the referred service user.

Main Duties:

- Champion the Hospice values to provide effective clinical and professional leadership in conjunction with Referrals Hub Manager for the whole team within the Referrals Hub to address the needs of individuals, their families and carers.
- To promote multi-professional working.
- To work leading on incoming referrals to the referral's hub providing high standards of clinical triage/assessment & specialist palliative care, advice and support to individuals, relatives and carers, being a role model to other members of the team & signposting referrals for other services as appropriate.
- To be responsible for the leadership and day to day support of staff who work within the Referrals Hub, to facilitate their professional development, nursing practice and ensure the highest possible standard of care.
- Lead on the day-to-day incoming referrals in close consultation with the referral's hub team, SCCS team leaders and wider teams throughout SFH as well as external referrers.
- To work collaboratively with the primary care team to provide high quality specialist support, advice and symptom control to individuals with specialist complex palliative care needs and their carers in their primary care setting.
- To support the SCCS Managers /Head of Community Services in monitoring and maintaining quality nursing practice in accordance with national and local standards/guidelines.
- Lead on Referral Hub developments and respond to all Referral Hub objectives and service delivery goals and opportunities, in line with Hospice strategy.
- To be able to work flexibly across a 7-day service as indicated by service need and demand as the referral hub further develops in line with strategic direction.

Leadership and Operational Management

- To lead and deputize an effective, innovative team.
- To identify opportunities for service development in liaison with the SCCS Managers & Head of Community Services
- To attend internal and external Multidisciplinary Teams for liaison of potential admissions and discharges back to services.
- To ensure relevant parties are kept informed regarding the complex management of referrals.
- To actively monitor key performance indicators regarding referrals for SFH ensuring compliance and reporting any variances to Head of Community Services.

- To ensure that the Referrals Hub is always staffed safely according to need and within allocated resources with accountability for the duty rota in line with SCCS to ensure consistency.
- To be responsible for Referrals HR activity including involvement in recruitment and selection of staff, orientation and induction of new staff as appropriate
- To contribute towards budget setting process and where appropriate manage a delegated budget ensuring this is maintained as allocated.
- Supervision and co-ordination of Referrals Hub team
- To undertake delegated duties from the Referrals Hub Manager / Head of Community Services in relation to nursing and clinical issues.
- To co-ordinate/monitor the appraisal system and undertake staff appraisals if requested with support from Referrals Hub Manager
- Contribute to reports as required for internal use and for external use regarding referral demand and outcomes.
- Ensure and oversee Referral Hub service compliance with all Health and Safety requirements.
- Contribute to local, regional and national forums for specialist palliative care services as a Referrals Hub representative.
- Develop and maintain working relationships with other Local Hospices, Acute Trusts, Primary Care, Community Services and Local Authority Services to ensure joint service planning as appropriate.
- To ensure that the Referrals Hub provides an excellent learning environment for staff and those on placement and ensure that knowledge is shared.
- To promote the development of Referrals Hub nursing and administrative support through reflective practice and ensure other support mechanisms are in place.
- To work alongside the Practice Development Team to identify and meet the development needs of staff, through induction, orientation, appraisal and learning/support following incident.
- To participate in education programmes, internal and external, as required.
- To be responsible for monitoring/support of the staff competency framework.
- Attend internal Management Group meetings and other internal meetings relevant to the Referrals Hub Clinical Specialist role and ensure appropriate information is fed back to the Referrals Hub Team.

Professional Responsibilities

- To lead and manage the Referrals Hub by example-team work, collaboration, inspiration and direction.
- To keep abreast of required development/knowledge related to nursing and specialist palliative and end of life care and ensure application of theory to practice.

- To understand the importance of own professional accountability and recognise individual responsibility for personal and professional development in accordance with the Nursing and Midwifery Council Code of Professional Conduct.
- To identify own development needs and initiate a plan to meet those needs.
- To receive reflective practice/one to one supervision for own personal and professional development.
- To facilitate quality initiatives both for the Referrals Hub and from a perspective across the hospice.
- To adhere to the policies and conditions of service of SFH.
- To understand that the Referrals Hub clinical specialist role may change as the post develops, but only with discussion between the Head of Community Services and Director of Quality and Care.

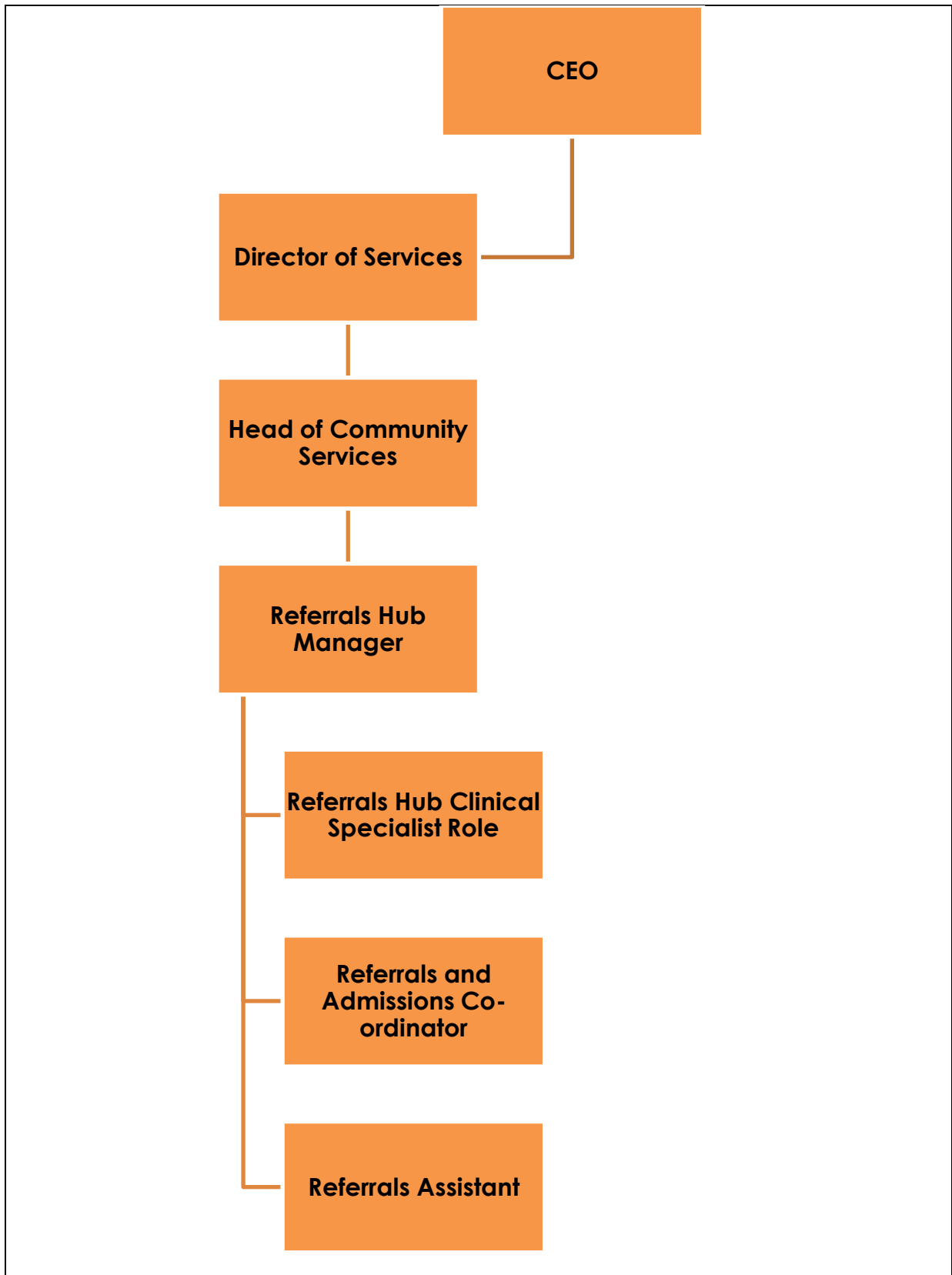
Research and Audit

- To participate in research and audit as appropriate
- To identify opportunities for research and audit of practice.

Governance and Quality Assurance

- To assist with responding, reporting, investigating and learning with regards to concerns, complaints and incidents in liaison with the Head of Nursing, Quality and Assurance.
- Ensure the Referrals Hub manages safeguarding in line with policy, process and escalation, with documented reference to Safeguarding Leads.
- To assist with follow- up of recommendations from internal audits.
- To ensure that national and local policies and procedures are adhered to by all staff and in accordance with the Regulations and Standards of the Care Quality Commission and Nursing Midwifery Council (NMC).

Structure



ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice, you should expect that it is likely that you will come into contact with individuals, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This documents sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26-week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice and the Board of Trustees.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

PERSON SPECIFICATION

Referrals Hub Clinical Specialist

E = ESSENTIAL	D = DESIRABLE		
Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning			
<p>Supportive - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone.</p> <p>Compassionate - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure and valued.</p> <p>Inclusive and Respectful - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.</p> <p>Professional - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.</p> <p>Always Learning - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever-changing world around us.</p>		E	
Education & Training		E	D
• Qualified clinical professional (nursing/other) with current registration and evidence of PIN/Registration		E	
• Significant clinical senior level experience Band 6/7		E	
• Degree or equivalent experience in relevant area of work		E	
• Evidence of knowledge and practical application of team leadership		E	
• Evidence of Continuing Professional Development		E	
• In depth knowledge and understanding of the CQC registered service requirements for hospice service delivery		E	
• Evidence of leadership and management development or willingness to work towards		E	

Skills/Abilities/Knowledge		
• Excellent communications skills, both written and verbal presentation	E	
• Excellent organisational/time management skills	E	
• Strong interpersonal skills with ability to communicate effectively at all levels across a range of situations, including difficult and complex conversations.	E	
• Ability to work under pressure and prioritise constantly changing, high volume workloads – experience and ability to work to deadlines	E	
• Prove ability to make clinical decisions at all levels of complexity , to work on own initiative and accept responsibility	E	
• Advanced symptom control knowledge and complex case management	E	
• Ability to work alone and as part of a team	E	
• Working knowledge of IT - inclusive of excel, access, word and power point	E	
• Knowledge of key Palliative Care nursing and service provision levers	E	
• Ability to demonstrate knowledge of hospice work coupled with enthusiasm and commitment to the work of the Hospice	E	
• Knowledge of existing NHS and Local Authority structure/strategy		D
• Ability to command the confidence and credibility of clinicians and managers	E	
• Able to think operationally and strategically	E	
• Adaptable, flexible and able to handle uncertainty	E	
• Able to engage with, motivate and lead others	E	
• Ability to provide clinical supervision	E	
Responsibilities		
• Is able to demonstrate experience and knowledge of policy and service development implementation		D
Experience		
• Mentoring and supervising senior level nursing posts	E	
• Experience of coordinating an effective duty rota and resourcing a service to meet changing levels of individual needs/complexity.	E	
• Experience of supporting and developing others through an appraisal process; and ability to lead and manage others promoting fairness and teamwork.	E	
• Experience of working within the NHS or Local Government and in particular implementing service policies and procedures.		D
• Experience of service redesign and implementation,	E	
• Experience of working with/developing palliative care services	E	
Other Requirements		
• Demonstrable experience in palliative care nursing	E	

<ul style="list-style-type: none"> • Ability to maintain and understand the importance of confidentiality 	E	
<ul style="list-style-type: none"> • Willingness to take on new responsibilities and respond positively to change 	E	
<ul style="list-style-type: none"> • Willingness to work flexibly across a 7 day service to accommodate service requirements 	E	