

# End of Life Care Team Leader – Band 6

## Job Description & Person Specification



### Why Our Trust?

#### Terms and conditions

Post – End of Life Care Team Leader

Division – Women & Childrens

Department – Jessie May

Band – Band 6

Salary - £35,392 - £42,618

Contract: Full time – Permanent

Location – Jessie May Head Office in Kingswood

Annual leave – Up to 33 days dependant on NHS Service

Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: [www.nhsbsa.nhs.uk/pensions](http://www.nhsbsa.nhs.uk/pensions)

#### Job Purpose

The post holder will take delegated responsibility for leading and co-ordinating the day-to- day work of the Care Team to deliver our Community Based Palliative Nursing Care Service to families caring for children and young people with life limiting, and life threatening diagnosis including the provision of end of life care, across the geographical area served by the service. The service operates within Service Delivery hours 08:00-20:00, including weekend, bank holiday & overnight on call for 24/7 end of Life care.

The key component to this role is to Team Lead / Co-ordinate the Starling Service (end of life pilot) across BNSSG and to support the Nursing Lead and team with the operation and clinical delivery of this project. The post holder will provide skilled holistic nursing care and advice to children and young people on the caseload who have complex medical needs and their families, and will be responsible for the planning, implementation and the evaluation of individualised care.

The post holder will be skilled in communicating, establishing and maintaining good relationships with the children and families on the caseload, staff and work effectively with primary healthcare teams / healthcare providers, social services, education and other disciplines.

We are  
supportive  
respectful  
innovative  
collaborative.  
We are UHBW.



#### About us

**Our mission** is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

#### What you'll love about working here

**We are outstanding!** The CQC rated the organisation as Outstanding for services being caring and well-led. The Trust was the first in the country to go from Requires Improvement to Outstanding in 2017, and is now the first to do this and then retain this rating. The Trust is currently one of only seven in the country to have been rated Outstanding twice, and one of only three general acute Trusts to achieve this.

**A digital exemplar-** Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

**Sustainable healthcare** - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

**Access to further opportunities with the Trust** - Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7.\_As an organisation we encourage further development of all employees to progress upward within their chosen field.

#### Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly because of a characteristic protected by the Equality Act 2010.



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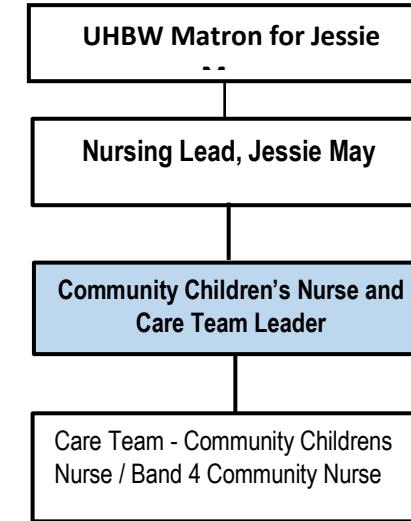


### Main Duties and Responsibilities

#### **Managerial Responsibilities**

- To lead and co-ordinate the Jessie May contribution into the Starling Service Pilot, which aims to provide end of life care for babies, children and young people at home, through a partnership approach with Children's Hospice South West, Sirona Care & Health and University Hospitals Bristol and Weston NHS Foundation Trust.
- To support the Team Leaders and Lead Nurse in providing day to day provision of care to the children and families on the caseload
- Provide support and supervision to staff and students in the Jessie May Care Team.
- Act up for the Nursing Lead in their absence as required.
- Maintain an up-to-date knowledge of developments in children's palliative care and keep staff informed.
- Maintain an up-to-date knowledge of UHBW policies as they relate to the work of Jessie May and ensure that these are adhered to in the work with children and families on the caseload.
- Assist the Nursing Lead setting and agreeing the rota for the Starling Service and liaising with CHSW to ensure adequate cover from Jessie May.
- Assist the Nursing Lead to improve services and the quality of care to children and families. This will include initiating and implementing agreed changes, alongside audits of practice as required.
- Ensure that Health and Safety requirements are met and that risks to staff and children are assessed and action taken to minimise these.
- To work in partnership with: Bristol Royal Hospital for Children, and all UH Bristol and Weston NHS Foundation Trust services, Community services, and wider partnership organisations and professionals providing children's palliative care services. To develop, maintain, and support a seamless service for children and families, within all geographical areas that Jessie May provides a service.
- To work in partnership with: Children's Hospice South West, Sirona Care & Health, UH Bristol and Weston NHS Foundation Trust to provide the end of life service and to work within the Model of Care for the Starling Service and to provide the partners with all applicable evaluation paperwork.

### Organisational Structure



### Key Relationships

- Supervisory Sister / Charge Nurse / Team Leader
- Peer group, Nursing Lead, CEO and Senior Leadership Team
- Band 4 and Band 5 Nursing Team
- Divisional managers and Senior Nursing Team
- Ward nursing team and outpatient teams
- Medical and multidisciplinary teams
- Clinical Nurse Specialists
- Patients and visitors
- Jessie May Fundraising / Administrative / Volunteers/ Trustees
- Pharmacy staff
- Education and Learning teams
- BNSSG palliative care services – CHSW, Sirona (Lifetime)
- Clinical site management team
- Discharge and Complex Care team

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### Main Duties and Responsibilities

#### Clinical Responsibilities

- To deliver and lead the team to provide a high standard of individualised holistic care and support to children and their families, promoting empowerment, advocacy and partnership.
- Communicate effectively with all partners within the pilot and working within the agreed Model of Care for the Starling Service
- Recognise the need for specialised bereavement support, and advanced care planning. Maintain communication with the Care Team to ensure the family receives all appropriate support as needed.
- To act as a representative of Jessie May and participate in multi-disciplinary/ inter-agency meetings, as required.
- Promote evidenced based practice which is of benefit to patient care, in accordance with clinical governance guidelines.
- Participate in setting standards and evaluation of the service provided, contributing to Jessie May Clinical Governance meetings.
- Undertake all appropriate aspects of nursing care required within the home base setting (including advanced clinical skills having gained the appropriate training and instruction).

#### Professional Responsibilities

- Maintain personal NMC Registration being professionally accountable recognising own limitations of work and practice within the NMC Code of Professional Conduct.
- Ensure both electronic and paper based records are maintained in a contemporaneous manner. Complete requests for data linked to service activity as required by Jessie May and CHSW ensuring team members also meet this objective.
- Take personal responsibility for attending Essential Training, face to face and virtual.
- Take personal responsibility for keeping up-to-date with clinical professional developments.
- Support the aims and objectives of Jessie May at all times, working effectively within the care team, communicating effectively as required with the administration and fundraising teams at Jessie May.

### Educational Responsibilities

- Take personal responsibility for your own professional development.
- Participate in the recruitment and orientation of new staff.
- Act in a supervisory capacity supporting both staff and students, pre-registration and post-registration to achieve required outcomes / assessing competence and development of clinical / nursing skills required.
- Assist in the provision of a supportive learning environment and contribute to training as appropriate.

#### Research

- Ensure that your own practice is evidenced/research based.
- Participate in nursing research and projects as appropriate.
- Keep up- to-date with relevant research and development.

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Personal Profile - (E) = Essential (D) = Desirable

### Knowledge and Experience

- Experience of managing a team **D**
- Experience of taking the lead in supporting staff within their role **E**
- Experience of needs assessment\care planning of complex needs **E**
- Experience of working in the community **E**
- Experience of managing a caseload **E**
- Experience of developing and promoting a service to a new geographical area **D**

### Skills and Abilities

- Ability to organise and prioritise own\team's workload **E**
- Ability to manage\mentor staff and students as required **E**
- Excellent clinical skills **E**
- Up-to-date knowledge of evidence based practice **E**
- Knowledge of Safeguarding policies **E**
- Excellent communication & interpersonal skills **E**
- Ability to provide care to Children and Young People with Life Threatening, & Life limiting conditions including delivery of End of Life Care and support **E**
- Committed, enthusiastic and motivated **E**
- Excellent time-keeping
- Maintaining accurate records whilst demonstrating attention to detail **E**
- Able to work flexibly according to service needs **E**
- Car Driver, mobile across the geographical area served & Business insurance for work related activity **E**
- Able to maintain confidentiality **E**
- Awareness of professional accountability **E**
- Evidence of recent professional development **E**

### Behaviours and Values

- Flexible and adaptable in a high pressure environment **E**
- Focuses on achieving results of high quality in a timely and cost effective way **E**
- Ability to develop staff through mentoring / clinical supervision **E**
- Evidence of personal insight and sound judgement **E**
- Professional credibility **E**
- Commitment to the values of UHBW and Jessie May **E**

### Qualifications and Training

- RSCN RN (Child) **E**
- Educated to Diploma or Degree level or working towards this **E**
- Community Children's Nursing qualification **D**
- Children's Palliative Care qualification **D**
- Leadership or Management qualification **D**

### Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

### Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

### Workplace health and wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

### Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

### Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

### Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.