



**HOSPICE**  
OF THE GOOD SHEPHERD  
*Celebrating 35 Years of Care*

Welcome to the Hospice of the Good Shepherd

---

## Senior Staff Nurse

Ward Manager

Deputy Ward Manager

Senior Staff Nurse

Staff Nurse

Assistant Practitioner

Health Care Assistant

## Your Opportunity

You will contribute and commit to promoting a positive team-based attitude, striving for the highest standards of care and achieving excellence, through continued development and compassion. As a Senior Nurse within the Hospice, you will support the Ward Manager and will jointly lead a small nursing team.

The list below is to outline the main duties involved; however, this is subject to change and will vary within the given role.

We ask all employees to be flexible in their role, to always ensure we are delivering care of the highest standard.



### Our Strategic Priorities



### Our Values



## Responsibilities

- To work as a senior team member providing support to the ward manager and deputy ward manager, with ward management responsibilities in their absence.
- To regularly take charge of the unit, allocating work to ensure the delivery of a safe, organised and high-quality clinical service throughout the 24hour period.
- Responsible for jointly leading a small team of nursing staff, including line management responsibilities for the health care assistants within the team
- To take responsibility for overseeing the initial, and ongoing assessment, of nursing needs and the planning and delivery of effective plans of care.
- To contribute to and engage with developments within the hospice which will enhance the quality and effectiveness of patient care
- Lead an identified team of nursing staff (including Staff Nurses, Assistant Practitioners and Health Care Assistants) in their delivery of patient care
- Have line management responsibilities for the health care assistants within their team including regular one to one meetings, absence management and performance appraisal
- Act as nurse in charge following a probationary period, directly assisting in the delivery of a safe, organised and high-quality clinical service throughout the 24hour period. This will involve dealing with complex situations and having to take appropriate action in emergency and unforeseen circumstances.
- Implement timely admission and discharge planning.
- To delegate work appropriately to team members considering individual knowledge base, skill mix and patient dependency
- To contribute to delivery of direct patient care taking responsibility for assessment, care planning and ongoing evaluation of nursing needs
- To use effective interpersonal skills to communicate complex and sensitive information to patients and those important to them
- To ensure patient records are maintained and that documentation accurately reflects care provided
- To work collaboratively with other professionals and agencies to ensure patients' needs are fully addressed within the hospice and on discharge
- Answer and respond to Out of Hours queries via the Hospice Advice Line in line with their competencies, regional and local guidelines.
- Act as a mentor and role model, lead by example and demonstrate consistent, fair and professional behaviour at all times, maintaining good personal time management and team working.
- Complete organisational competencies within the first 6 months

### **Responsibilities (Continued)**

- Be accountable for their actions and omissions in practice and be able to justify decisions made
- Ensure that confidentiality is maintained at all times by self and by others and complying with data protection regulations
- To be involved in the delivery of formal and informal education to the multidisciplinary team
- To deputise for the ward and deputy ward manager including dealing sensitively and appropriately with all patient and other service user feedback, liaising with the Ward Manager and Director of Clinical Services as appropriated and implementing the complaints or Incident management policy as needed
- At all times work to hospice policies and procedures and ensure all mandatory training is completed as required

## Knowledge and Experience

- Passion and motivation to promote comfort, dignity, independence and choice
- Cared for patients with advanced progressive disease and supported patients and families at end of life
- Able to manage conflict and de-escalate effectively
- Leading a small team
- Current 1<sup>st</sup> level registration with the Nursing and Midwifery Council
- Evidence of recent professional development, ideally including palliative care

## Skills and Attributes

- Understanding of and ability to deliver a high standard of holistic nursing care in a palliative care setting
- Ability to empathise, demonstrate compassion and treat people with dignity and respect
- Able to communicate effectively with patients, carers and a variety of health and social care professionals regarding difficult and emotionally sensitive situations
- Problem solving skills, and able to work with others to produce workable solutions
- Motivated and able to work independently and as part of a team
- Good organisational skills
- Enthusiasm and desire to enhance skills
- Work flexibly around the needs of the Hospice
- Leadership qualities

## Person Specification

Factors	Essential	Desirable
<b>Qualifications/Education</b>	<p>Current 1st level Registration with the Nursing and Midwifery Council</p> <p>Evidence of recent professional development, ideally including specialist palliative care</p> <p>Advance communication skills training or willingness to undertake</p>	<p>Specialist Palliative Care training or qualification</p> <p>Leadership or Management Training</p>
<b>Skills/Abilities</b>	<p>Can plan and organise the work of others</p> <p>Excellent interpersonal and communication skills</p> <p>Empathy, compassion and desire to always treat people with dignity and respect</p> <p>Team leadership skills</p> <p>Enthusiasm, resourcefulness and desire to enhance their practice and skills</p> <p>Can work flexibly around the needs of the service</p>	<p>Intravenous Medication administration</p> <p>Cannulation and Venipuncture competency</p> <p>Effective use of clinical supervision and reflective practice</p>
<b>Experience</b>	<p>Passion and motivation to promote comfort, dignity, independence and choice</p> <p>Cared for patients with advanced progressive disease and supported patients and families at end of life</p> <p>Able to work on own initiative, with effective time management, whilst also working as part of a team</p> <p>Leading a small team / coordinating shifts</p>	<p>Policy development and implementation</p> <p>Implementing Change</p> <p>Clinical Audit</p> <p>Working knowledge of neurology or dementia</p> <p>Teaching and presenting in clinical practice</p>
<b>Knowledge</b>	<p>Evidence of competency in a variety of clinical skills</p> <p>Able to analyse and respond to complex situations under pressure</p> <p>Able to manage conflict and de-escalate effectively</p> <p>Proven IT skills</p> <p>Understanding of the Clinical Governance Framework</p>	Change Management
<b>OTHER REQUIREMENTS</b>	<p>Punctual, good health and attendance record</p> <p>Occupational Health clearance</p>	