



JOB DESCRIPTION

1.	Post Title	Registered Nurse – Care Team Member
2.	Grade	CHSW Salary Scale Points 23-28
3.	Location	As detailed in the Contract of Employment
4.	Brief Overall Description of the Role	<p>CHSW delivers services to children and their families who have a palliative care need and meet the agreed referral criteria. The CHSW ethos is support the whole family and our delivery model includes care wherever the child is when they need it most including care at the hospice base, at home and virtual support.</p> <p>The Registered Nurse¹ will work as part of the care multidisciplinary team. Working under the leadership of the Care Team Leaders (TL) to provide direct care and support to children and their families.</p> <p>Regular care shifts, including weekends, bank holidays and nights are required.</p>
5.	To Whom Directly Accountable	<ul style="list-style-type: none"> • Care Team Leader
6.	For Whom Directly Responsible	<ul style="list-style-type: none"> • Children, families and self
7.	Any Particular or Informal / Extended Links Necessary to Achieve Tasks	<ul style="list-style-type: none"> • CHSW Care Leadership team. • All CHSW Care and Medical Staff • Sick children and their families • Other agencies involved in the child's care • Registration Authority (Care Quality Commission) • Other CHSW Staff as required • CCGs, CQC and other external bodies
MAJOR TASKS		
8.	<p>Care of children and families.</p> <p>To ensure the care provided to children and families is highly personalised and of the highest quality</p>	

¹ RSCN, RN (Child), RN (Adult), RN (MH), RN (LD)

8.1	To foster a warm, welcoming and caring environment, informal in nature and whilst upholding the highest standards of care, which offers and support tailored to the individual needs of each referred child and their family.
8.2	To provide holistic nursing care (physical, emotional, social and spiritual) for children and members of the family. This may include feeding; washing; play; specific medical/nursing care; listening/supporting; giving information; and caring for the child wherever they are located. It includes activities with the referred child and/or siblings to reflect their wishes / outcomes and support therapeutic spaces, resilience and meeting their full potential.
8.3	To provide clinical care wherever the child is – working in the hospice, at home and virtually. This includes within the child’s home for home visits or community care, care at end of life, being part of assessments, referrals, care plan meetings, MDT meetings
8.4	To ensure parents are respected, working in partnership with them in the care of their child. To be proactive in making contact with each family staying at the hospice and ensuring they are satisfied with the care they are receiving and that it is responsive to their needs.
8.5	To ensure that there is positive and robust engagement with children and families and ensuring the ‘ voice of the child’ is heard, central to all decisions and evidenced in our care provision and measured against the standards set by the CQC and other external organisations including professional bodies.
8.6	To respect and follow the child’s routine of care, as described or detailed by the parents, and ensure this is accurately recorded and clearly communicated to other Care Team members. If it becomes necessary to amend the child’s care, to agree this with the child’s family and liaise with other professionals and agencies involved with the child and their family.
8.7	To work as part of a contact team, which will include: <ul style="list-style-type: none"> • Engage in the Annual Child and Family Reviews for these families. • Ensure the standards for contact engagement and review are met. • Ensure the family are aware and about to access the service offer of home, hospice and virtual and the support available when they need it most. • Ensure the needs and wishes of the child & family are understood and captured to inform service offer / delivery decisions. • Ensure the care plan and family records are up to date.
8.8	To support (when required/allocated) Team Leaders with specific projects, for example (not exhaustive) Community, End of Life, Transition, Hospice Care, Off Duty; family bookings etc.
8.9	To work as part of the hospice team to ensure that care standards are high and support service developments and projects to take forward care at CHSW.

8.10	<p>In the absence of a Team Leader, provide shift leadership as required by the Senior Care Management Team. This will involve clinical / operational leadership of the shift to include (list not exhaustive):</p> <ul style="list-style-type: none"> • organising the staff including allocation of children, buddies to support care delivery and co-ordination with support team (kitchen, siblings, housekeeping and facilities) to ensure smooth running of the shift. • To ensure care delivered is timely, high quality and following their care plan for all children. Supporting appropriate delegation of tasks and documentation is accurate and clear. • To ensure all resident families and children are spoken to and get feedback on their current needs and experiences to ensure their needs are being adequately supported and they are aware whom is the shift lead should they need to escalate any concerns or feedback. • To ensure that all safety and daily / weekly checks have been completed including (not an exhaustive list) medications checks, other safety checks, cleaning and audits. • activities for that shift to ensure the team are working together and policies / protocols followed. • Leading handover ensuring effective and accurate information shared including any outstanding actions and safety concerns. • ensuring good communication between shifts and other professionals including the medical team and the Duty manager. • To ensure that staff on that shift are well led and supported, leading by example in both clinical delivery and values and behaviours. To communicate any difficulties that are not addressed to the appropriate person. • To ensure any care or activity in the community is supported and monitored. • To escalate any safety or operational concerns through the correct channels including the Duty Manager or medical team in a timely way.
8.11	<p>The clinical skills required will need to meet the care requirements of all the children/young people on the CHSW caseload. This list includes (not exhaustive): medication management, IV including infusions, seizure, clinical assessment, tube feeding, effective suctioning, tracheostomy care, ventilation, tissue viability, IPC, moving & handling.</p> <p>To work alongside other team members to share and develop skills to support each other and development across the team.</p> <p>To maintain clinical confidence and competence to undertake professional role and safely meet the needs of all children on the caseload. This will require participating in bespoke training where appropriate.</p>
8.12	<p>As part of the care team use and complete all the designated tools, templates and records used in care are consistent across CHSW and support the delivery of evidence based high quality care.</p>

8.13	To participate in end of life rosters supported by the senior team wherever the child is working collaboratively with external teams following the required policies and protocols. End of life care includes care of the deceased child whilst in Starborn within the hospice and bereavement support for families.
8.14	To work flexibly as part of the team engaging in rosters and leave booking systems to ensure the service is able to provide 24/7 operational cover. Working flexibly as directed in the hospice, home and virtually.
8.15	To participate equally with other Care Team members in general household duties, to facilitate the smooth running of the hospice. This may include washing and ironing linen and children's clothes; cleaning the children and family bedrooms; answering the telephone; offering hospitality to family visitors; preparing meals in the absence of the cook/chef; and other duties as reasonably required.
9.	Safety and quality standards. To ensure that the ethos and quality standards of CHSW are positively promoted and a safe and professional service is delivered at all times.
9.1	To support the ongoing compliance evidence assessment processes across care ensuring the hospices and teams are CQC inspection ready and engaging with any improvement plans.
9.2	To engage with all digital developments and systems in care and across CHSW.
9.3	To actively contribute to supporting the Quality agenda for the hospice. This may include (but not exhaustive) incident and risk management, audit, policy development, attending working groups, collecting and responding to user experience data and specific quality projects allocated by the senior team.
9.4	To embrace a positive learning approach to patient safety incident reviews and to take professional accountability for own practice and learning. This includes reporting and reflecting on incidents and engaging in all improvement actions.
9.5	To support the Quality Governance agenda across CHSW working closely with the leadership team by meeting (in your own practice and supporting others) the standards required in the following areas: <ul style="list-style-type: none"> • Education and staff training & competency. • Incidents and Risk – ensuring an open learning culture • Safeguarding Children and Vulnerable Adults • Medication and Controlled Drugs • Infection Control (IPC) • Clinical Standards • Health & Safety • Information Governance including duty of candour • Equality, Diversity and Inclusion (including accessible information) • Data Quality and KPIs • Concerns, complaints and compliments • Escalation and crisis responses • Family engagement and feedback • CQC and national standards

9.6	Where appropriate, engage with opportunities for external training and promoting the work of CHSW including attending networking events and conferences, publishing work and research
10.	Support and supervision To recognise the challenges of working within a palliative care setting
10.1	To recognise the emotional toll caused by working closely alongside seriously ill/dying children and grieving families and take responsibility for your own emotional well-being; taking steps to maintain a balance between work and home life; and to be aware of the importance of maintaining professional boundaries. To regularly access the pastoral/supervision support offered by the Care Management Team appropriately and to participate in staff support strategies available within CHSW.
10.2	To be considerate and supportive of fellow Care Team members, and other staff and volunteers working for Children's Hospice South West and other partner agencies. Being a champion of a positive team work culture and CHSW values and behaviours.
10.3	To participate in shared de-briefs and reflective practice to improve learning and inform best practice.
10.4	To be a buddy or line manager for less experienced and wider members of the care team as directed by the senior team.
10.5	To support the learning and development of the whole team, participating and supporting yourself and others in developing clinical competencies and other care training as directed by the senior team.
11.	Communication To promote good communication and to ensure effective mechanisms are in place for disseminating information.
11.1	To promote and maintain professional, collaborative and supportive working relationships across all teams and external partners. Work within the chosen mechanisms for disseminating information across teams.
11.2	To ensure a shared understanding is achieved across CHSW and providers involved and attend regular team meetings to be kept up to date
11.3	To value the skills and qualities other Care Team members bring to the hospice and to be prepared to work in a multi-skilling environment. To be open about your capabilities and limitations, sharing your particular expertise and learning new skills freely and willingly.
11.4	To ensure communication is inclusive for everyone regardless of their communication needs, language, diversity, age or cultural background.
11.5	Ensure all episodes of care are accurately documented and recorded (paper or electronic) to support effective communication to provide care that is of a high standard to children and their families.

11.6	To maintain accurate records of all types, (written or digital) ensuring that all data is accurate and updated in a timely and consistent way meeting business and quality requirements.
11.7	To assist in actively networking and promoting CHSW with external partners, services and agencies in both the statutory and on-statutory sector involved in the care of service users within CHSW.
11.8	To assist with and build on collaborative working with other providers ensuring CHSW is seen as a leader in children's palliative care with the aim to improve the delivery of services and care to children with palliative care needs.
12	Working Conditions
	Unavoidable adverse working conditions <ul style="list-style-type: none"> • Frequent physical effort in providing direct care for children • Frequent combination of sitting, standing, walking
13.	General Responsibilities
13.1	CHSW expects of its employees the highest standards of behaviour in carrying out their duties and responsibilities, which are in accordance with legislative requirements. CHSW employees are expected to act fairly and with consideration and uphold CHSW's values and behaviours at all times.
13.2	To be responsible for ensuring compliance with CHSW policies, procedures and contractual requirements. This includes <ul style="list-style-type: none"> • CHSW's Equality, Diversity and Inclusion Policy • To be aware of the responsibilities placed on you under the Health and Safety at Work Act (1974) and any subsequent relevant legislation and follow these in full at all times ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment and identification of potential risks for all employees, children, families and visitors, taking action as and when required • Safety, Risk, fire drills, accidents procedures including leading, reporting and compliance • To maintain confidentiality of information about clients, children, families, staff, and other CHSW business and at all times, meet the requirements of Information Governance including the Data Protection Act (2018), duty of candour, Caldicott Guidelines as well as comply with all CHSW Information Governance and Data Protection policies. To be conscientious and careful in the maintenance of accurate records of all types, written and computerised and abide by the CHSW policies and procedures for the health records. • To work within and ensure compliance with infection control guidelines to ensure that work methods do not constitute a risk of infection to other work colleagues, children, families, or to any persons working/visiting in CHSW premises.
13.3	To abide by your professional code of conduct at all times. To ensure that statutory professional updating and revalidation requirements are maintained and proof of renewed registration when this is due. To abide by your profession's published Code of Conduct; any breach of this Code of Conduct may be regarded as a disciplinary offence.

13.4	Maintain personal and professional development to meet the changing demands of the job, participate in an annual appraisal and appropriate training activities, encourage and support staff development and training. To attend mandatory and statutory training.
13.5	<p>To be committed to safeguarding children and vulnerable adults, including siblings, and to:</p> <ul style="list-style-type: none"> • Be familiar with your role and responsibility around safeguarding children/vulnerable adults and to ensure that you have completed training at a level commensurate with your role. • Provide safeguarding leadership and guidance escalating for support and guidance as needed. • Comply with the CHSW Safeguarding Children/Vulnerable Adult policies, procedures and guidelines. • Recognise the rights of every child/vulnerable young adult attending the hospice and work within the principles of good childcare practice, as outlined in the CHSW Safeguarding Policies. • To adhere to appropriate professional boundaries. • To ensure any child/vulnerable adult protection concern is responded to reflecting the guidance and promoting the welfare and safety of the child / adult and escalated as appropriate to the Director of Care. • Engage with external organisations' safeguarding teams with a transparent approach with all concerns and allegations.
13.6	To be aware of the need to use the resources of CHSW wisely and effectively to meet the needs of children and their families but maintaining a cost conscious approach to avoid a wasteful use and consideration for the environment.
14.	Working arrangements
14.1	To work contracted 40 hrs (full time equivalent, pro rata if part time) each week. Hours are worked on a rota including unsocial hours including evenings, nights and weekends with a mixture of shifts including 12.5 hrs.
14.2	To work across the hospice and community environment providing care wherever the child is located.
15.	NOTE:
15.1	The job description is subject to the Terms and Conditions of service of CHSW, and the post-holder will undertake any other duties which may be required from time to time.
15.2	The above outlines the duties required for the time being to indicate the level of responsibility. It is not a comprehensive or exclusive list – duties, which do not change the general character of the job or level of responsibility entailed, may be varied from time to time.

15.3	This job description will be reviewed, in line with the developing organisation and service specification, but any amendments made will follow consultation with the post-holder.
15.4	This post is subject to an enhanced DBS Check satisfactory to CHSW.
16.	Job Description Agreement
16.1	Job Holder's Signature: _____ Date: _____
16.2	Head of Dept. Signature: _____ Date: _____
16.3	Title: _____

Originator's Reference:

AR / CM / DH **Amended:**

Feb 23



children's hospice
SOUTH WEST

PERSON SPECIFICATION
Nurse – Care Team Member

Method of Assessment: *AF* – Application Form, *TI* - Telephone Interview, *IV* – Interview, *R* – References, *P* - Presentation, *WB* - Work based assessment (e.g. Care Shift, Shop Trial), *IH* - In-House Test, *DBS* - DBS Check

ATTRIBUTES	REQUIREMENTS	METHOD OF ASSESSMENT
	Essential	
Qualifications, training & professional membership	E.1 RSCN – RN Child (or other registered nurse (e.g. RGN, RN, RNLD) with substantial pediatric palliative care experience and willing to undertake further learning in this field)	AF
	E.2 Education to degree level or equivalent knowledge and skills gained through a combination of alternative study, or employment experience.	AF
	E.3 Current Professional UK registration e.g. NMC	AF
	Desirable	
	D.1 Degree/Diploma in palliative care for children or equivalent.	AF
	Essential	
Knowledge & Experience	E.4 Clinical experience and competence, including extensive post qualification experience working with children/adults with a life limiting / life threatening condition, including at end of life, chronic illness or disability in a variety of settings; acute, community.	AF/IV
	E.5 Experience of working with children who are technology dependant and or have complex symptom control for example seizure management.	AF/IV
	E.6 Evidence of continuous professional development (CPD) clearly recorded for professional profile.	AF/IV
	E.7 Adherence to statutory requirements standards and regulations.	AF/IV
	E.8 Understanding of Clinical Governance and the implications for clinical services including experience of quality issues.	AF/IV
	E.9 Experience and knowledge of professional issues in paediatric palliative care for example professional boundaries and resilience.	AF/IV
	Desirable	
	D.1 Significant “hands on” experience providing palliative care for children and their families.	AF/IV
	D.2 Knowledge of key legislation and key drivers within paediatric palliative care; local and national agenda.	AF/IV
	Essential	
Skills & Abilities	E.10 Ability to show evidence of being self-motivated, work autonomously and working proactively.	IV/WB
	E.11 Ability to communicate effectively with the leadership teams, colleagues, service users their parents and carers and external partners.	IV/WB

	E.12 Able to manage a wide ranging and complex workload. E.13 Ability to retain resilience whilst working in a demanding and unpredictable environment. E.14 Ability to demonstrate the required level of behaviour in keeping with CHSW core behaviors and values. E.15 Good working knowledge of Microsoft Office suite including Word, Excel, Outlook and the ability to produce comprehensive and accurate records.	IV IV/WB IV/WB AF/IV/WB
	Desirable	
	D.6 Experience of Caseload management. D.7 Managing difficult conversations, with both staff and families. D.8 Non-verbal communication skills e.g. Makaton	AF/IV AF/IV AF/IV
	Essential	
Personal Qualities	E.16 A personal commitment to and empathy for the philosophy of children's hospice care. E.17 A collaborative manner which is courteous, confident, consistent, approachable and non-confrontational. E.18 Resourceful, energetic and creative/solution focused approach to work. E.19 A good listener with capacity and resourcefulness when supporting people positively through challenging emotive situations. E.20 Professional, with emotional intelligence, insightfulness and able to uphold professional boundaries.	AF/IV IV/WB IV/WB IV/WB IV/WB
	Essential	
Other Requirements	E.21 Satisfactory Enhanced DBS check E.22 Full UK Driver's License E.23 Ability to work unsocial hour including nights, weekends and bank holidays	AF/DBS AF/DVLA IV