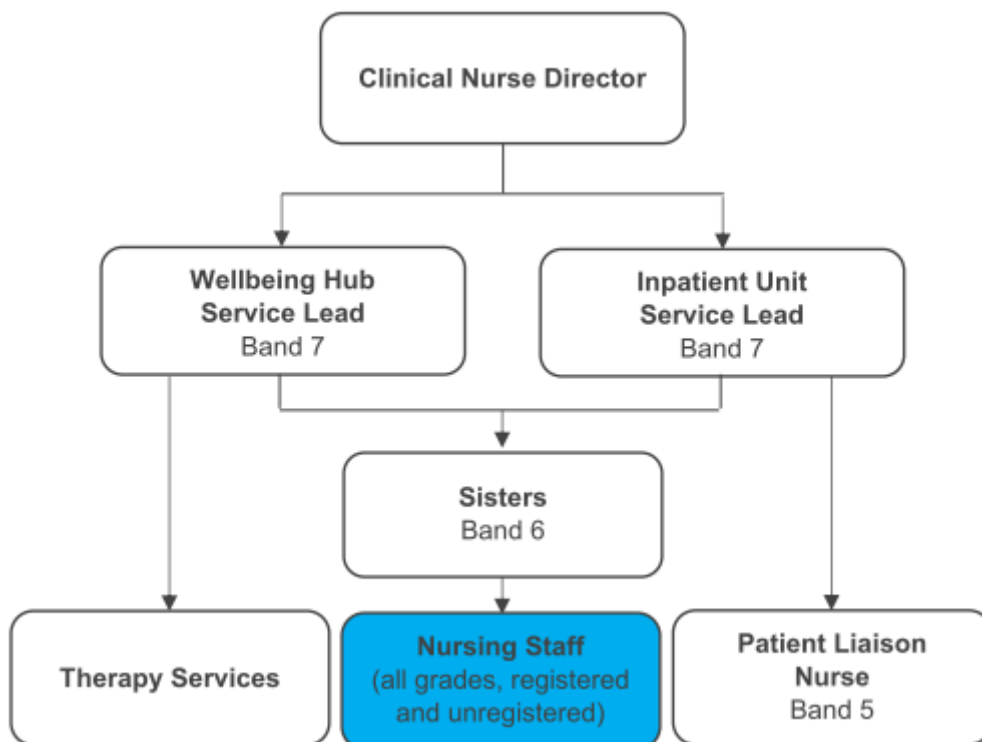




JOB DESCRIPTION

Job Title:	Clinical Support Nurse
Department:	Clinical Nursing Team
Post Holder:	tbc
Grade:	Band 2
Reports to:	Service Lead
Accountable to:	Clinical Nurse Director

Organisation Chart:



Job Purpose:	<p>To provide support and assistance to the qualified clinical staff, as part of the multi-disciplinary team.</p> <p>To be responsible for performing a range of support functions.</p> <p>To work directly or indirectly under the supervision of a qualified member of staff or Senior Clinical Support Nurse.</p>
Key Working Relationships:	<p>Clinical Nurse Director</p> <p>Service Leads</p> <p>All nursing staff</p> <p>Medical team</p> <p>Members of the MDT</p> <p>Housekeepers</p> <p>Porters</p>

The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Role Responsibilities:

Key Objectives

- To promote and maintain the philosophy of the hospice.
- Ensure standards are maintained at all times.

Professional / Clinical Practice

- Assist in welcoming and receiving patients to the hospice, supporting and encouraging relatives and friends to maintain contact with the families
- Promote the Patient Guide and give information to patients and their families.
- Orientate patients and their families to the ward environment, ensuring they are aware of the nurse call system.
- Promote all aspects of professionalism.
- Ensure volunteers receive handover of patients.
- Contribute in nursing handovers.
- Ensure accurate record keeping, ensuring all relevant records are countersigned.
- Assist patients with all aspects of personal care, oral hygiene, dressing and bathing.
- Liaise with the meal co-ordinator on a regular basis and monitor patients' nutritional needs.
- Maintain patients' privacy and dignity in all aspects of their elimination needs.
- Ensure patients are moved and handled in accordance to Bolton Hospice Policy.
- Provide emotional, spiritual and psychological support to patients and carers, ensuring appropriate documentation is completed and reported to team leader.
- Promote the choices of patients and advocate this to the wider team.
- Document all care activities, ensuring this is countersigned.
- Ensure patients are protected from any form of abuse.
- Prepare and maintain all clinical areas.
- Provide holistic care enabling patients to maintain optimum independence.
- Support patients during clinical procedures.
- Record and report clinical procedures.
- Accompany patients on home visits and appointments.
- Report all changes in patient condition to a qualified member of the team.
- Perform last offices.
- Assist with all aspects of clerical duties in the absence of the Ward Clerk.
- Refer patients to the MDT and document.
- Assist members of the MDT during home visits as appropriate.
- Ensure cleaning and checking rotas are maintained.
- Assist the trained nursing staff during the admission and discharge process.
- Assist registered nursing staff during all aspects of the catheterisation process.

Evidence Based Care, Quality and Standards

- Be aware of the importance of clinical audit.
- Be aware of Clinical Governance.
- Ensure that all the policies and procedures of Bolton Hospice are adhered to.
- Be aware of risk management.
- Have an awareness of the complaints procedure.
- Maintain personal and professional development.
- Ensure equipment is maintained as appropriate, and necessary records are maintained.

Organisational/Managerial/Leadership

- Be aware of developments within the hospice.
- Be aware of the Bolton Hospice business plan.
- Embrace organisation and clinical change.

Education and Training

- Promote health and wellbeing of patients and carers.
- Attend education sessions within the hospice.
- Teach patients and their families in the safe use of equipment.
- Undertake an annual KSF review.
- Undertake all mandatory training.
- Identify own learning needs.
- Take opportunities to shadow more senior staff members.
- Take opportunities to develop own skills, experience and knowledge.

Clinical Governance

- To work in adherence to the organisational policies and guideline of Bolton Hospice.
- Immediately report any accidents, incidents and complaints involving staff, patients, visitors and volunteers to the senior nurse on duty.
- Undertake risk assessments as required.
- Attend clinical meetings when required.
- Attend in-house education sessions.

Communication

- Contribute to effective communication between team members, the MDT, patients and carers.
- Communicate with other service users to provide support and efficiency, both internally and externally.
- Attend Link Nurse Meetings.
- Promote positive communications and relationships with the public.

Other

- The post holder may be required to rotate onto nights, or to different departments in the hospice, to reflect the needs of the service.
- Any other requirements as appropriate to the post and location.

General Responsibilities:

Health and Safety

All employees have a duty to report and accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure. Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Continuous Personal Development

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Clinical Support Nurse
Department:	Clinical Nursing Team
Grade:	Band 2

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	NVQ Level 2 in Care or equivalent	IT qualification	Application Form
EXPERIENCE	Experience of working within a health care setting		Application Form Interview
SKILLS	Good administration and organisational skills Computer literacy Excellent written and oral communication skills Ability to monitor quality Punctual, reliable and flexible Ability to prioritise and manage time effectively Ability to apply evidence to practice	Evidence of record keeping	Application Form Interview
KNOWLEDGE	Knowledge of health care agenda		Application Form Interview
PERSONAL ATTRIBUTES	Able to work proactively, independently and on own initiative Adaptable and able to work in a team environment. Able to work under pressure. A commitment to the vision and values of Bolton Hospice.	Full driving licence and access to own vehicle for business use	Application Form Interview