



|                  |  |
|------------------|--|
| Position         | Team Leader  |
| Department       | In Patient Unit  |
| Reports to       | In Patient Unit Manager  |
| Direct report(s) | Designated Registered Nurses (RN) and Health Care Assistants (HCA) |
| Pay band         | Band 6   |
| DBS check        | Enhanced and barred  |

### VISION, MISSION AND VALUES

#### Our Vision

A community where people live and die well according to what matters most to them. Everyone affected by life-limiting illness has access to our expertise.

#### Our Mission

Providing the right care, in the right place, at the right time, to everyone who needs us.

#### Our Values

They are at the heart of our organisation and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **Compassion** - We show everyone empathy, kindness and respect.
- **Integrity** - We do the right thing, no matter how challenging.
- **Accountability** - We take responsibility for our actions and outcomes.
- **Excellence** - We strive to be outstanding and aim to exceed expectations.
- **Inclusivity** - We welcome and respect everyone.

### ROLE PURPOSE

St Peter and St James Hospice provides specialist palliative and end of life care both in the community and at our hospice, supporting patients living with a terminal illness, and their loved ones.

The Team Leader will provide visible clinical leadership and expertise to support the delivery of high standards of patient and carer support. They will be part of the senior clinical team which ensures availability of advice and support across 24/7. The team leader will work as part of a multi-professional team providing palliative nursing care interventions for patients and their families across hospice services. They will provide clinical and managerial leadership to nursing and allied staff, ensuring effective day to day running of the IPU, whilst supporting the IPU Nurse Manager.

## PRIMARY DUTIES AND KEY RESPONSIBILITIES

1. Work collaboratively with other Health care professionals to provide patient care which promotes best practice and maintains the patient's optimum independence.
2. Uses outcome and complexity measurements (OACC) competently and understands the importance of accurate data management for care services.
3. Work with patients and families to create management plans addressing their individual physical, psychosocial and spiritual needs reflecting the holistic principles of palliative care and always promoting dignity.
4. Demonstrate specialist clinical knowledge and expertise in palliative care to provide excellent patient care and to recognise the need for, instigate and interpret complex information and clinical investigations to address reversible causes of symptoms.
5. Demonstrate knowledge in symptom control to ensure the patient's symptoms are addressed, and to guide other members of the health care team.
6. Demonstrate advanced communication skills with patients, carers and other health care professionals both face to face and via the telephone to share and gather information, offer support and advice and, initiate conversations with patients and their families to enable them to make informed decisions about their care at 'end of life.' Initiate and lead conversations surrounding advance care planning ensuring patients and carers are aware of choices at each stage.
7. Recognise signs of dying to initiate anticipatory prescribing so that symptoms can be addressed.
8. Ensure clinical competencies are maintained and attend annual mandatory clinical update training.
9. Maintain practical skills such as venepuncture, management of PICC lines, and male / female catheterisation and intravenous drug administration.
10. To complete the Team Leader competencies within an acceptable period and provide competency folder for validation when requested.
11. To participate in own clinical supervision ensuring personal wellbeing and resilience and safe practice.
12. To ensure adequate ordering to control stocks of medical supplies and drugs.
13. To maintain accurate records, written and computerised. To maintain minimum data requirements for accessing and recording information in accordance with St Peter and St James documentation standard, NMC Guidelines for Records and Record Keeping (2009), NMC Code of Professional Conduct (2008) and hospice Information Governance Policies.

14. To always maintain confidentiality and to comply with the Hospice policy on Information Governance, thus ensuring security in the management and use of information.
15. Work within the boundaries of a multi-disciplinary team, instigate, lead, and contribute to multi-disciplinary discussions, including multidisciplinary team meetings, and refer to other members of the team to enhance patient care.
16. To plan, organise and allocate staff according to competencies, workload, and patient dependency to provide excellent patient care and best use of resources, across all hospice services.
17. Frequently undertake the role of the nurse in charge.
18. To supervise Registered Nurses and Health Care Assistants and support them in areas in which they need development to enable the team to provide an excellent standard of care.
19. To undertake personal development review meetings with designated RNs and HCAs, planning their objectives and monitoring progress.
20. To monitor and manage staff absence in line with hospice policies and procedures.
21. To develop skills in managing poor practice and, in conjunction with Nurse Managers, develop, implement, and evaluate personal development plans.
22. To take part in the recruitment and induction of new staff.
23. Represent the hospice by attending and participating in internal and external meetings providing a level of expertise that will enhance its credibility.
24. To be flexible within the hospice and within working hours to provide appropriate delivery of service on a rolling seven-day rota basis.
25. To take part in the senior nurse on call rota.
26. To promote a culture of collaboration across all hospice services, including flexibility to work in other areas where demand requires.
27. To demonstrate best practice in approaches to diversity and inclusion.
28. To contribute to close working relationships with all personnel and to help to build an open and honest culture that facilitates learning, creativity, and excellence.
29. To be empathetic and courteous to patients and their relatives, always treating them with care and consideration and referring any issues or incidents directly to management/nursing staff.
30. To undertake any other duties at the request of the line manager which are commensurate with the role including project work and absence cover.
31. To take part in clinical audit and undertake risk assessments in line with the hospice clinical governance processes.
32. To demonstrate leadership through engagement with innovation in practice.
33. Support in the management of ward support volunteers.
34. To participate in teaching and education programmes and assist in mentoring junior staff, student nurses and nursing assistants.
35. To take part, under supervision, in investigations into complaints or incidents, completing the relevant sections of the accident, incident and near miss reports.
36. To maintain active registration on the Nursing and Midwifery Council register and meet the requirements of nurse revalidation.

- 37. To always comply with the policies and procedures of St Peter and St James Hospice.
- 38. Demonstrate presentation skills to actively contribute to education and training both internally and externally as part of sharing good practice to enhance patient care.
- 39. To undertake mentorship of student nurses and return to practice nurses.
- 40. To undertake training as necessary in line with development of the post.
- 41. To participate fully in the performance management process and undertake Continuing Professional Development as required.
- 42. To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.

## PERSON SPECIFICATION

### Qualifications, skills, experience and knowledge

#### Essential

#### Desirable

|   |   |   |
|---|---|---|
| Registered Nurse with NMC registration                          | ● |   |
| Education to degree level (level six)                           | ● |   |
| Experience of assessing and planning care for patients          | ● |   |
| Experience of co-ordination of clinical shifts                  | ● |   |
| Handling feedback from patients and carers including complaints | ● |   |
| Commitment to undertake level six study in leadership           | ● |   |
| Mentorship qualification  |   | ● |
| Post-registration education in a relevant subject               |   | ● |
| Evidence of recent professional development                     |   | ● |
| Level six leadership qualification                              |   | ● |
| Evidence of practice in a palliative care setting.              |   | ● |

### Personal qualities

#### Essential

#### Desirable

|   |   |  |
|---|---|--|
| Ability to demonstrate good leadership skills                     | ● |  |
| Ability to work flexible shifts and take part in the on-call rota | ● |  |
| Ability to demonstrate effective delegation skills                | ● |  |

|  |   |  |
|--|---|--|
| Ability to demonstrate hospice values.   | • |  |
| Ability to demonstrate an empathic and collaborative approach to the Team leader role. | • |  |

## JOB DESCRIPTION ADDENDUM

### Other Duties

You are required to undertake other duties appropriate to your job grade as may reasonably be required of you. The list of responsibilities is, therefore, not exhaustive or exclusive. The Trust reserves the right to update your job description to reflect changes in your job role.

### Right to Work

To be employed in this job role, you must have the right to work in the UK and have provided the necessary documentation.

### Policies and Procedures

In addition to your professional code of conduct, you must familiarise yourself with, and adhere to St Peter & St James policies and procedures, accessed via our intranet.

You must undertake relevant compulsory training, (including e-learning modules) as required to fulfil your post requirements and comply with statutory regulations.

When managing staff and or volunteers, it is your responsibility to ensure your team is aware of and understands the policies and procedures relevant to their work, and are compliant with compulsory training requirements.

### Information Governance and Confidentiality

Employment by St Peter & St James often involves access to personal information relating to patients, carers, staff, volunteers and supporters. This information is confidential, and you can not disclose this to anybody, other than when acting in an official capacity.

Non authorised use, access of records or disclosure of personal or confidential information is a dismissible offence. In the case of computerised data could result in prosecution for a crime or action for civil damages under the Data Protection Act 1998.

## Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults. All safeguarding concerns must be recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

## Equality, diversity and Inclusion

The Trust is committed to equality for everyone, and diversity is valued, respected and embraced. We are committed to eliminating any form of discrimination and require you to familiarise yourself with our Policies and Procedures and ensure you conduct yourself in a manner which supports our commitment to equality, diversity and inclusion of all.

## Health and Safety at Work Act

You have a personal responsibility to take care of your health and safety and that of others who may be affected by your actions at work. Please ensure that you observe all Health and Safety procedures, and carry out your role as instructed.

## Infection control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable 'Health-Care Associated Infection'.

## Conduct

Employees are ambassadors for St Peter & St James, each responsible for promoting, maintaining and upholding St Peter & St James' reputation at all times in line with our values.

**I have read and understood the role and responsibilities detailed in this job description. I also appreciate this outline is to provide an overview of the duties of the position and that as the job holder, I need to work flexibly, responding to organisational needs and changes as they occur.**

Employee's signature ..... Date .....