

Job Description

Job Title	Prospect@Home Nurse Coordinator
Department	Prospect@Home
Hours	Part time
Responsible to	Prospect@Home Team Leader
Responsible for	Supporting Registered Nurses, Palliative Care Assistants, bank staff and volunteers (in the absence of the team leader)

About Us

Since 1980, Prospect Hospice has provided dedicated end-of-life care service for people living in Swindon, Marlborough and northeast Wiltshire. We bring care, comfort and confidence, around the clock, every day of the year.

Our aim is to provide excellent, personalised and compassionate care for everyone in our community who is affected by a life-limiting illness. We work in close partnership with other organisations – specifically with local health and social care professionals – as well as local people. Working within our community allows us to lead, provide and influence care so that anyone affected by a life-limiting illness has access to the best possible support when and wherever they need it.

Our Vision, Mission, Strategic Priorities and Values

Our vision is a community where death is no longer a taboo and everyone lives and dies well.

Our mission is that we will work with and through others using our skills and expertise so that people have choice and support at the end of their life.

In order to make these a reality we have developed four strategic priorities which give direction to all that we do. Our values, guiding the work of the hospice focus on six areas. These apply to all who work on behalf of Prospect Hospice, including trustees.



- ✓ Secure the continuity of Prospect Hospice charity for our community for generations to come
- ✓ Take pride in being a great place to work and thrive
- ✓ Deliver bespoke specialist care that supports dignity and choice
- ✓ Use our expertise to educate and influence the delivery of excellence in end-of-life care

Our Team

The prime purpose is the delivery of the 24-hour Prospect@Home (P@H) Service and carry out home visits, to support care, that will enable patients with life limiting illnesses to be cared for at home, and to die at home if that is their preference.



Main Purpose & Scope

The Prospect@Home Nurse Co-ordinator is responsible for the coordination of a high quality, flexible, rapid response and integrated nursing service that will enable patients with life limiting illnesses to be cared for at home, and to die at home if that is their preference.

The prime purpose is to co-ordinate the delivery of the 24 hour Prospect@Home Service.

A key element will be to, in conjunction with the multi-professional team, assess, monitor and review ongoing patient and family care needs.

Another crucial aspect will be to triage incoming calls to the Hospice from patients, families and health and social care professionals and ensure appropriate management and onward referral.

This role includes visiting patients in their own home, providing care including assessment and planning of ongoing care.

Key Accountabilities and areas of responsibility

- To effectively plan, prioritise and allocate resources, including Rota planning.
- To supervise and support the Prospect@Home staff.
- Support staff development including Competency work.
- To maintain an overview of the Prospect@Home caseload, including referral, admission, dependency and discharge.
- To implement and review evidence based practice guidelines.
- To maintain an electronic and paper documentation system to support integrated coordinated care and consistency of approach.
- To promote Prospect@Home both within Prospect Hospice and the local community.
- To provide direct clinical palliative care to people in their own homes to include identifying, assessing and planning care for patient's changing conditions.
- Requirement to deliver care in the patient's home which may also require Night cover.
- To develop strong links between Prospect@Home and the health and social care professionals and the community.
- To assist in the recruitment, selection, orientation and development of staff including appraisals and one to one meetings.
- To attend and contribute to relevant internal and external meetings.
- To monitor and maintain appropriate service supplies.
- To assist in the audit and evaluation of the Prospect@Home Service.
- Responsibility to cover service at weekends and bank holidays. To take out of hours calls and give advice as appropriate
- To promote the responsive, rapid response-based element of the service
- To coordinate the regular assessment and review of care needs with patients, their families and the multi- professional team. To work closely with partner care providers and statutory bodies to ensure the seamless provision of care
- To assess and document clinical risk, in particular lone working.
- To receive and process appropriate referrals.
- To make clinical decisions without immediate access to direct patient assessment by another professional, and discuss specialist advice and recommendations with on-call medical staff and Team Leader as required.
- To be competent and familiar with IT systems.



- To participate in regular meetings with other members of the multi-professional team to implement and monitor the patient services development plan.
- To comply fully with Prospect Hospice Operational and Clinical Guidelines and compliance with governance framework and quality improvement.
- To ensure patient electronic system is recorded and maintained in accordance with Prospect Hospice policies and professional standards.
- Create an excellent impression as first point of contact.
- Act as a positive ambassador for the Hospice and enables patients and families to feel supported through a calm, sensitive yet confident manner.
- Is a team player, experienced in delivering accurate work on a timely basis in order to ensure team success.
- Has a flexible attitude with a desire to ensure that we provide an excellent service and plays a key part in that delivery.

Key Contacts

- Prospect@Home team leader, Matron, Clinical Leads.
- Stakeholders / Partners
- Suppliers / agencies and other bodies, commercial and non-commercial, relevant to the role and purpose of the post.

Equality, Diversity and Inclusion

We are committed to creating a truly equal and inclusive workplace, and we value diversity of thought, ability and individuality. Ours is a learning culture. We know that we can only retain our position at the forefront of excellence in end-of-life care by learning, reflecting and innovating, and we expect all our people to pursue continuous professional development.

This applies to both service delivery and to our own people practices. You will be willing and able to demonstrate commitment to our equality, diversity and inclusion policy and practices at all times.

Safeguarding

It is the responsibility of the post holder to ensure they have up-to-date knowledge of and follow the legislation and guidance relating to Safeguarding Adults and Children as stated in the Prospect Hospice's Safeguarding operational Policies. All staff should be aware of their safeguarding responsibilities as employees of Prospect Hospice and will be expected to attend mandatory safeguarding training as required to inform safe working practice

Health and Safety

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

- To take reasonable care of themselves and others at work
- To co-operate with the Prospect 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.



Infection Prevention and Control

All staff are expected to comply with infection prevention and control policies and for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. Whether you are in a clinical or non-clinical role you are expected to comply with current infection control policies and procedures and to report any concerns or issues to your line manager. All staff undertaking patient care activities must attend infection control training and updates as required by the hospice.



Person Specification

Criteria Category	Requirements	Essential (E) Desirable (D)
Education and Qualifications	Registered General Nurse.	E
	Car driver and access to a car throughout shift to support rapid response and home visits.	E

Criteria Category	Requirements	Essential (E) Desirable (D)
Experience and Knowledge	Palliative care experience with experience of multi-professional, collaborate working.	E
	Confident of own knowledge base. Able to recognise own limitations and initiate onward referral.	E

Criteria Category	Requirements	Essential (E) Desirable (D)
Skills	Excellent communication skills.	E
	Commitment to developing skills and knowledge. To identify and plan to meet own learning needs in relation to revalidation.	E
	Good IT skills	E

Criteria Category	Requirements	Essential (E) Desirable (D)
Personal Qualities	Acts as a positive ambassador for the Hospice and enables patients and families to feel supported through a calm, sensitive yet confident manner.	E
	Is a team player, experienced in delivering accurate work on a timely basis, in order to ensure team success.	D
	Creates an excellent impression as first point of contact. Showing empathy and presenting a calm, courteous and compassionate manner.	E
	Commitment to and ability to demonstrate Prospect Hospice values and behaviours at all times	E
	Have a track record of working inclusively and a genuine appreciation of the value of diversity	E
	Able to maintain the highest professional standards at all times, and act as a true ambassador for the Hospice and encourage others to do the same	E
	To be authentic, open honest and transparent	E

Scope of Job Description

This job description is a guide to the work you will be required to undertake. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

This job description does not form part of your Contract of Employment

