

Job Description

Job Title	Inpatient Unit Team Leader
Department	Inpatient Unit (IPU)
Hours	37.5 hours per week across 7 days and 24 hours, as required to fulfil the requirements of the role
Responsible to	Inpatient Unit Clinical Lead
Responsible for	Registered Nurses and Health Care Assistants

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

Here we...



Our Team

Prospect Hospice's Inpatient Unit (IPU) in Wroughton provides skilled and compassionate specialist care to patients with any life limiting illness. People come to the Inpatient Unit for a variety of reasons. This may be to control difficult symptoms such as pain or breathlessness, for emotional and family support or for end-of-life care.

Main Purpose & Scope

The prime purpose is to lead and oversee 24-hour care ensuring systems and processes are in place for patients to receive high standards of care day and night. Your strong visible leadership will empower staff to make their own decisions and know how to access support from the clinical leaders in your absence.

The IPU Team Leader is responsible for assessing and managing risks, and in meeting good governance on the unit – safe, effective, caring, responsive and well-led. The IPU Team Leader will create a culture where staff are supported and empowered to contribute to safe and effective, person-centred care.

A key element will be developing shared goals for the unit, ensuring all staff understand these and support the delivery of care through a model of strong team working, staff working well together, building commitment and self-confidence and strengthening the team's collective skills and approach.

Another crucial aspect will be to build strong relationships with the other Prospect clinical teams to ensure effective pathways of care for patients and families.

Key Accountabilities and areas of responsibility

Responsibilities will include but will not be restricted to:

Leadership

- Developing the team – thorough a robust 1:1 system and creating a culture of motivating and empowering the team and supporting staff career development.
- Provide nursing leadership through expert practice and positive role modelling.
- Safe staffing – oversight for the staffing rota and maintain appropriate staffing levels and skill mix and lead in.
- Delegate appropriately, ensuring the development of skills, knowledge and expertise of all staff on the IPU.
- Lead the team of volunteers on the unit – ensuring they are supported and valued in their roles and provide support to the unit to maximum effectiveness.
- Apply critical thinking to care giving and improvement needs.
- To ensure that effective communication is maintained within the nursing team - formal and informal.
- Lead the IPU team meetings using a clinical governance framework.
- To promote best practice and lead by example in the use of information technology systems used within the IPU ensuring that data protection principles are adhered to by members of the team.
- Performance management – agree clear goals for staff and support individuals to achieve these
- Stay informed and well- connected with developing and changing local and national strategies for nursing and end of life care.
- Create an environment of continuous learning and development and lessons learnt form incidents and complaints.
- Deputise for the IPU Clinical Lead as required.



Management

- Attend internal / external meetings as required to represent IPU.
- To manage and take part in the senior nurse on-call rota, providing support for nurses out of hours, and taking decisions within the agreed scope of authority.
- To oversee and supervise stock levels and supplies, and to ensure a safe, tidy environment on the IPU.
- To ensure that effective working practices with the medical team are developed and promoted, including supporting rotational GP trainees and visiting medical staff.
- Have an up to date knowledge and awareness of the CQC Domains and relevant KLOE and how these link to practice. To actively ensure that the domains are well embedded in the improvement cycle and actions plans are delivered to timescales.
- Work closely with the Clinical Lead to plan for staff meetings and to lead those meetings.
- Be aware of and comply with Health and Safety, COSHH, Manual handling, Infection Prevention and Control and Fire Safety measures.

Governance

- Responsible for applying the clinical governance framework to the everyday running of the unit and IPU team meetings. Participation in governance forums, education, development, research and audit initiatives.
- Ensure IPU compliance and service reporting is in place to provide assurance to the registered manager and accountable officer.
- Reporting to the clinical lead, ensure the IPU budget is well- managed and cost implications and efficient use of resources and manpower are embedded in the team.

Patient Care

- To oversee the day-to-day management of nursing, support staff and volunteers on the IPU to ensure the delivery of high-quality care for patients and families.
- Ensure that all patients are cared for in a clean and well-maintained clinical area, ensuring that all staff are aware that they are directly responsible for cleanliness standards and escalating issues when necessary.
- Evaluate patient needs in the context of the Mental Capacity Act and Deprivation of Liberty Safeguards, and act upon requirements appropriately for individual patients.
- Use highly effective interpersonal skills to communicate complex and sensitive information where agreement and co-operation is required, and where there are barriers to understanding such as vulnerable and at-risk patients.
- Act as an advocate through the provision of effective support and information and enable patients to make choices or decisions regarding their care.
- Anticipate the changing needs of patients and carers including anticipatory grief support by exploring their awareness of the situation.
- Acknowledge individual patient and family strengths and coping strategies promoting and involving other members of the multi-disciplinary team or external agencies as appropriate to optimise all aspects of patient and family care.
- Ensure the equality, diversity and rights of patients are promoted and maintained in all areas of clinical governance and clinical care.



- To ensure early discharge/transfer planning is carried out enabling appropriate arrangements to be in place for patients leaving the hospice/transferring and responsible for ensuring the team makes timely referrals.
- Providing information to community services, as required, in order to achieve a safe and timely discharge from the hospice.
- To undertake all nursing procedures in line with Prospect Hospice policies and procedures and ensure these are understood and adhered to by all staff within own management responsibility.
- To ensure accurate and comprehensive nursing records are maintained using appropriate written and electronic documentation. To take prompt action where this is not in place.

Staffing

- Ensure IPU is staffed appropriately with the correct skill mix as per establishment requirements and patient need. Lead on completion of the nursing roster. Plan and ensure effective processes for the management of annual leave, absence management and return to work.
- To support in the recruitment of nursing staff, including interviews and planning new starter inductions, mentoring RN's, PCA's, Volunteer PCA's & Bank staff.
- Undertake annual and mid-term appraisals as per organisational requirements.
- Undertake performance management reviews and capability/disciplinary meetings as required with the Clinical Lead.
- Identify the training and education needs of the nursing team through staff 1:1's and appraisal's - discuss and plan these with IPU clinical lead and ensure staff training remains up-to-date.
- Embrace and facilitate opportunities for reflective practice and clinical supervision.
- Identify practice development opportunities and negotiate and implement action plans in consultation with the Clinical Lead.
- Act as a mentor and role model, leading by example, demonstrating consistent, fair and professional behaviours.
- Oversee a model of 'clinical champions' for staff roles to develop knowledge and responsibilities.
- Acknowledge the continuing needs of staff, utilising appropriate internal resources as required.
- To support and encourage the development of new and established volunteer roles on the Inpatient Unit

Incidents and Risk

- To assist the Clinical Lead to ensure clinical risk is well identified, measures are in place to reduce these and they are well managed.
- To complete the recording & investigating of incidents and complaints involving patients, with the IPU Clinical lead, including drug incident reporting, investigation and timely follow up actions are delivered with a robust staff reflection process in place and lessons learnt shared with the team.
- To lead on the preliminary investigation of incidents applying Root Cause Analysis methodology following local procedure and escalate as required.
- Take a lead on areas of safety initiatives such as falls prevention, pressure ulcer review and monitoring, infection control.
- Complete a high standard report for CQC notifiable events and CCG reporting.

Audit and Quality Improvement (QI)

- Lead the delivery of QI on IPU- motivate staff to embrace this. Working with the Lead for Quality Improvement and be responsible for delivering IPU improvement projects.



- Set clear standards for behaviours and achieving consistently good quality standards of care. Identify the need for and undertake audits as required. Devise and lead on the implementation and review of audits, to ensure quality and standards are maintained in the IPU.
- To deal sensitively and appropriately with all patient and other service user feedback, liaising with the Clinical Lead, and implementing the complaints procedure and root cause analysis where appropriate. Monthly review of IPU feedback.

Clinical Practice

- Ensure you and the team are clinically competent in all procedures outlined in the training policy.
- Ensure infection control procedures and high standards cleanliness are observed in the clinical areas by all IPU staff and visitors. Being proactive in response to any issues raised in cleaning audits, patient environment inspections or concerns raised.
- Ensure the control and custody of all medications and drugs in accordance with hospice policy and statutory regulations, in the absence of and in conjunction with the clinical lead
- Adhere to procedures in place for the management of controlled drugs. Lead on the organisation of disposal and destruction of CDs.
- Oversee the physical, psychosocial and spiritual needs of patients, their families and carers and ensure these are comprehensively assessed, using evidence based and patient centred principles.
- Make decisions both independently and collaboratively with other team members. Facilitate the effective decision-making processes by the nursing team.
- Lead on handovers, MDT's and family meetings as required.
- Assist with MDT to achieve effective and appropriate length of stay and occupancy outcomes by encouraging robust discharge procedures and thorough assessment of referrals.
- To take out of hours calls when on call and give specialist advice as appropriate.

Communication

- Provides highly effective proactive communication with patients, families/carers.
- Ensure effective communication and liaison with members of the multi-disciplinary team, support departments within the hospice, community and hospital teams and other primary care services
- Ensure that effective systems of communication between members of the nursing team are in place, spanning both day and night duty and all wards.
- Maintains accurate patient records ensuring all relevant information and outcomes are clear, taking part in audit as required to assess this
- Responsible for effective processes to supporting the volunteers within the Inpatient areas, ensuring appropriate support and guidance are in place.
- To act as an ambassador for the hospice at all times to patients, their relatives, colleagues, stakeholders and members of the public.

Education and Development

- Promote a culture of continual learning and reflective practice.
- Lead and monitor the development of our competency framework.
- Through the professional development review system, ensure training needs of self and others are identified and mandatory training is kept up to date with high levels of compliance, under the direction of the Clinical Lead.
- Mentoring staff, student nurses and nursing assistants.
- Ensures that all new nurses in the team have allocated mentors to support their development and have a planned induction which is well documented.



- Actively participates in own clinical supervision and promote the clinical supervision of staff within the hospice.
- To be responsible for developing and sustaining own knowledge, clinical skills and professional awareness.

Professional Responsibilities

- To be professionally and legally accountable for all aspects of own work and to engage in professional self- development.
- Take responsibility for own professional development, update and maintain own clinical skills as required for the role.
- Ensure that own revalidation requirements are met.
- To adhere to the Nursing and Midwifery Council Code of Professional Conduct and facilitate compliance of nursing staff with local and national standards of practice.
- To effectively utilise clinical and managerial supervision.
- To support the nursing team in revalidation processes and in achieving the required evidence.
- To comply fully with Prospect Hospice policies and clinical practice guidelines.
- To ensure patient and service records are recorded and maintained in accordance with Prospect Hospice policies and professional standards.

Health and Safety

- Complies with all aspects of the Health and Safety at Work Etc Act 1974 and with Prospect’s current Health and Safety Policies.
- Under the provisions of the Health and Safety at Work Act 1974, it is the duty of every employee
 - I. To take reasonable care of themselves and others at work
 - II. To co-operate with the Prospect as far as is necessary to enable them to carry out their legal duty
 - III. Not to intentionally or recklessly interfere with anything provided, including personal protective equipment, for health and safety or welfare at work.

Key Contacts

- Clinical Lead
- Medical staff
- Advanced Nurse Practitioner
- Matron
- Quality Lead
- Community Nursing Team –Clinical Nurse Specialists and Prospect@Home
- Therapy and Family Support Teams
- Admin staff
- Volunteers
- Directors and senior managers across the organisation
- Stakeholders / Partners
- Board of Trustees



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

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- 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	NMC Registered General Nurse	E
	Management or leadership qualification or certificate, or willingness to undertake	E
	Degree in a health care related field, or willingness to undertake	E
	Experience of working within a community or specialist palliative care field	D
	Evidence of professional development within specialist palliative care	D
	Specialist palliative care qualification or willingness to undertake	E
	Teaching or mentoring qualification	D
	Advanced communication course	D
	Up to date knowledge of current issues, developments and practice in palliative care	E
	Understands and supports the benefits of clinical supervision and reflective practice	E

Criteria Category	Requirements	Essential (E) Desirable (D)
Experience and Knowledge	Effective management of teams	E
	Specialist palliative care experience	D
	Informal and formal teaching experience	D
	Proven experience in advancing practice and implementing change	E
	Experience of managing people or teams	E
	Multi-disciplinary or professional team working	E
	Experience of working with volunteers	D
	Experience of working with patients and carers with mental health and learning disability needs	D
	Experience of assessing and managing safeguarding incidents	E

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Criteria Category	Requirements	Essential (E) Desirable (D)
Skills	Ability to work with patients with life limiting conditions and their families to plan and implement appropriate care	E
	Diplomatic yet clear delegation skills	E
	Ability to coach others to support delegation and staff development	E
	Confident of own knowledge base and able to justify decisions	E
	Able to work to tight deadlines and manage own workload	E
	Able to synthesise information quickly	E
	Advanced communication and negotiation skills, with ability to communicate at all levels	E
	Innovative approach to problem solving	E
	Tenacious, assertive but able to listen to others' views	E
	Able to manage conflict and de-escalate effectively	E
	Competent IT skills	E
	Skilled in clinical supervision and reflective practice	D

Criteria Category	Requirements	Essential (E) Desirable (D)
Personal Qualities	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

