

JOB DESCRIPTION

1. JOB IDENTIFICATION	
Job Title:	Hospice@Home Clinical Support Nurse
Band/Grade:	Band 6
Hours of Work:	37.5
Accountable to:	Hospice@Home Coordinator & Community Palliative Care Nurse Manager
Responsible:	Hospice@Home Healthcare Assistants
Department:	Hospice@Home
Job Reference:	
Last Update (insert Date):	October 2025
Disclosure and Barring(DB) Check Required:	Yes Level:Enhanced

2. JOB PURPOSE
This is a permanent post providing clinical support for the St Johns Hospice@Home (H@H) service. The individual will be responsible for the coordination and day to day running of the St John's Hospice @Home service which provides home care for patients living with in our catchment area of Westminster, Kensington, Chelsea, South Brent and Hammersmith and Fulham. The key roles of the job are: • To provide support and guidance to a team of healthcare assistants specifically employed for H@H • In conjunction with the H@H Nurse Manager, support training for Healthcare Assistants employed as part of the service • As required assist in coordination and collection of relevant data for evaluation, commissioning and audit purposes • As required assist in the promotion of the service to external agencies • Work closely with the H@H Nurse Manager and Community Palliative Care Nurse Manager for the overall management of the service

3. ORGANISATIONAL STRUCTURE

4. ROLE OF DEPARTMENT

The Hospice@Home team is designed to give patients with specialist palliative care needs the choice of being cared in their own homes at end of life. Care is tailored to each patients individual care needs and is delivered by a team of health care assistants.

The team also provide respite care for patients and their families.
Care is usually provided 24 hours a day for up to two weeks.

5. RESPONSIBILITIES OF THE POST

5.1 Professional:

- To maintain confidentiality surrounding patient s on the H@H caseload.
- To ensure documentation is completed accurately and within agreed timescales using Hospital approved documentation, in line with NMC and Hospital guidelines.
- To have knowledge of and adhere to Hospice and Hospital policy and professional standards. To ensure that team members do likewise.
- To demonstrate a professional approach to work, and act in accordance with the Hospital Code of Conduct and the NMC Code of Professional Conduct at all times.
- To participate in staff appraisal, staff development and in service training activities.
- To meet Revalidation requirements. To identify own learning needs and ensure own professional development is maintained by keeping up to date with practice developments.
- To undertake further training and academic qualifications as relevant to the role and service requirements.

5.2 Day to day clinical responsibilities:

- Receive H@H referrals, assess whether criteria(s) are met, and accept or decline for H@H care.
- Receive patient handovers and updates from H@H carers as appropriate
- Provide phone guidance and support for H@H carers. Where clinically required liaise with their community clinical professionals re: their care to ensure patient comfort and safety.
- Organise and co-ordinate H@H bookings assisted by the H@H administrator
- Give clinical handovers to H@H carers
- Complete and circulate weekend Hospice at home handover.
- Ensure effective liaison with patient's, families, carer's, members of the primary and secondary care team, hospice multi-professional team and other outside agencies especially related to the ongoing organisation of care packages or discharge from H@H service.
- Refer to or undertake report writing to support ongoing care packages for patient's receiving continuing care.
- Complete lone worker sheets daily and monitor carer compliance. Remind carers to text in if non-compliant and should non-compliance continue escalate to the H@H Nurse Manager
- Ensure patient clinical records are maintained using the Crosscare data base
- Participate in multi-professional MDT meetings.

- Be aware of and act in accordance with the NMC Professional Code of Conduct at all times.
- Escalate any concerns to the H@H co-ordinator or the CNS team manager
- Keep availability rota up to date
- Complete Datix as required
- Undertake home visits to patients receiving the service to review the care the patient is receiving

5.3 Managerial:

- Maintain confidentiality at all times and comply with IG/Governance policy.
- Provide positive leadership, a caring supportive environment and an excellent role model for the H@H Carers.
- In conjunction with the H@H Nurse Manager support the professional development of the H@H carers.
- Ensure that all recording keeping and data is up to date and accurate.
- Provide information and data as requested.
- Ensure Hospital policies, procedures and guidelines are adhered to .Attend the weekly Hospice Community Multidisciplinary meeting (MDT) meeting a needed to ensure there is H@H team representation
- Attend other relevant meetings when required
- Work closely with other Hospice team leaders and other members of the Hospice Management team in order to support and develop the service offered by St John's Hospice
- Take responsibility for day to day coordination of the H@H service .
- With the H@H Nurse Manager take part in recruitment and selection of Health care assistants for the H@H service
- Ensure any sickness is documented on monthly duty log and appropriate documentation completed.
- Process timesheets bi weekly and monthly.
- Support H'H coordinator with HCA appraisals
- Ensure compliance with Lone worker Policy

5.4 Communication

- To promote and maintain effective channels of communication at all levels of the organisation in order to ensure the main purpose of the post can be achieved.
- To be informed of local and national health care developments and disseminate to other team members.
- To maintain effective liaison between the clinical nurse specialist team, the inpatient unit, day care unit and with the multi professional team.
- If required attend the weekly Community MDT meeting to discuss patients currently on the Hospice@Home caseload

5.5 Educational and Training

- To assist the H@H Nurse Manager with any teaching and educational programmes in the Hospital/Hospice.
- Assist the H@H Nurse Manager with the H@H induction training programme for newly appointed H@H carer's

- If required meet with new staff as part of their induction or interested professional Groups to talk about the H@H service
- Maintain a working knowledge of current developments in palliative care.
- If required, assist with co-ordination of the H@H carer's booked to undertake mandatory training to ensure attendance
- Support HCAs with achieving Clinical competencies during the 3 month probationary period.

5.6 Research and Audit

- To undertake and actively participate in the Hospice clinical audit programme

6. GENERAL INFORMATION:

- This job description is not intended to be an exhaustive list of duties, but mainly to highlight the current main responsibilities of the post. It may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.
- The post holder will be required to comply with all policies and procedures issued by and on behalf of the Hospital of St John and St Elizabeth.
- The Hospital is an equal opportunities employer and the post holder will be expected to promote this in all aspects of his/her work.

6.1 Other Duties:

To undertake any other similar duties, as required by the manager.

6.2 Confidentiality:

All information in relation to patients and staff must be held in the strictest confidence and may not be divulged to any unauthorized person at any time without the authorisation of your manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff and other Hospital service business in accordance with the Hospital's Information Governance requirements, the Code of Confidentiality and the Data Protection Act, 1998. A breach of confidentiality in relation to manual or computer data will result in disciplinary action being taken in accordance with the Hospital's disciplinary procedure and may lead to dismissal.

6.3 Health and Safety:

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

6.4 Risk Management

You have a responsibility for the identification of all risk which have a potential adverse affect on the Hospital's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

6.5 Equal Opportunities and Diversity

As a member of staff at the Hospital of St John and St Elizabeth you have a personal responsibility to ensure that you do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

You also have a responsibility to ensure that all people that you have contact with

during the course of your employment, including patients, relatives and staff are treated equally in line with the Hospital's Equal Opportunities and Diversity Policy.

You are also required to co-operate with measures introduced to ensure equality of opportunity.

6.6 Codes of Conduct

The Hospital will provide a supportive environment, in line with the Hospital's Code of Conduct. Any breaches of the Code will be promptly, fairly and reasonably investigated in-line with any associated procedures.

6.7 Infection Prevention and Control

Infection Prevention and Control is everybody's responsibility. All staff, both clinical and non clinical are required to adhere to the Hospital's Infection Prevention and Control policy and make every effort to maintain high standards of infection prevention and control at all times thereby reducing the burden of Health Care Associated Infections. Line managers will discuss this with staff as part of the appraisal process.

6.8 Management of Hospital Values

Managers are expected to lead by example and deliver the values of the Hospital at all times. They must support the Hospital to deliver excellent service to our patients and visitors. It is understood that as the business evolves, the expectations of the patients will rise and so too will the level of service delivery.

This is an outline of the post holders key duties and responsibilities. It is not intended as an exhaustive list and may change according to the hospital's needs and priorities and following discussion with the post holder.

7. CREATED BY: Melissa Reddish updated by Sue Hutton

SIGNATURE:



PERSON SPECIFICATION

Post Title: Hospice@Home Clinical Support Nurse

Criteria		Essential	Desirable	Assessment
Qualifications	NMC Level 1 Registration.	✓		Application Form
	Post registration in qualification in palliative care		✓	
	Degree or level or equivalent qualification in relevant discipline	✓		
	Teaching qualification		✓	
	Advanced Communication Skills Training		✓	
Experience	Proven experience of nursing at a senior level		✓	Application Form/Interview
	Proven experience in oncology/palliative care	✓		
	Experience of working with community healthcare professionals	✓		
	Experience of audit and research.		✓	
	Evidence of implementing change	✓		
Skills and Knowledge	Good organisational skills	✓		Application Form/Interview
	Experience of managing a team		✓	
	Excellent report writing and presentation skills.	✓		
	Data collection skills			
	Experience of working within a multidisciplinary team	✓		
	Excellent communication and interpersonal skills.			
	Proven listening/counselling skills.	✓		
	Teaching skills	✓		
	In-depth knowledge of specialist palliative care	✓		
	Knowledge of current developments in palliative care	✓		

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Attributes and Qualities	Motivated and Enthusiastic	✓		
	Flexible	✓		Interview
	Confident decision maker	✓		
	Computer literate	✓		
	Able to prioritise workload, achieving a balance between clinical work and other aspects of the post.	✓		