

JOB DESCRIPTION :

1. JOB IDENTIFICATION	
Job Title:	Hospice@Home Nurse Manager
Band/Grade:	7
Hours of Work:	37.5
Accountable to:	Assistant Director of Nursing Hospice
Responsible to:	Community Palliative Care Nurse Manager
Department:	Hospice
Job Reference:	
Last Update (insert Date):	November 2025
Disclosure and Barring (DB) Check Required (Check guidance):	Yes Enhanced

2. JOB PURPOSE
The role of the Hospice@Home Nurse Manager is to provide effective clinical leadership, management, coordination and development to the Hospice@Home team as the service expands into Hammersmith and Fulham. This is a 24/7 service delivering end of life and respite care for those patients with specialist palliative care who wish to remain in their own home.

3. ORGANISATIONAL STRUCTURE

4. ROLE OF DEPARTMENT
The H@H 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 patients 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.
- Seek opportunities to develop the service .
- Ensure that appropriate and timely data is complete to allow reports to be sent to commissioners.
- To ensure that all leave, whatever the reason is managed appropriately.
- Ensure all regulated activity is managed appropriately

5.2 Clinical

- To act as a resource of knowledge and expertise in palliative care and support clinical decision making with in the team.
- Ensure personal and team compliance with hospice and organisational policies, procedures and guidelines.
- Ensure and policies, procedures and guidelines that are specific to Hospice@Home and reviewed and kept up to date.
- Ensure risk assessments are completed prior to a Hospice@Home carer being sent to the patients home
- Ensure contemporaneous patient 's notes are kept. These notes should audited to ensure the all aspects of care are being delivered as per the patient 's needs.
- Manage the Hospice@Home caseload effectively to maximise availability and facilitate equitable access to the service.
- Ensure effective and safe transfer of care if a patient's condition stabilises and they no longer H@H service. This may include the need to completion of CHC fast track forms, liaison with community nursing, specialist palliative care teams and nursing homes.
- Be aware of clinical risks and implement, share and escalate appropriately to mitigate risk.
- Participate in handover meetings and weekly MDTs.
- Explore role of HCAs in medication administration.
- Ensure compliance with all aspects of the lone worker policy.

5.3 Communication

- Having undertaken Advanced Communications Skills Training, be able to work with patients and carers managing highly complex and sensitive information utilising a wide range of methods of communication. Meeting a minimum standard on level 2 in psychological care
- Promote and present the Hospice's Vision, values and strategic objectives, at all levels to a wide range of individuals such as health and social care professionals
- Provide management with performance and quality data, reports and other information as requested
- Attend the weekly community multidisciplinary meeting in order to present and discuss patients on the current case load
- Meet with potential donors to describe the work of the service and how it impacts on the

lives of patients and their families

- 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, Wellbeing Centre and with the multi professional team

5.4 Educational

- In conjunction with team members develop any teaching and educational programmes in the for H@H
- Ensure all new members of staff have an induction training programme.
- If required meet with new staff throughout the hospice 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.
- Ensure all essential and mandatory training is complete
- Support HCAs with achieving Clinical competencies during the 3 month probationary period.
- Identify and highlight your own learning needs as well as those of team

5.5 Development

- Seek out opportunities for personal and service development

5.6 Other duties

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 unauthorised 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 General Data Protection Regulation (GDPR) (EU) 2016/679. 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 Safeguarding :

At HJE we are committed to safeguarding and work with relevant agencies in protecting all adults and or Children and promoting their welfare, as outlined in the HJE Disclosure and Barring Service (DBS) Policy and Procedure reference No HJE.HR.13.006.

All employees have a responsibility to ensure that children and young people are safe from abuse and harm, regardless of their role or where they work. Children include young people up to the age of 18 years. This may include compliance with relevant agencies we may work with for example local safeguarding boards for child protection procedures and hospital safeguarding procedures and recognise the importance of listening to children.

Vulnerable Adults

All employees have a responsibility to support the safety and well-being of vulnerable adults and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Vulnerable Adults responsibilities. All employees must comply with HJE DBS policy in this regard.

In addition we are implementing robust safer recruitment practices during our selection process and pre-employment checks will be undertaken in accordance with the government guidance outlined in <https://www.gov.uk/government/publications/dbs-code-of-practice>, and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS). If you would like further information about our safer recruitment then please see our DBS policy in the first instance or contact a member of our recruitment team.

6.5 Smoke Free Policy

The Hospital provides a smoke free environment.

6.6 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.

6.7 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.

6.8 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.

6.9 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.

7.0 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.

8. CREATED BY: Sue Hutton

SIGNATURE: 

PERSON SPECIFICATION
HOSPICE@HOME NURSE MANAGER

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			
	Evidence of liaising with external agencies eg CHC, community nursing GPs	✓		
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			
	Proficient in managing audits	✓		

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.	✓		