

JOB DESCRIPTION :

1. JOB IDENTIFICATION	
Job Title:	Specialist Nurse - Referrals and Discharge–St John's Hospice
Band/Grade:	6
Hours of Work:	37.5
Accountable to:	Ward Manager
Responsible:	Assistant Director of Nursing Hospice
Department:	Hospice
Job Reference:	Under review
Last Update (insert Date):	
Disclosure and Barring(DB) Check Required:	Yes Level Enhanced

2. JOB PURPOSE
<ul style="list-style-type: none"> • The post holder will work with all staff to support and deliver safe, efficient and effective admission and discharge to and from the Hospice Inpatient Unit. • To review and triage all referrals to St John's Hospice Inpatient Unit (IPU) to ensure that all patients are appropriately prioritised. • To manage the waiting list in an efficient and open manner to ensure patients have a timely admission, • To act as a specialist resource for all health and social care professionals, patients and carers, liaising directly with referrers, relevant Palliative Care Teams and other relevant professionals, • To manage and lead on complex discharges that require coordination of a number of services externally and internally • To have an over view of all discharges planned from the IPU and support staff in the completion of paperwork and referrals • To ensure appropriate information is available for decisions to be made about admissions • To ensure comprehensive assessment of patients' needs are made prior to complex discharges, including but not limited to Continuing Care assessments and Fast Track applications • To provide skilled leadership, support and guidance to the nursing and wider multi-disciplinary teams in relation to referrals and discharge planning. • To support the MDT staff in the discharge of all patients from the unit.

3. ORGANISATIONAL STRUCTURE

4. ROLE OF DEPARTMENT
The Hospice Directorate comprises of the 15 bedded Hospice Inpatient Unit, Hospice Day Care Unit, Clinical Nurse Specialist Team, Hospice@Home Service, Social Work and Bereavement Team, Therapies Team, Lymphoedema Services and Palliative Care Ambulance Services.

Our services are underpinned by a respect for human dignity and care for the physical, psychosocial, spiritual and emotional needs of the total person, whatever their age, lifestyle, culture and spiritual belief. Our patients face a range of conditions, including cancer, respiratory disease, heart failure and HIV.

The post holder is based within the Inpatient Nursing Team and will report directly to the Ward Manager.

5. RESPONSIBILITIES OF THE POST

5.1 Clinical Responsibilities

1. To act as the central contact person and resource for internal and external professionals, patients and relatives in regard to hospice admissions and where appropriate to the referral, carry out assessments of patients prior to admission within hospital, home or other care settings.
2. To provide specialist knowledge and advice on referral to St John's Hospice services and in the management and supervision of discharges from the IPU
3. Responsible for tracking and case management, leading complex discharges to prevent delayed transfers of care.
4. To use a systematic process of assessment and evaluation in planning and prioritising referrals for admission to the Hospice In-patient Unit.
5. Take responsibility for the management and coordination of all phone calls received into the Referrals mobile phone and ensure that potential referrals/admissions are handed over to the Nurse Coordinator in the IPU, to ensure that there is out of hours cover.
6. Develop and review clear protocols and algorithms to support staff in the planning of discharges and ensure involvement in the revision and updating of Hospice policies relating to admission and discharge.
7. Ensure that all National Alerts and guidance appropriate to the role are acted on and complied with.
8. Having undertaken the National Advanced Communication Skills course, be able to work with patient and carers managing highly complex and sensitive information utilising a wide range of methods of communication.
9. To communicate with referrers regarding the outcome of the referral and any changes that are made regarding admission date in a timely manner.
10. To contact the patient and family to inform them when an admission has been accepted if the patient is at home.
11. To liaise with the referrer regarding transport requirements to enable the admission.
12. To communicate effectively with and involve the Specialist Multidisciplinary team in discharge planning.
13. To deal directly with patients, relatives and carers with regards to discharge planning as and when need is identified by Multidisciplinary team.
14. To identify carers at the point of a patient referral, where possible so that carers can access advice and support programmes run by the Hospice and other agencies
15. To promote and support patient advocacy, choice and self-empowerment and encourage patient independence, ensuring full engagement in decisions regarding their future care needs.
16. To lead and participate in the specialist clinical assessment of patients when required as part of referral process and as part of discharge planning.
17. Ensure that all discharged patients have a completed discharge checklist.
18. To lead and coordinate the management of individualised Continuing Care assessments for patients as required, facilitating prompt information to Continuing Care Assessment panels.
19. Ensure patient and family/significant others are aware of and understand the Continuing Care process.
20. Be aware of, and have a working knowledge of Department of Health current guidelines in relation to Continuing Care Assessment, Decision Support Tool, Fast Track Assessment and NHS Continuing Health Checklist.
21. Maintaining ongoing effective communication with Continuing Care leads in the management of patients, who on discharge, no longer require continued specialist palliative care.
22. To maintain accurate records pertaining for all referrals, admissions and discharges.
23. To maintain clinical practice providing support to the Hospice Inpatient Unit where required.

24. To maintain accurate clinical records.
25. To act appropriately in the event of any accidents and emergencies and to report any incidents according to hospital policy.
26. To act professionally at all times acting as a role model.

5.2 Management and Liaison

1. To coordinate and prioritise referrals for admission in conjunction with the Consultant, Assistant Director of Nursing, Inpatient Unit Manager / Nurse Coordinator and the Multi-Disciplinary Team
2. To process referrals to the hospice and coordinate all in-patient admissions to the hospice in working hours.
3. To participate as a member of the Specialist Multidisciplinary team in the planning of ongoing care management towards an effective and smooth discharge of the patient back into the community. This will be achieved by actively participating in multidisciplinary team meetings and direct communication with community nursing teams and social care providers.
4. To attend /chair / lead and actively participate in the Specialist Inpatient Multidisciplinary team meetings.
5. To attend the MDT meetings of the Community and Hospice Day Care Unit.
6. Provide leadership and specialist advice to enable ward staff to effectively manage the discharge plans of individual patients
7. Actively identify patients who require complex discharge planning, lead and case manage these patients in developing a discharge plan to ensure safe discharges.
8. In conjunction with the Assistant Director of Nursing have a detailed understanding of the contract activity for the Hospice IPU, and referrals to other services to ensure that there are line with contract requirements including length of stay. The negotiation of funding for out-of-borough patients in the absence of the Assistant Director of Nursing.
9. Identify and coordinate the management of patients who have a delayed discharge, reporting and escalating as appropriate
10. To review, monitor , audit and update referral and discharge protocols.
11. To take a lead in and work with Hospice team members to develop effective assessment and discharge documentation.
12. To develop admissions/ discharges and referral documentation and audit effectiveness of same.
13. To report any incidents or concerns to the IPU Manager and Assistant Director of Nursing.
14. To be involved, in conjunction with the IPU Manager and Practice Development Nurse, in the continued development and education of staff on the IPU with respect to admission and discharge processes and other applicable aspects of care.
15. To ensure that all senior nursing staff are educated to a level that they can safely and competently undertake the role of Specialist Referrals and Discharges Nurse in the absence of the post holder.
16. To deal with complaints in line with Hospice and Hospital policy as they arise and if unable to resolve these, to inform the Ward Manager and Assistant Director of Nursing.

5.3 Education and Training

1. To participate in the development and teaching and educational programmes in the Hospital/Hospice especially in regards to Continuing Care and discharge Planning.
2. To assess own current educational needs and facilitate access to appropriate education and training opportunities in line with PREP requirements.
3. To maintain a working knowledge of current developments in specialist palliative care.
4. To comply with and ensure attendance at all mandatory training on an annual basis (i.e. Fire, CPR, Manual Handling).

5.4 Research and Audit

1. Ensure practice is evidenced based and that finding of current and appropriate research is applied.
2. Undertake and actively participate in the Hospice's Clinical Audit programme.
3. Undertake and participate in nursing and or collaborative clinical research in palliative care

5.4 Other Responsibilities

- To act as DOLs lead for St Johns Hospice
- To maintain database of any patients who are subject of a Deprivation Of Liberty referral whilst an inpatient,

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 Smoke Free Policy

The Hospital provides a smoke free environment.

6.5 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.

6.6 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.

6.7 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.

6.8 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.

6.9 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: Sue Hutton

SIGNATURE:



Updated January 2023

PERSON SPECIFICATION

Post Title: Specialist Nurse - Referrals and Discharge

Criteria		Essential	Desirable	Assessment
Qualifications	<ul style="list-style-type: none"> Registered Nurse Current NMC registration in adult or general nursing Educated to first degree level or equivalent Advanced Communication Skills Training 	✓ ✓ ✓	✓	Interview Interview Interview Certificate
Experience	<ul style="list-style-type: none"> Significant post qualification/registration experience in specialist nursing field Must have recent clinical experience at Senior Staff Nurse Band 6 Experience working within the community or in a specialist discharge role Experience in facilitation, teaching, assessing, coaching Experience of communicating with patients and families 	✓ ✓	✓ ✓	Application Form/CV Application Form Application Form Application Form

Skills and Knowledge	<ul style="list-style-type: none"> • Demonstrable leadership and influencing skills ✓ • Expert clinical skills in speciality ✓ • Demonstrates ability to place patient and family at centre of care ✓ • Ability to facilitate and support learning ✓ • Demonstrates a desire to explore new ways of delivering services ✓ • Excellent personal and communication skills ✓ • Good facilitation, presentation, teaching and assessing skills ✓ • Excellent organisational and time management skills ✓ • Good interpersonal skills ✓ • Excellent organisational ability ✓ • Motivated and enthusiastic ✓ • Creative, resourceful and imaginative ✓ • Excellent role model ✓ • Ability to critically analyse research and evidence-based practice ✓ • Demonstrates ability to think laterally, creatively and innovatively ✓ • Ability to synthesise clinical information from a variety of sources ✓ 		Interview	
Attributes and Qualities	<ol style="list-style-type: none"> 1. Motivated and flexible ✓ 2. Enthusiastic ✓ 3. Confident decision maker ✓ 4. Able to work autonomously and as part of the wider Hospice team ✓ 			