



DELIVERING  
**OUTSTANDING**  
CARE AND  
EXPERIENCE



RECRUITING,  
DEVELOPING AND  
RETAINING OUR  
**WORKFORCE**



AN **ANCHOR**  
IN OUR  
COMMUNITIES



**WORKING TOGETHER**  
WITH LOCAL HEALTH  
AND SOCIAL  
CARE PROVIDERS



DELIVERING  
LONG-TERM  
**SUSTAINABILITY**

**NHS**  
North West Anglia  
NHS Foundation Trust

Information pack for the post of

Clinical Nurse Specialist

Palliative Care

Division of Medicine

November 2023



**GOOD TO  
OUTSTANDING**



## Welcome from Chief Executive Hannah Coffey

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchingsbrooke and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining TeamNWA AngliaFT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.

A handwritten signature in black ink, appearing to read 'Hannah Coffey', with a long horizontal flourish extending to the right.

**Hannah Coffey**  
**Chief Executive Officer**

## Job Description

<b>JOB TITLE</b>	Clinical Nurse Specialist (Enhanced Practice Role)
<b>GRADE</b>	Band 7
<b>HOURS OF WORK</b>	<i>37.5 - 7 day working with expectation of some weekend working, (weekend working could be within the Acute Trust) primarily 9am - 5pm.</i>
<b>DEPARTMENT</b>	Palliative Care
<b>BASE</b>	Your primary base will be Huntingdon however travel between NWAFT service sites will be required. This role has the potential to be rotational , between Community and Hospital , initial rotation will be Community based.
<b>REPORTING TO</b>	Palliative and End of Life Lead Nurse / Specialist Palliative Care –Team Lead
<b>RESPONSIBLE TO</b>	Head of Nursing for Medicine
<b>ACCOUNTABLE TO</b>	Head of Nursing for Medicine

## Job Summary (including background and context of the role)

***The Specialist Palliative Care Team work both in the Acute Hospitals and Community to provide Specialist Palliative Support for Patients with complex palliative care needs across the region.***

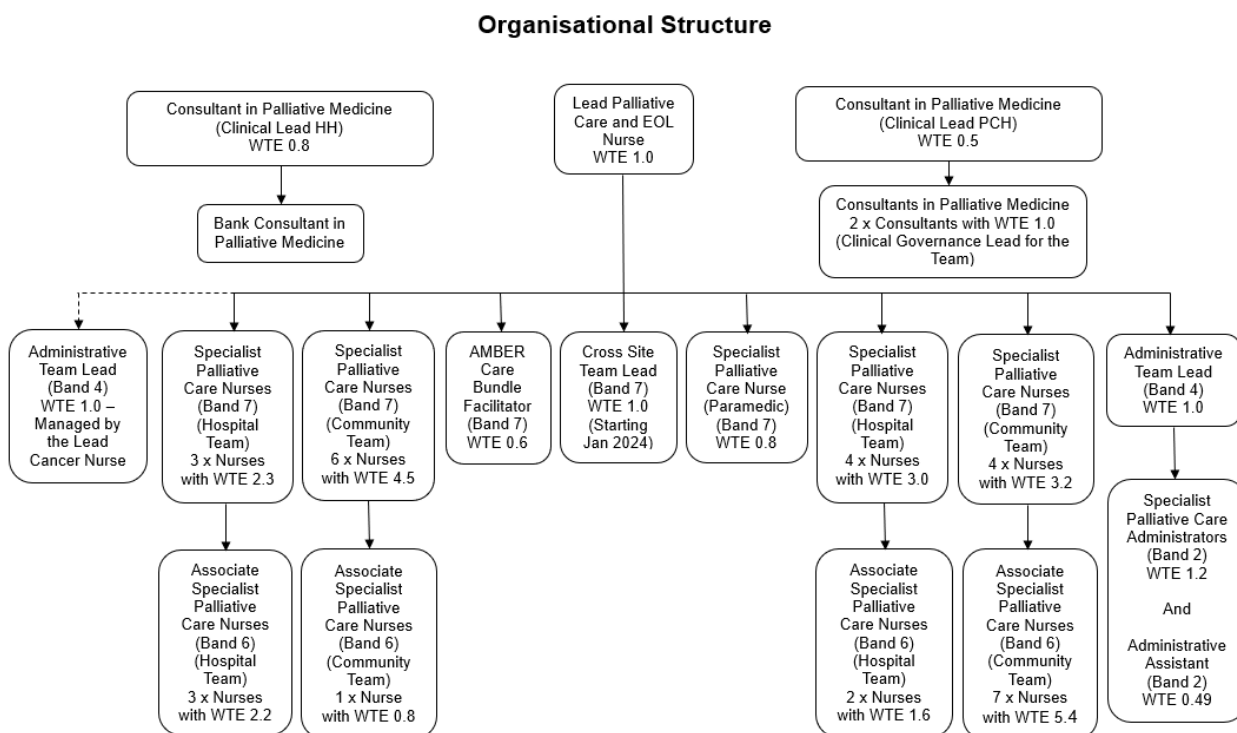
***Though initially based predominantly in the Community setting there is potential for internal rotation to the Acute Hospital Setting, and across the Trust depending on patient and Service need.***

***Working closely with the Consultant in Palliative Medicine, and members of the extended specialist multi disciplinary team to deliver high quality***

**Specialist Palliative care advice and support based in best practice principles the post holder will :**

- Develop and deliver training to specialist and non-specialist Colleagues to improve palliative care provision with the Trust and the wider community, within the scope and remit of specialist practice.
- Support the development and implementation of robust governance and quality measures, including developing guidelines and engaging in research and data collection to ensure patients, their families and carers receive optimal holistic and person centred palliative and end of life care.
- Identify potential opportunities for quality improvement and innovation, and engage with colleagues to explore and develop initiatives to improve service delivery, and patient experience.
- Line manage junior colleagues, in line with Trust policy and procedures using the principles of compassionate leadership.
- Work collaboratively with core care teams, both in the Acute Trust and the Wider community, to the benefit of patients, families and their carers.

**Key Working Relationships (organisational chart)**



## Key Results Area: (Main Duties and Responsibilities):

The ten occupational duties that are required to provide a high standard of health care using judgement, skills and knowledge for enhanced practice are:

1. Be an accountable professional acting in the best interests of people, putting them first and providing complex clinical care that is evidence based, person-centred, safe and compassionate.
  - a. *Demonstrating an in depth knowledge and utilising that knowledge, exercising autonomous decision making, within the framework provided by the Specialist Palliative care MDT for patients with complex specialist palliative care needs.*
  - b. *Scope of Practice – Nursing and Midwifery Council Registered Professional or Suitably qualified and experienced Allied health Professional*
  - c. *Act as an Independent Prescriber, with in the professional and Trust frameworks if qualified to do so.*
2. Use existing knowledge, expertise and enhanced levels of clinical judgement to independently undertake complex and holistic assessments:
  - a. *In line with the scope of practice of a Clinical Nurse Specialist in Specialist Palliative care, considering the physical, psychological and support needs of the patient and their family/ primary support network, using the principles of holistic patient assessment.*
3. Act independently to plan, deliver, monitor and evaluate complex care using enhanced clinical assessments, diagnostics, and interventions.
  - a. *Demonstrating ethical decision making, and communicating complexity of need to the wider team.*
4. Act as an expert resource within their own organisation and for external agencies, sharing & demonstrating an in depth knowledge of Palliative Care:
  - a. *Demonstrating an ability to communicate effectively with peer and senior colleagues to influence plans of care and act in an advisory capacity.*
5. Develop, deliver and evaluate education and training opportunities for others

- a. *Within own scope of practice, initiating and leading teaching sessions based on research, literature, clinical rationale and best practice guidance including patient teaching: promoting independence and patient autonomy.*
6. Communicate effectively, using advanced communication skills, in challenging environments and situations with patients, their families/carers and the multi-disciplinary team
  - a. *Initiating and leading discussions, advocating for patients in complex situations.*
7. Promote and encourage innovative clinical practice to support a culture of excellence within the wider health and care team, following Trust values,
  - a. *Initiating education in end of life Specialist Palliative care and quality improvement.*
8. Lead and manage unpredictable and unplanned clinical situations.
9. Be aware of and contribute to:
  - a. *Resource management, strategic service development, planning and service improvement, audit and clinical governance:*
  - b. *Support Colleagues to care well for palliative and end of life patients with specialist palliative care needs including line management of junior staff.*
10. Monitor, develop and appraise staff and learners.
  - a. *Contribute to the development of the service using research based practice, evidence and best practice guidance. Developing and delivering teaching to patients' families, carers and colleagues.*

Details of the knowledge, skills and behaviours needed to attain these duties can be found in the enhanced practice apprenticeship standards (Appendix B).

#### **Additional areas of focus**

- *Specific Projects as determined with the Clinical lead*
- *Patient contact and direct patient care*
- *Audit, clinical governance and initiating and delivering quality & service improvements.*

## **Career Path – Enhanced Role**

This role has the potential to lead to Advanced practice roles and Nurse Leadership roles.

## Working at our Trust

### A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.



### B. Divisional Structure

Following the formation of North West Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form five clinical divisions:

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery

- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

The clinical divisions are key to our service delivery and they are led by a triumvirate comprising a Divisional Director, Divisional Nursing Director, and Divisional Operations Director.

### **C. Your responsibilities to the Trust, our patients and staff**

The Trust aims to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role, you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements. Non-adherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act by policies specific to your job role, which are covered at induction.

#### **Equality and Diversity Policy**

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

#### **Health & Safety**

You have a responsibility to consider yourself and anyone else that could be affected by the things you do or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally, if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures, and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, to maintain the health, safety and welfare of employees or others who may be affected.

#### **Data Protection**

You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered into Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

### **Data Quality**

It is your responsibility to ensure that any data collection required is accurate, timely, complete, and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate in any relevant audits required as part of the Trust's and external quality improvement programmes.

### **Customer Care**

You are always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

### **Values**

How our staff live and work according to our values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

### **Infection Control**

You have a responsibility to comply with Trust policies for personal and patient safety and prevention of healthcare-associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe disposal of sharps. You will be asked about adherence to measures for reducing HCAI at the annual appraisal.

### **Smoking Policy**

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

### **Confidentiality**

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

## Safeguarding the welfare of children and vulnerable adults

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people, and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

## Mandatory Training

You are required to attend mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

## Raising issues of Concern

If you have any concerns about practices or processes within the Trust, you should raise this with your line manager. If you do not feel able to raise concerns directly you should access the Trust's haven procedures for raising issues of concern in confidence.

### Appendix B - Standards for Enhanced Clinical Practitioners

Duty	KSBs
<b>Duty 1</b> Be an accountable professional acting in the best interests of people, putting them first and providing complex clinical care that is evidence-based, person-centred, safe and compassionate.	K1 K2 K3 S1 S2 S3 B1 B2 B3
<b>Duty 2</b> Use existing knowledge and expertise and enhanced levels of clinical judgement to independently undertake complex and holistic assessments.	K4 K5 K6 S4 S5 S6 B1 B2 B3
<b>Duty 3</b> Act independently to plan, deliver, monitor and evaluate complex care using enhanced clinical assessments, diagnostics, and interventions.	K7 K8 K10 K11 S7 S8 S9 S10 S11 B1 B2 B3
<b>Duty 4</b> Act as an expert resource within their own organisation and for external agencies.	K9 K12 K13 S12 S13 B1 B2 B3
<b>Duty 5</b> Develop, deliver and evaluate education and training opportunities for others within own scope of practice.	K14 K15 K16 S14 S15 S16 B1 B2 B3

<b>Duty 6</b> Communicate effectively in challenging environments and situations with patients, their families/carers and the multi-disciplinary team.	K17 K18 K19 K27 S17 S18 S19 S27 B1 B2 B3
<b>Duty 7</b> Promote and encourage innovative clinical practice to support a culture of excellence within the wider health and care team.	K20 K21 K22 S20 S21 S22 B1 B2 B3
<b>Duty 8</b> Lead and manage unpredictable and unplanned clinical situations.	K24 K25 K26 S24 S25 S26 B1 B2 B3
<b>Duty 9</b> Participate in resource management, strategic service development, planning and service improvement.	K28 K29 K30 S28 S29 S30 B1 B2 B3
<b>Duty 10</b> Lead, monitor, develop and appraise staff and learners.	K23 K31 K32 S23 S31 S32 B1 B2 B3

## KSBs

### Knowledge

K1: Tools and techniques used to systematically search, select and present evidence

K2: Techniques to critically appraise evidence such as local and national quality standards and frameworks and ways to relate this to own practice

K3: Requirements of their on-going professional registration and code of conduct in relation to their scope of practice such as when and how to escalate or refer in line with defined scope of practice

K4: How to appraise the relevance of available tools and techniques to the clinical situation and own scope of practice

K5: Legislation, clinical frameworks, contemporaneous evidence-based practice guidelines, outcomes from clinical audit and algorithms to support decision making

K6: Anatomy and physiology and pathophysiology to support complex holistic patient assessment including the underlying psychological, social and long-term impact of illness

K7: Tools and techniques to critically evaluate clinical information to inform decision making and care management planning

K8: Underpinning anatomy and complex applied physiology, disease, toxicities, treatments and interventions which guide the selection of specialist diagnostics

K9: Methods to support complex intervention decision making aligned to national and international guidelines

K10: Principles and theories of co-production, health coaching, peer support and self-management used to build knowledge, skills and confidence to enable patient self-management

- K11: Diverse sources of information and evidence to underpin decision making and techniques to interpret and assimilate a diverse range of information and evidence
- K12: Principles and theories of coaching used in supporting others in complex clinical decision making and care delivery
- K13: Principles and theories of leadership and role modelling
- K14: Tools and procedures for conducting a training needs analysis
- K15: Teaching, learning and assessment theories, techniques, innovations and models relevant to the educational activity including ways to facilitate a positive learning environment
- K16: Models, tools and frameworks for receiving and providing constructive feedback
- K17: Principles of different communication strategies and theories, communication modes (written, digital, verbal, non-verbal) and clinical communication tools
- K18: Models and theories for negotiating and mediating, such as de-escalation and diffusing strategies
- K19: Communication strategies and tools used to share complex information with different audiences and individuals
- K20: Principles of change management and co-production to support clinical innovation in the workplace
- K21: Local and national approaches and planning processes to support quality improvement
- K22: Service evaluation, research and audit techniques to support quality improvement processes within area of enhanced clinical practice
- K23: The role and impact of reflection in improving clinical practice and best-practice methods for clinical supervision
- K24: Signs and pathophysiology of deterioration or distress in mental, physical, cognitive and behavioural health in own scope of practice
- K25: Protocols and systems used to plan, prioritise and direct resources within area of enhanced clinical practice and how to escalate to and engage others when working at the boundaries of scope of practice
- K26: Evidence-based strategies to manage clinical risk in enhanced clinical practice
- K27: Principles of psychological well-being, the importance of maintaining own and others well-being and counselling techniques used within own scope of practice
- K28: Employer policy and procedures for resource management and reporting
- K29: Strategies to plan and prioritise resources and manage immediate and longer-term service requirements
- K30: Local, regional, and national strategic priorities for patient populations within area of specialist practice

K31: Principles of mentoring and preceptorship and how these differ from counselling, coaching and teaching

K32: Local appraisal policy and systems and own responsibility in relation to appraisal of others

### Skills

S1: Conduct systematic literature searches to source evidence to inform enhanced clinical practice

S2: Critically appraise evidence and use findings to plan and provide enhanced patient-centred clinical care

S3: Provide enhanced clinical care in line with professional registration, code of conduct and defined scope of practice, being responsible and accountable for own decisions, actions and omissions

S4: Select available tools, technologies and techniques needed to perform complex and holistic assessments

S5: Assimilate, synthesise and apply complex information to promote and advocate best interests of others, upholding the principles of safeguarding and evidence-based practice

S6: Undertake holistic patient-centred assessments using available tools, technologies and techniques

S7: Analyse the data arising from the assessment process to inform clinical decision-making

S8: Identify, request and interpret specialist diagnostics within own scope of practice to inform the delivery and management of specialist care for patients and families

S9: Develop, implement and evaluate an enhanced care management plan which may include interventions and referral to other members of the multidisciplinary team or other agencies

S10: Prepare and support patients and families to manage their own health and care as independently as possible

S11: Interpret, assimilate and draw conclusions using diverse sources of information and evidence to inform clinical reasoning

S12: Direct others to sources of information and evidence, coaching and supporting them in applying information and evidence in complex clinical decision making

S13: Provide leadership within scope of own role and positive role-modelling for others in the multidisciplinary team

S14: Identify training and education needs of others in the workplace

S15: Plan and facilitate the delivery of practice-based education, training and assessment activities

S16: Evaluate the effectiveness of training and education activities

S17: Use communication strategies suitable for a variety of situations including sensitive and distressing topics

S18: Use strategies to manage conflict and challenge

S19: Discuss complex information with patients, their families, the multi-disciplinary team and other agencies

S20: Challenge ineffective systems and processes and support others to identify the need for change within their area of enhanced clinical practice

S21: Contribute to quality improvement plans and strategies to support a culture of continuous quality improvement within area of enhanced clinical practice

S22: Participate in quality improvement activities, such as audit, service evaluations and research projects within area of enhanced clinical practice

S23: Reflect on own and others' practice using clinical supervision processes

S24: Identify and act on evidence of unexpected change or patient deterioration within own scope of practice

S25: Manage self and others in unpredictable and complex environments, instigating clinical interventions where protocols may not be available

S26: Identify and manage risk to patient safety and others in an unpredictable and complex environment

S27: Counsel Patients, family, carers and others to manage psychological well-being of self and others

S28: Contribute to efficient resource management within the workplace

S29: Plan, prioritise and deliver enhanced clinical care within a defined resource

S30: Contribute to the drafting of business cases or project proposals

S31: Provide mentorship, opportunity for peer-learning and constructive feedback to guide, support, motivate and develop others in the multidisciplinary team

S32: Contribute to the appraisal of individuals in the multidisciplinary team

### Behaviours

B1: Treat people with dignity, respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences

B2: Show respect and empathy for those you work with

B3: Be adaptable, reliable and consistent