Description

Job Title: Access Team Nurse Specialist (Referrals, Triage and Advice Line)

Directorate: Patient Care

Department: Access Team

Grade/Band: Band 6 (Comparable)

Working Hours To be agreed, over 7 days, including On Call

Location: St Peters Hospice, Brentry

Accountable to: Community Services/Project Manager

Responsible to: Community Services/Project Manager

Dimensions

Staff to manage Access administration team, in the absence of the Community Services/Project Manager

Services: Access Services – Referrals, Triage and Advice Line.

Job Summary/Main Purpose

- To receive, manage and process all clinical referrals and requests for advice for St Peters Hospice.
- Ensure that all clinical referrals to St Peters Hospice for ALL hospice patients and their families are Triaged and actioned as per agreed protocols, including informal visits.
- To respond to all calls to the advice line offering quality professional clinical advice and to signpost callers to other appropriate services.

Key Working Relationships

- Access Team
- Community Nurse Specialist Team
- H@H Team
- Psycho-social-spiritual Team
- Day Hospice
- Inpatient Team
- Medical Team
- Education and Fundraising team colleagues
- Allied healthcare professionals within SPH and the local Health and Social care community
- All Primary and Secondary Healthcare teams/providers
- Patients and relatives
Principal Duties and Responsibilities

1. Supporting the interface with the local End of Life Coordination Centre. Referrals
   1.1 Support on all aspects of the referral system to the Hospice, to include appropriateness, urgency, level of priority and always ensuring that new referrals to the service are assessed according to St Peters standards.
   1.2 Ensure that all referrals are processed in a timely manner.
   1.3 Support the coordination of the work of clinical and administrative colleagues involved in managing referrals to the Hospice to provide a responsive and patient-centred service.
   1.4 Ensure that the process of referral and acknowledgement thereof runs smoothly and assists with informing service users of the process.
   1.5 Provide familiarisation and training to all potential service users on the process of referral and hospice services.
   1.6 Assess the appropriateness and the urgency of referrals received by the Hospice, seeking advice from senior colleagues as appropriate.
   1.7 To contribute to operational business planning and development, working closely with the Community Project/Services Manager.
   1.8 To contribute to clinical and service developments, working closely with the Community Project/Services Manager.
   1.9 To contribute to developing and maintaining close working relationships with all Primary Healthcare teams, GP Consortiums, Community Hospitals, Nursing Homes and other palliative care providers.

2. Triage
   2.1 To ensure a timely, responsive and appropriate Triage service for all the key parties involved – specifically patients and families and those who refer them to the Hospice.
   2.2 Make telephone contact with referrers regarding referrals received, clarifying information received and providing information regarding the outcome of the referral.
   2.3 Make telephone assessment of the patients and their carers, prioritising the urgency of the referral, identifying any interim help required, and discussing the proposed care plan.
   2.4 Refer patients to other health and social care professionals where appropriate.
   2.5 Provide condition-related information to patients, taking account of their individual needs, qualifying their needs, taking advice from their families, from those who are close to them and from other colleagues and professionals, where appropriate.
   2.6 Liaise with appropriate St Peters Hospice professionals regarding referrals to specific departments.
   2.7 Provide relevant clinical information to other Hospice colleagues, to support the initial face to face assessment.
   2.8 Record accurate information on the patient care database in line with information governance, confidentiality, data protection and other statutory regulations and requirements.
   2.9 To hold a telephone managed caseload of new patients and the first point of contact for discharged patients requesting re-engagement.
   2.10 Be the first point of contact for patients and referrers of patients to the Hospice in advance of assessment by a Hospice professional, providing advice and support as necessary – Monitor by telephone the progress of those patients for whom there is a delay in assessment for care by making contingency plans for later assessments and advising all those involved.
2.11 Report to the Community Project/Services Manager any information on performance relating to patient referral activity, as necessary, in order to inform future referral plans and continuously improve the process of referral.

2.12 Assist in dealing with enquiries from external agencies regarding possible referrals according to St Peters Hospice’s policies and procedures, taking advice from their manager and the hospice Senior Medical Team as appropriate.

2.13 Contribute to a programme of relationship-building with key referrer groups to ensure appropriate numbers and types of referrals.

2.14 Contribute to reviewing the processes of receiving and managing referrals to the Hospice, and assist with auditing activity against agreed standards to measure the quality of the service provided.

2.15 Act as a resource, advisor and role model to junior colleagues in relation to clinical issues relating solely to the referral process, so that new and junior colleagues can develop professionally.

2.16 To contribute to operational business planning and development, working closely with the Community Project/Services Manager.

2.17 To contribute to clinical and service developments, working closely with the Community Project/Services Manager.

2.18 To contribute to developing and maintaining close working relationships with all Primary Healthcare teams, GP Consortiums, Community Hospitals, Nursing Homes and other palliative care providers.

3. **Advice Line**

3.1 To take advice line calls and act as the first line of support and advice to all callers, according to agreed protocols and competency.

3.2 Respond to all advice Line calls when they arrive within the agreed standard.

3.3 Give quality clinical advice to all callers, ensuring that accountability has been explained.

3.4 Refer specific complex call to the senior Medic assigned to assist with the advice line.

3.5 Document all calls within the electronic patient record for SPH patients and in paper format for all other calls and forward to the hospice Senior Medical Team as per the agreed protocol.

3.6 To act as a resource to other professionals, both internally and externally, on specialist palliative care and end of life care issues.

3.7 Assist in the development and advancement of the advice line, including its governance and processes.

3.8 Be part of the rota to include weekend working and on call for the advice line.

3.9 To contribute to operational business planning and development, working closely with the Community Project/Services Manager.

3.10 To contribute to clinical and service developments, working closely with the Community Project/Services Manager.

3.11 To contribute to developing and maintaining close working relationships with all Primary Healthcare teams, GP Consortiums, Community Hospitals, Nursing Homes and other palliative care providers.

4. **General – The post holder will**

4.1 Ensure clinical skills and specialist palliative care knowledge are kept updated by taking an active part in caseload management, attending in-house training and relevant external study days CPD

4.2 In conjunction with Line Manager establish communication and develop relationships with internal and external colleagues, agencies and organisations so as to promote the In-patient, Community and Day Hospice specialist palliative care services offered by the Hospice.

4.3 Participate in Clinical Supervision
4.4 Attend meetings within the hospice as required.
4.5 In conjunction with other clinical departments participate in the delivery of training programmes regarding the process of referrals and the advice line to Hospice staff and external referrers and other interested groups.
4.6 Provide cover for colleagues as required and appropriate
4.7 Have access to confidential data on staff, patients and services within St Peters Hospice. Failure to maintain confidentiality will lead to disciplinary action, which could ultimately lead to dismissal.
4.8 Be required to participate in the assessment of risk and thereby contribute towards clinical and corporate governance agenda as appropriate.
4.9 Be subject to regular annual staff performance and development review
4.10 Be expected to produce work of a high standard and to promote quality at all times.
4.11 Uphold the St Peters Hospice policies and its commitment to Equal Opportunities for all present and potential members of staff and patients. Therefore St Peters Hospice expects all employees and volunteers to understand, support, and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.
4.12 Be expected to keep updated on all matters relating to Hospice procedure and policy.
4.13 Familiarise themselves with matters relating to health and safety management as they affect them personally and/or the Hospice, reporting any potential risks to life or property immediately in accordance with the Hospice’s Health and Safety policy and procedures. They must use all equipment provided to undertake their role safely.
4.14 Refrain from smoking in any area of the Hospice premises not designated a smoking area.
4.15 Conform to the professional standards set by their relevant professional body. You are required to ensure your registration is current and practice continuous professional development
4.16 Uphold the philosophy of the Hospice is based on an interdisciplinary approach and employees and volunteers are required to participate in this concept.

Supplementary Information

Rehabilitation of Offenders

The hospice promotes equality of opportunity for all individuals with the right mix of talent, skills and potential and welcomes applications from a wide range of candidates, including those with criminal records.

We undertake not to discriminate unfairly against anyone who has previous criminal convictions and having a criminal record will not necessarily be a bar to employment with the hospice.

Due to the nature of the work involved, this role is exempt from the ROA and all job-holders are required to undergo a Disclosure and Barring Service Check

Health & Safety

Under the provisions of the Health & 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 hospice 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.

Scope of Job Description

This job description reflects the immediate requirements and objectives of the post. 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 is an outline Job description and may be subject to change, according to the needs of the service, in consultation with the post holder.
## Person Specification

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Triage Nurse</th>
<th>Job no</th>
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<tbody>
<tr>
<td>Directorate</td>
<td>Patient Care</td>
<td>Location</td>
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<tr>
<td>Grade</td>
<td>6 (comparative)</td>
<td>Hours</td>
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<tr>
<th>Factor</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Qualifications</strong></td>
<td>▪ Registered Nurse</td>
<td>▪ Teaching qualification</td>
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<tr>
<td></td>
<td>▪ Palliative Care/end of life care qualifications</td>
<td>▪ Diploma/degree in palliative care</td>
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<td></td>
<td>▪ Evidence of CPD</td>
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<tr>
<td><strong>Experience</strong></td>
<td>▪ 3 years post registration experience, including at least 6 months in palliative care</td>
<td>▪ Research</td>
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<td>▪ Clinical Supervision</td>
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<td>▪ Production of Stats</td>
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<tr>
<td><strong>Knowledge</strong></td>
<td>▪ Knowledge of Specialist Palliative Care and end of life care</td>
<td>▪ Health and Safety</td>
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<td></td>
<td>▪ Community working and services</td>
<td>▪ Clinical Audit</td>
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<td></td>
<td>▪ Clinical assessment</td>
<td>▪ Clinical Governance</td>
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<td>▪ IT Literate</td>
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<td>▪ Evidence of continued CPD</td>
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<td></td>
<td>▪ Clinical Governance</td>
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<tr>
<td><strong>Communication skills</strong></td>
<td>▪ Excellent telephone skills</td>
<td>▪ Teaching skills</td>
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<td>▪ Good written and verbal communication skills</td>
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<td>▪ Able to communicate sensitively with patients and families who are experiencing acutely distressing periods in their lives, in order to build effective relationships</td>
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<td>▪ Able to communicate with all staff</td>
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<td></td>
<td>▪ Able to communicate own assessments of patients’ specialist care needs effectively and assertively with other professionals including GP’s and District Nurses in order to influence the best palliative care to patients.</td>
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</tbody>
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| Personal Attributes | ▪ Self motivated and able to work as part of both small and large teams |
|                     | ▪ A role model who can influence, motivate and encourage others |
|                     | ▪ An individual who demonstrates a flexible and creative style towards both service and personal management |
|                     | ▪ Demonstrates the ability to make sound decisions on behalf of the service in the absence of the team leader director and work autonomously as required. |
|                     | ▪ Ability to undertake research and/or interpret research in an area of specialist care |
|                     | ▪ Willingness to introduce change for the benefit of patient care |