

St Cuthbert's Hospice



Making every day count since 1988

Application Information Pack



NA1123: Nursing Associate

Closing Date 28/02/24 | Interview Date TBC

If you have not heard from us by 06.03.24, please assume you have not been shortlisted.

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Dear Applicant,

Thank you for showing an interest in working at St Cuthbert's Hospice in the role of Nursing Associate.

This recruitment pack provides you with some information on who we are, what we do and the exciting vacancy opportunity available.

Our dedicated community of staff, volunteers and supporters are one of our greatest assets here at St Cuthbert's Hospice. As a member of our Hospice team, you will have the opportunity to contribute to a culture in which all those who use our services feel welcome and part of a passionate, caring and supportive community.

We provide specialist palliative and end of life care services, at a time and a place that is right for the person. As a centre of excellence within our community we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advice. Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can make every day count.

At St Cuthbert's Hospice we are committed to our staff and making the Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave, free on-site parking and an Employee Assistance Programme (EAP) for employees and family. Our main Hospice building is situated on the outskirts of Durham in beautiful surroundings, we also have 8 Hospice retail shops around County Durham.

Our staff and volunteers are passionate about the work that we do, and are often motivated to work at the Hospice by their desire to make a difference to local peoples' lives. If you are inspired by the work that we do and share in our values then we are confident that working at the Hospice could be a deeply rewarding career choice for you.

I hope you find this application pack useful in helping you decide whether you are right person for the role.

We look forward to hearing from you.

With best wishes,

Paul Marriott
Chief Executive.

About Us

• Our History

Our Hospice started with the local community over three decades ago, a group of Durham residents came together for a common cause. St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved.

Everyone who comes to us is an individual and so their care should be individual too.

• What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 100 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

• Our Mission

To make every day count for those affected by life-limiting illnesses.

• Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

• Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

• Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.



About Us

• Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

• Our Strategic Goals

- 1 To enable people at the very end of life to achieve a good death in the place of their choosing
- 2 To enable people living with a life-limiting illness who use Hospice services live well and make every day count
- 3 To provide information and support that carers of people with life-limiting illnesses need to provide the care they want to provide
- 4 To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
- 5 To break down the taboos associated with dying, death, loss and grief



About The Role

If you are ready for an exciting opportunity that will be challenging and rewarding on a personal and professional level, this could be the post for you. This is a new post working in the Living Well Centre, providing palliative day services across nursing and therapy provision. You will be enthusiastic, self-motivated and be able to provide and maintain a high level of palliative care delivery. You will be patient centred, striving for excellence to achieve the best quality of life for patients, families, and carers. You must possess excellent communication skills, enjoy working as part of a team with a passion for palliative care. Driving licence and own car use is essential. We value and support our staff and volunteers with training and development. You will be supported with regular clinical supervision.

We offer a workplace pension but do honour those who are already in an NHS pension. As an employee of St Cuthbert's Hospice, you will benefit from 25 days annual leave per year pro rata (rising to 27 after 5 years' service), in addition to Bank Holidays. The salary scale is dependent upon relevant transferable skills and experience.

Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

As well as being part of a passionate team of people, benefits available to employees include:

- Competitive Salary
- Enhanced annual leave. 5 additional days above statutory entitlement. (33 days in total, rising to 35 after 5 years' service. Further enhanced rate of 38 days after 2 years' service for medical staff)
- Pension Scheme – matched contributions up to 5%
- NHS pension scheme for eligible employees
- Employee Assistance Programme
- Cycle to Work (Save up to 42% on the cost of bikes and equipment)
- Flexible working
- Training and development opportunities
- Health and wellbeing initiatives
- On-site catering facilities at our Coffee Shop
- Free parking (at Hospice site)
- Staff Discounts such as BlueLightCard and Charity Discounts

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

" I feel privieged to work at the Hospice."

In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.

100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.

Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at recruitment@stcuthbertshospice.com

How to Apply

We hope this pack has given you all the information you need to apply for this role.

We would love to hear about why you want to work at St Cuthbert's Hospice, the job description and personal specification can be found below to help to develop your application in line with the requirements of the role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

David McLoughlin – Day Services Manager 0191 3741170

If you have all the information you need and are ready to apply, you can download an application form from our website or to request a hard copy please contact the HR team on 0191 374 6174 or email recruitment@stcuthbertshospice.com

Please note we do not accept CVs.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The recruitment process for all Hospice roles will involve an interview and the process for some roles may also include a presentation or task.



Job Description

Nursing Associate

Department: Day Services

Grade: 4

Responsible to: Day Services Manager

Hours: 30 hpw

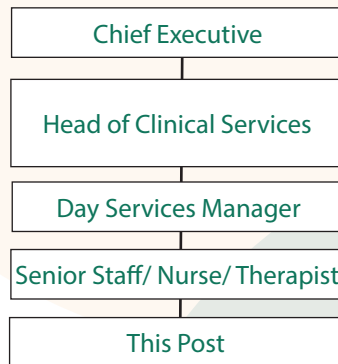
Salary: £23,118 to £25,717 pro rota

Contract: Permanent

Aim

To support registered nursing and therapy staff in the delivery of high-quality specialist palliative care day services, to a variety of people living with complex conditions.

Organisational Chart



Key Responsibilities

Communication and relationships

- To be able to communicate effectively with patients to gain informed consent to treatment.
- To receive complex and sensitive information regarding medical conditions and lifestyle choices
- To provide information relating to treatments empathetically and negotiate actions for treatment.
- To motivate outpatients/guests to partake with treatment programmes.
- To ensure timely and effective communication with staff on all professional matters.
- To ensure that all written patient information is available, relevant, and appropriate.
- To maintain contemporaneous, accurate and timely patient records in line with guidelines.
- To ensure good communication with all members of the MDT so that there is a seamless continuity of care.
- To use a range of verbal and non-verbal communication tools to communicate effectively with patients, carers, and other staff to progress treatment programmes. This will include patients who may have difficulties in understanding or communicating.
- To liaise with community services in relation to patient care, discharge planning, equipment provision.

Analytical and judgemental skills

- To undertake basic holistic assessment of people living with life limiting conditions, within risk assessment framework/following RN triage, for attendance at living well centre treatment sessions and groups.
- To undertake basic holistic assessment of people living with mild to moderate dementia within risk assessment framework/following RN triage, for attendance at living well centre cognitive stimulation therapy (CST) group.
- To follow structured risk assessment framework for patients prior to undertaking nursing procedures and therapy treatments, considering safety, suitability and with understanding of contraindications and side effects, within scope the role and in consultation with caseload holders.
- To complete medium risk initial therapy assessments including equipment provision.

- To undertake basic holistic patient review including social and psychological well-being and progress treatment interventions and adapt interventions, within set protocols, to meet the changing needs of the patient.
- To accurately record basic observations and understand its significance including heart rate, respiratory rate, pulse oximetry, blood pressure, blood glucose (BM) and urinalysis depending on requirement of role and recognize and report any concerns to the Senior RN on duty.
- Assist in preparing patients for medical procedures within the Living Well Centre, such as blood transfusions, and make comfortable, take observations, and arrange drinks and food as needed.
- Assist the registered nurse in the delivery of medical procedures with the Living Well Centre.
- When required, to assist in basic personal care for patients attending the day services, including toileting, stoma and urostomy care if required.
- To review caseload on a regular basis to understand and raise concerns with caseload holder MDT for further action.
- To recognise the limitations imposed by disability, impairment, and common medical conditions.
- To use own initiative in responding to unforeseen clinical situations, working within policy, procedures, and guidance.
- To recognise concerns relating to crisis and safeguarding and refer on to line manager/ service manager as appropriate.

Planning and organisational skills

- To be responsible for own caseload without direct supervision, implementing treatments effectively, within clinical priorities, competencies, and guidelines.
- To manage a quota of outpatients/guests, planning, prioritising, and reprioritising actions daily.
- To ensure that the working area is tidy and set out appropriately.
- To undertake stock monitoring and control and the ordering of supplies as needed.
- Must be aware of the implications for safe practice and environments, including prompt recording and reporting of incidents and ensuring safe use of equipment, in line with Hospice policy and procedure and manufacturer instructions.
- To report any issues of professional behaviour or attitudes, quality, or safety in a timely manner.
- To be flexible to meet patient's needs.
- To ensure all care delivered empowers patients to recover wellbeing.

Physical skills

- The post holder will be required to use physical manipulation skills to complete nursing and therapy procedures, e.g.) taking patient observations and manoeuvring equipment.
- The post holder will be expected to kneel, sit on heels, support patients whilst walking, transfer patients, use hoists and push wheelchairs, in accordance with the Hospice's moving and handling policy and procedure.
- To be physically able to operate IT equipment i.e., keyboard and mouse, devices.

Patient/Client Care

- Be responsible for implementing treatments with own workload effectively, about clinical priorities, competencies, and guidelines.
- Respects individual's privacy, dignity, wishes and beliefs, minimising any discomfort and encouraging full participation in assessment and treatment.
- To deliver group therapy sessions without direct supervision, e.g.) therapeutic activities.
- To provide advice, teaching and instruction to patients and carers within scope of practice.
- To actively participate in weekly discussion with MDT about progress of patient care.
- To be able to manage potentially stressful, upsetting, or emotional situations in an empathetic manner.
- To provide information and health advice to patients and carers on how to optimise their functional abilities.
- To deal sensitively with patients who have high levels of anxiety and aggression caused by pain, dementia, limited mobility, distressing news, and inability to cope with prognosis or illness.
- To manage occasional exposure to unpleasant working conditions – smell, dirt, bodily fluids, sputum, vomit, and occasional exposure to verbal and physical aggression. Training will be given.
- To provide planned advice, teaching and instruction to patients and carers within scope of practice.
- To complete appropriate outcome measures during treatment sessions
- To provide information and health advice to patients and carers on how to optimise their wellbeing and abilities.
- Any other duties which may be considered appropriate by the Day Services Manager.

Policy and Service Development

- Ensure adherence to Health & Safety standards.
- To carry out all duties in accordance with policies and procedures.
- To actively participate in multi-disciplinary team meetings
- To participate in audit and service improvement strategies.

Financial and Physical Resources

- To be responsible for the safe use of equipment by self and patients in the care of the post holder.
- Ensure patient equipment meets legally required safety standards and is cleaned in accordance with infection control policy before being issued as per departmental protocol.
- Ensure appropriate and cost effective use of equipment and stock.
- To be responsible for the safe and competent use of all equipment, patient appliances and aids used by patients.
- Carry out regular maintenance checks of equipment, reporting faults appropriately and recognising when equipment needs to be condemned.

Human Resources

- To participate in monthly supervision sessions with the line manager.
- To ensure up keep of own professional portfolio for NMC revalidation.
- To participate in annual appraisal objective setting with line manager incorporating a personal development plan.
- To ensure that requirements of clinical governance are met.
- To be responsible for maintaining own competency to practice through individual learning and training attendance.
- Maintain and develop current knowledge of clinical practice, developing specialist knowledge within the chosen field.
- Training and supervising other staff and carers as appropriate.
- Maintain a professional standard at all times in accordance with NMC code of professional standards.

Information Resources

- Must maintain accurate, comprehensive, and up to date treatment notes in line with legal and departmental requirements for each patient.

Research and Development

- To be responsible for continuing professional development (including clinical supervision, maintaining a personal portfolio, and attending mandatory training), identifying areas of development / training needs to ensure competence is gained and retained in all areas in which you practice.
- Participate in clinical audit activity as required.

Freedom to Act

- To comply with all Hospice and department policies and standard operating procedures and clinical protocols
- To be professional, responsible and accountable for all aspects of own work

Effort & Environment

Physical

- Manoeuvring of patients both in bed for positional purposes and between different postures, often requiring moderate to high physical effort for several short periods on a frequent basis.
- Moving of equipment, often heavy and difficult to manoeuvre, such as hoists, patients in wheelchairs, furniture, plinths for short periods frequently on a frequent basis.
- To always comply with the Manual Handling policy and guidance and attend regular training and updates.

Mental

- To demonstrate the mental ability to maintain concentration and remain focused throughout a working day.
- To be constantly aware of and alert to the rapidly changing conditions of patients during therapy treatment and to respond quickly.
- Use problem solving abilities to complete treatment plans within agreed scope of practice and in accordance with local policies and procedures.

Emotional

- Frequently deal sensitively with patients and carers with high levels of anxiety and aggression caused by pain, life limiting illness or disability daily.
- To be able to manage potentially stressful, upsetting or emotional situations in an empathetic manner.
- Be involved in the care of patients dealing with life changing conditions or events.
- Able to recognise own stress and act on it appropriately.

Working Conditions

- The job involves frequent exposure to unpleasant working conditions on regular (daily) basis e.g., bodily fluid including sputum, vomit, urine, and occasional exposure to verbal and physical aggression.

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the General Data Protection Regulation and Data Protection Act 2018 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

Job Description Agreement

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Person Specification

Post Title: Nursing Associate		Grade: 4 Department: Day Services		
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Qualifications and Training	<ul style="list-style-type: none"> •Foundation degree •Registered Nursing Associate with NMC register. •GCSE Grade A-C in English and Maths or Skills L2 Maths and English or equivalent. 	Application form and interview	Further training/ qualifications in palliative care.	Application form and interview
Experience	<ul style="list-style-type: none"> •Experience of working in an enabling or caring environment •Experience of working with people with oncology, neurology, and life limiting conditions. •Experience of working with people living with dementia. •Experience in patient assessment at band 4 level. •Experience of providing and receiving complex confidential and sensitive information. •Experience of working in a Multidisciplinary Team (MDT) 	Application form and interview	<ul style="list-style-type: none"> •Teaching others. •Previous experience in group work, for example, ability to conduct patient education sessions. 	Application form and interview
Personal Attributes	<ul style="list-style-type: none"> •Personal integrity (reliable, honest, and conscientious) •Evidence of ability to use initiative. •Flexibility to undertake any other duties. •Able to occasionally deal with distressing circumstances pertaining either to patients or colleagues 	Interview		
Special Requirements	Car Owner and holds a full valid UK driving licence	Interview		

<p>Skills and Knowledge</p>	<ul style="list-style-type: none"> •Good communication skills - to patients and other members of the team •Ability to work independently under minimal supervision, prioritise workload, and act alone in an emergency. •Able to work within a team. •Ability to develop effective relationships with people, families, carers, and colleagues. •Ability to take part in reflective practice and clinical supervision activity. •Demonstrate the ability to learn and apply knowledge of core skills. •Moving and Handling training •Demonstrates good organisational and time management skills. •Basic IT skills (email, internet, Microsoft packages). •Ability to communicate (written, verbal and non-verbal) •Understand the scope and role of the nursing associate in the context of the MDT. •Understand and act within the NMC professional standards/code. •Knowledge of when to escalate concerns to a senior staff member. •Understand the requirement for NMC revalidation. •Understand and follow policy and procedures. 	<p>Application form and interview</p>	<ul style="list-style-type: none"> •Ability to demonstrate and awareness of the need for research-based approach. 	
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Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Accessible Information

If you would like a copy of this leaflet in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.



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St Cuthbert's Hospice, Durham is registered by the Charity Commission
as a Charitable Incorporated Organisation.
Charity Number: 519767 VAT Number: 997305770.
Registered Office: St Cuthbert's Hospice, Park House Road, Durham, DH1 3QF