



Birmingham
Hospice

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SPECIALIST PALLIATIVE URGENT RESPONSE SERVICE (SPUR)

SERVICE LEAD

JOB DESCRIPTION

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ABOUT US

Birmingham St Mary's and John Taylor Hospices merged in 2021. Now unified under one name, Birmingham Hospice, we care for more people than ever before. Our patients are at the heart of everything we do, and have been throughout our combined 160-year history. From caring for those in our Inpatient Units, to providing vital day services in our Living Well Centres, and supporting families with personalised bereavement counselling, we take care of our community when they need us most.

OUR VALUES



Kindness



Togetherness



Positivity



Openness



Respect



Innovation

WHY JOIN US?

Everyone at our charity is here to make a difference. Our people are knowledgeable, committed, open, friendly and fun; they understand and buy into the values of a hospice.

We're committed to making our charity a brilliant place to work, and maintaining high levels of engagement with our people throughout the organisation.

WHAT WE OFFER

Benefits of working for us

We are proud to offer a range of additional benefits to our people, including the following:

- Flexible working options, including part-time working
- 27 days of annual leave (increasing with length of service) plus bank holidays
- **Wagestream** service allowing you to access a proportion of your pay early
- **Reward Gateway** discounts, benefits, financial tools and wellbeing advice
- Support and funding for learning and development
- Free onsite parking
- Access to car fleet/cycle to work schemes
- NHS discounts
- Transfer over of NHS Pension scheme
- Reckonable service for holiday if joining from the NHS
- Recognition scheme
- Free 24/7 employee assistance support
- BHSF cash plans for medical, ophthalmic and dental costs
- Refer and earn scheme
- Discounted events tickets
- Free hot drinks, toast and fruit.



JOB DESCRIPTION

Happy to talk flexible working

Purpose of the role

- The Specialist Palliative Urgent Response (SPUR) service will be delivered on a 24-hour basis.
- During these hours the team will respond to urgent palliative response calls from patients, their families/loved ones, and professionals within the Birmingham and Solihull area, and provide specialist palliative and end of life (EOL) support and advice. All visits will aim to take place within a two-hour timeframe.
- The aim of the service is to provide 24/7 care at a time of identified need, and to help avoid any unnecessary and unwanted hospital admissions.
- The Service Lead is a 25% clinical and 75% operational management and leadership position.
- The Service Lead will provide a mix of day and night operational management, fulfilling the leadership and strategic functions of the 24/7 Rapid Response Team, ensuring compliance with the hospice's governance, strategies and values.

Job title:	Service Lead
Hours:	Full-time or part-time
Department:	Specialist Palliative Urgent Response Service
Hospice band:	Clinical Band 8a: £52,226 - £58,783
Reports to:	Head of Care Service
Responsible for:	Band 7 and 6 Nurses, Band 3 Healthcare Assistants and Integrated community team administrators
DBS required	Enhanced

"You matter because you are you, and you matter to the end of your life. We will do all we can not only to help you die peacefully, but also to live until you die."
Dame Cicely Saunders.

MAIN DUTIES

Expert clinical practice

- Ensure the NMC Code – professional standards of practice and behaviour for nurses, midwives and nursing associates (2018) is always upheld.
- To administer drugs in accordance with hospice policy and the professional guidance on the safe and secure handling of medicines (2018).
- Identify risk involved with patient care and/or lone working, escalating concerns where appropriate and implementing learning outcomes from recorded incidents.
- To be responsible for identifying and acting on any risks of safeguarding to patients and their families/cares in line with hospice and national policies and procedures.
- Give encouragement, support, empathy, time, reassurance and advice to patients, their families and carers, to enable them to explore and express feelings and issues of concern, promoting informed choice.
- Demonstrate advanced practice in holistic assessment, development and evaluation of individual specialist nursing care programmes involving patients, families and carers as appropriate.
- Facilitate the management and support of palliative care patients to ensure the pathway is seamless and of a high quality.
- To promote autonomy and advocacy to ensure the delivery of appropriate care.
- Demonstrate a high level of empathetic and interpersonal skills for patients and carers needing palliative care.
- Utilise non-medical prescribing skills and holistic health assessment within competence as part of patients' medicine and symptom management.
- Demonstrate advanced knowledge as an expert practitioner in palliative care by use of innovative practice and skills.
- Maintain accurate records using a system of nursing documentation and appropriate information systems which reflect advanced assessment and practice.
- Act as a role model demonstrating high standards of holistic care, promoting clinical excellence and leadership.
- Identify and apply innovative care and practice to ensure best clinical outcomes to benefit patients, families, carers and organisational needs.
- Analyse complex situations and develop action plans to improve the quality of patient care.
- Use a range of strategies to improve and lead patient care and management.
- Contribute to effective multidisciplinary team working and discussion.
- Attend multidisciplinary team meetings, both internal and external to the organisation.
- Provide initial support to bereaved families, friends and carers, referring to the hospice bereavement service as appropriate.
- Liaise with GP and District Nursing teams to advise and implement appropriate treatment regimes for the management of symptoms.



MAIN DUTIES

Clinical effectiveness

- Ensure practice is research-based by implementing evidence, research, policy and standards that are relevant to specialist palliative care.
- Promote an environment where enquiry is valued as a means to improve patient care.
- Identify areas of palliative care practice or service provision which could be developed through audit or research, and actively participate in audit or other reviews to improve clinical care.
- Demonstrate continual evaluation of practice, make agreed changes and work within the multidisciplinary team to enhance service provision.
- Monitor quality initiatives in line with local and national guidelines by assessing, monitoring and reviewing own and others' practice, to ensure safe delivery of care, reduce risks and effectively use resources.
- Participate in the development and implementation of Birmingham Hospice's Clinical Strategy.
- Contribute to a questioning and open culture in practice to enhance a higher standard of care, allowing patients, families and carers to participate in this process.
- Demonstrate a proactive approach to the development of policies, protocols and clinical guidelines in order to develop and adapt the role to the healthcare needs of patients, families and carers.
- Assess and monitor risks in own and others' practice, ensuring safe delivery of care which is evidence-based and adheres to good practice guidelines.
- Work alongside stakeholders to develop, monitor and record ongoing KPIs for the service.

Management and leadership

- Operational management and delivery of the SPUR service, including management of our clinical and administrative service team.
- Promote the safety, wellbeing and interests of patients and staff in the service.
- Report, monitor and investigate accidents, incidents and complaints, ensuring that lessons learned are shared and timely feedback of information occurs.
- Actively contribute to the hospice clinical governance framework.
- Participate in the development of operational plans for the delivery of safe and effective care.
- Demonstrate positive and motivational leadership to staff and volunteers in the service.
- Ensure Team Leads and Nurses in Charge are supported in managing their teams effectively.
- Line manage the Team Leads and wider SPUR team.
- Co-ordinate, supervise and support team caseload management.
- Ensure appraisals are conducted annually and on time as part of the performance management of SPUR staff, and copies provided to the People Team.



MAIN DUTIES

- Identify performance/conduct improvement issues among staff and ensure supportive training and other appropriate improvement programmes are implemented, monitored, reviewed and reported.
- Manage any grievance and disciplinary procedures which arise, in line with hospice policy.
- Take responsibility for the effective management of the SPUR budget.
- Take a lead role in the recruitment, selection and induction of SPUR staff.
- Monitor the quality and content of patient record keeping, ensuring this meets the standards required by the Nursing and Midwifery Council (NMC) and Care Quality Commission (CQC).
- Manage data entry for the clinical area, including generating statistics and reports, ensuring these are disseminated appropriately.
- Monitor medicines management, ensuring compliance with hospice policy and NMC guidelines, and working with pharmacy colleagues/providers.
- Assist in the development of policies and procedures relating to the hospice and review and update these in line with relevant legislation, research, or guidance.
- Support the clinical team in audit and learning from the recommendations of clinical audits.
- Be proactive in embracing future processes which promote the utilisation of available and emerging technology in the delivery of service aims and objectives.



MAIN DUTIES

- Support the development and effectiveness of Gold Standard Framework Meetings through appropriate attendance and participation.
- Support the use of reflective skills and facilitation skills to evaluate and improve current practice.
- Receive clinical supervision and ensure that clinical supervision is offered to your team members.
- Manage time effectively and respond creatively to situations within the resources available to manage the team and caseload.
- Effectively manage change by understanding group developmental needs in order to maintain good working relationships across organisational and professional boundaries, to enhance and improve team working.
- Participate in the on-call rota.

Service development

- As the Lead Clinical for the SPUR team, undertake service reviews and develop business cases for any future developments or changes to the service.
- Streamline the service, reviewing clinical and administrative pathways, implement change as necessary and ensure the best and most efficient use of resources.
- Escalate any budgetary issues to the Head of Care Services.
- Work closely and collaborate with other services leads and stakeholders, ensuring a seamless patient pathway across all departments.

Education, research and audit

- Recognise the importance of knowledge and learning to maintain standards in palliative care.
- Utilise advanced knowledge of specialist palliative care to ensure all opportunities are taken to advise, educate and share information.
- Deliver formal and informal education initiatives to staff (internal and external), patients and carers to achieve effective clinical outcomes.
- Contribute to curriculum design and education strategy development together with the Hospice's education department to ensure effective training programmes are available.
- Supervise the development of healthcare professionals on placement.
- Support practice development through the facilitation of complex case discussion/ reflection with District Nurses and other healthcare providers as appropriate.
- Participate in meetings, conferences and education sessions to promote the services provided by the hospice.
- Encourage individual practitioners and teams to participate in the education strategy to develop palliative care knowledge and competence in their own practice.



MAIN DUTIES

- Utilise up-to-date research/evidence to deliver patient care and disseminate knowledge to all members of the multidisciplinary team.
- Participate in/contribute to research studies and projects as agreed by the hospice.
- Evaluate research which is appropriate and relevant to specialist palliative care provision.
- Initiate, monitor and regularly audit aspects of the SPUR service to continuously improve care.
- Identify and act on opportunities that arise for informal teaching/sharing of knowledge through joint working and shared care approaches.
- Identify innovative opportunities for sharing practice development initiatives and examples of good practice.
- Role model effective clinical practice.
- Complete all mandatory training, according to hospice guidelines, and ensure that your team remains up-to-date and compliant.



GENERAL DUTIES

Confidentiality

- All of our people are required to uphold the confidentiality of all information records in whatever format, during the course of employment and after it.
- All of our people are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals.

Equality and Diversity

- The hospice is committed to promoting an environment that values diversity. All of our people are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The hospice expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.

Health and Safety

- All of our people have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace.
- All of our people must comply with all hospice Health and Safety procedures.
- The prevention and control of infection is the responsibility of everyone who is employed by the hospice. s must be aware of Infection Control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.



GENERAL DUTIES

Information Governance

- All of our people are responsible for ensuring they undertake any training relating to information governance, read the hospice's policies, procedures and guidance documents relating to information governance, and understand how this affects them in their role.

Professional development

- All people must participate in an annual appraisal and develop a personal development plan with their line manager.
- All people are responsible for maintaining their statutory and mandatory training.

Safeguarding children, young people and vulnerable adults

- The hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All of our people and volunteers are expected to behave in such a way that supports this commitment.



PERSON SPECIFICATION

A= Application form

I=Interview

T=Test

C=Certificate

Job Title	Service Lead
Department	Specialist Palliative Urgent Response Service
Hospice Band	Band 8a

Requirements	Essential	Desirable	How identified
Education and qualifications	<ul style="list-style-type: none"> First degree Nursing Qualification, or equivalent, preferably with a minimum 20 credits in palliative care Registered Level 1 Adult Nurse Non-Medical Prescribing qualification, or willingness to work towards Evidence of continued professional development Princess Alice qualification 	<ul style="list-style-type: none"> Specialist practitioner district nursing qualification Educated to Master's level or equivalent Teaching/Mentoring/Assessing qualifications Leadership qualification Post registration education in palliative/end of life care or equivalent 	
Knowledge and experience	<ul style="list-style-type: none"> Relevant experience at Band 7 (or equivalent) in palliative care or another clinical speciality with significant palliative care input Substantial experience at a Senior Nurse level Demonstrable senior nursing management experience Experience in clinical education, informal and formal Excellent clinical skills underpinned by advanced knowledge of palliative care and current issues Knowledge of principles of research and audit Experience of working in community settings/services Evidence of advanced assessment skills Experience of supervision/line management Excellent standard of documentation Experience of service development Knowledge and understanding of changes affecting health and social care 		

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Job Title	Service Lead
Department	Specialist Palliative Urgent Response Service
Hospice Band	Band 8a

Requirements	Essential	Desirable	How identified
Personal skills and attributes	<ul style="list-style-type: none">• Ability to be flexible, reliable and responsible• Able to work on own initiative• Excellent time management skills• Ability to work as a member of a team and unsupervised when on call• Excellent communication skills, both verbal and written• Ability to communicate across diverse groups and communities, and evidence of equality of opportunity in approach• Ability to teach staff, patients and relatives across all areas of care and nursing practice• Management and leadership skills• Change management skills• IT competency with e-mail, internet, Word and PowerPoint• Able to demonstrate commitment to the hospice's values• Able to commit to working on a 24/7 rota basis• Able to drive, with a full UK driving licence and access to own vehicle.	<ul style="list-style-type: none">• Intermediate/Advanced IT competency	

THE SPUR SERVICE

What is the need for a new service?

Too many BSoL citizens are admitted into hospital in their last year of life. 47% of citizens die in an acute hospital compared to a national average of 43%. While some admissions are necessary there are many that are avoidable, in part due to the lack of urgent access for patients/families and community professionals to specialist end of life (EoL) and palliative care provided by hospices.

Patients and families have highlighted both the inconsistency and gaps in EoL and palliative care services in BSoL, and the significant distress and pain this causes them at a time when they need support the most.

How have we developed the SPUR service?

Through cross-system working, we have developed this exciting new service that will provide 24/7 coverage from a hospice specialist nurse, and be available to take calls from clinical professionals including West Midlands Ambulance Service (WMAS) and acute hospital teams. The service will also take calls directly from patients/families. The service will have a single triage nurse who will be able to provide 24/7 specialist advice, coordinate access to appropriate hospice services from providers and importantly, through an enhanced model, be able to arrange a specialist urgent community response (within two hours of a call) for a patient/family from a dedicated 24/7 hospice team. The team will work in collaboration with the NHS Urgent Community Response (UCR) team and District Nursing teams in hours and the on-call District Nursing teams out of hours.

Visits will occur either separately or where appropriate through a joint visit with the clinician referring into the service such as the District Nurse or GP. This would enable an MDT approach to the assessment and planning of the patient's care. SPUR clinicians will attend the patient's place of residence within two hours to plan, assess and treat, with the aim of supporting a patient in crisis. The team will have access to the on-call palliative consultant for support/advice if the SPUR clinician requires a point of escalation.

Following intervention patients will either:

- If known, hand over to the care of existing teams with an appropriate plan agreed and in place.
- If unknown, remain on caseload until appropriate services have been accessed and the patient safely handed over.
- Remain on caseload for up to 72 hours until the patient is safely able to step down to an appropriate service(s).

HOW TO APPLY

You can apply by following the link or by scanning the QR code below.

For further information and informal discussion about the role please contact Rachel Harrison on rachel.harrison@birminghamhospice.org.uk or or Kerry Millard on kerry.millard@birminghamhospice.org.uk.

We encourage you to pop in for a visit and connect with us.



Scan QR code to apply



www.birminghamhospice.org.uk/jobs