

JOB DESCRIPTION

'Happy to talk about flexible working'

Job title:	Urgent Specialist Response Role
Department:	Specialist Palliative Response Service (SPRS)
Hospice band:	Band 6–7 (Developmental progression based on completion of the V300 and meeting competency development for band 7 duties within 12 months)
Reports to:	SPUR Service Lead
Responsible for:	
DBS required	Enhanced

Job purpose

To provide expert, responsive, and compassionate palliative and end-of-life care across Birmingham and Solihull during overnight hours.

The postholder will rotate between triage and clinical roles, responding to urgent calls from patients, families, and professionals, and delivering care within a 2-hour timeframe. **During the developmental phase of this role, the postholder will work both day and night shifts. Once the postholder has progressed to Band 7, the role will be predominantly night shifts.**

As part of their development, the postholder will complete the Non-Medical Prescribing (V300) qualification within the first 12 months, funded by the hospice and meet competency development for the band 7 role and duties.

"You matter because you are you, and you matter at 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 and responsibilities

CLINICAL DUTIES

- Triage incoming calls from a range of services and determine the most appropriate clinical response.
- Respond to patients with known or suspected palliative/EOL needs, including those not yet identified on palliative registers.
- Provide in-person specialist palliative care visits, ensuring timely response within 2 hours.
- Assess, diagnose, and treat patients autonomously, initiating referrals as needed.



Kindness



Togetherness



Positivity



Openness



Respect



Innovation

- Implement and evaluate personalised care plans, including MASC (post-V300 qualification and competencies), RESPECT, and Advanced Care Plans.
- Prescribe medications independently (post-V300 qualification and competencies).
- Interpret diagnostic results and liaise with external services to ensure continuity of care.
- Maintain accurate clinical records and contribute to safeguarding and emergency response protocols.

Leadership & Management

- Lead the overnight SPUR team, coordinating staffing resources and clinical priorities.
- Conduct appraisals, manage performance, and support staff development, through the Development and achievement of competencies within the first 12 months.
- Ensure compliance with CQC standards, infection control, and equipment safety.
- Participate in incident reviews and learning processes (e.g., PSIRF).

Education & Training

- Provide mentorship and training to staff, students, and professional visitors.
- Promote shared learning across the system and contribute to service development.
- Support continuous improvement through audit, benchmarking, and evaluation.

Key Relationships

- Patients, families, and informal carers
- Hospice and community teams
- Primary care (GPs, UCR, MDT)
- WMAS, 111, Badger OOH
- Hospital SPC teams, ED
- East of England SPA
- Hospices of Birmingham and Solihull (HoBS)

General duties

Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees 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 staff are responsible for ensuring that they treat individuals equally and fairly and



Kindness



Togetherness



Positivity



Openness



Respect



Innovation

November 2025

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 employees 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 employees must comply with all hospice health and safety procedures infection control.
- The prevention and control of infection is the responsibility of everyone who is employed by the hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Information governance

- All employees 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 understanding how this affects them in their role.

Professional development

- All employees must participate in an annual appraisal and develop a personal development plan with their line manager.
- All employees 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 employees and volunteers are expected to behave in such a way that supports this commitment pandemic or major incident.
- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospice. Prior to undertaking any duties, the member of staff will have full training and induction. We won't ask any member of staff to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs.



Kindness



Togetherness



Positivity



Openness



Respect



Innovation

November 2025

PERSON SPECIFICATION

Job title:	Urgent Specialist Response Role
Department:	Specialist Palliative response Service (SPRS)
Hospice band:	Clinical Band 6 with development progression to Band 7

Requirements	Essential	Desirable	How identified
Education and qualifications	- Registered Nurse (RGN) or relevant HCP qualification - NMC/HCPC Registration - Willingness to complete V300 within 12 months - Willingness to complete Advanced Health Assessment within 12 months	- Master's degree or working towards Level 7 - Teaching qualification or demonstrable experience - European Certificate in Essential Palliative Care - Advanced Communication Skills Training	A, C A, C A, C A, C
Knowledge and experience	- Significant relevant post-registration experience of working in palliative and end-of-life care - Experience of working within a community team - Experience of forging excellent relationships across professional boundaries	Teaching skills	A, I A, I I A, I

	Sound knowledge and application of up-to-date evidence-based practice and trends Knowledge of principles of research, audit and quality improvement methodology Experience and ability to use relevant IT packages, e-mail and electronic patient records Clinical skills including (but not limited to) oral and subcutaneous drug administration, syringe driver management and verification of death		A, I A, I A, I, C
Personal skills and attributes	Excellent communication skills Ability to deal with complex/challenging situations Ability to work independently and as part of a team Effective leadership skills Excellent time management skills Willingness to work flexibly to meet the needs of the service Car owner/driver with full current UK driving licence		I I I I I I A, I, C

A= Application form

I=Interview

T=Test

C=Certificate



Kindness



Togetherness



Positivity



Openness



Respect



Innovation

November 2025