

JOB DESCRIPTION

Post Title: Community Triage Nurse

Responsible To: Lead Nurse for Community Services

Accountable To: Director of Care

Overall Purpose of the Role

The overall purpose of this role is to be responsible for triaging phone calls and new referrals that come into the Specialist Community Palliative Care Service at St Luke's Hospice. Providing advice and support to patients and their families and determining the priority of referrals that arrive within the service. The registered nurse will work closely with the specialist community palliative care team and primary care services ensuring that patient receiving palliative care at home receives an integrated service in a timely manner.

The post holder will work to contribute to the community focused services delivered by St Luke's Hospice to combine national and local priorities for end of life care. They will work under the direct clinical leadership of advanced practitioner level community nurses but will be responsible to the Lead Nurse for Community Services.

Key Responsibilities

1. As a registered nurse, providing high standards of holistic, individualised care and support to patients and families, through a process of assessment, planning, implementation and evaluation of care needs.
2. The post holder will be expected to operate in line with our organisation's values which are: Compassionate, Dignified, Inspiring and Pioneering.
3. To act as a resource to patients and their families in the community, providing telephone advice and support.
4. To recognise urgent situations and escalate these appropriately to a member of the Rapid Response team in a timely manner ensuring patient safety is maintained at all times.
5. To take responsibility for accurate assessments of patients and families; providing appropriate guidance and support.
6. Ensure patient records are accurately maintained in line with the NMC and St Luke's regulations
7. To maintain and promote effective and efficient working and communication with other community professionals, hospital professionals and the wider multi-disciplinary team.
8. To demonstrate awareness of emotional needs of patients and families and the sensitivity and communication skills to meet these needs.

9. To demonstrate effective communication with patients' key workers in order to ensure continuity of care for patients across all sectors.
10. To maintain professional awareness of current developments in nursing and palliative care and evidence based practice in order to remain an effective practitioner.
11. Understand disease trajectories and underlying physiology and pathology; investigatory procedures, treatment and side effects for cancers and long term conditions.
12. To develop skill in the interpretation of common investigations used such as routine blood tests and scans with the scope of professional practice.
13. Makes sound judgement and to provide high quality, safe and evidenced based care which is individualised, flexible and responsive to the different needs and preferences of patients and families.
14. Participate in clinical supervision
15. Comply with NMC guidelines
16. To be aware of own emotional needs, relating to the palliative care environment and how to meet them
17. To act as an advocate safeguarding the patients and family's rights and interests, abilities and aptitudes, encouraging empowerment and informed choice.

General

All St Luke's employees are required to:

- Abide by the Health & Safety at Work Act.
- Attend mandatory training annually.
- Respect confidentiality applying to all St Luke's areas.
- Work within St Luke's policies and procedures.
- Comply with the St Luke's no smoking policy.
- Participate in and contribute to team meetings.
- Co-operate and liaise with departmental colleagues.

All St Luke's employees are expected to:

- Demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their own competence.
- Support and encourage harmonious internal and external working relationships.
- Make a positive contribution to fundraising and raising the profile of the Hospice.

Our Values

The Board and Executive agreed St Luke's organisational values in 2015 ensuring they reflect our culture and what we want to achieve together. We have four simple values which set out how we work together to achieve success at St Luke's.

No matter what area of St Luke's we work in and no matter who we work for, we are committed to the following ways of working:

- Compassionate
- Dignified
- Inspired
- Pioneering

Values are really important throughout every team here at St Luke's, we are all responsible for ensuring our values are displayed and to ensure they form a core part of everything that we do at St Luke's. They influence our behaviours, our language, the way we interact with each other as employees and also as human beings. In bringing our values to life, we have created a booklet entitled 'The Little Pink Book' which supports all of us at St Luke's in helping us to put our values into action through our behaviours every day.

We expect staff to familiarise themselves with our values and the expected behaviours, and to ask if they feel these conflict in any way with their roles. These values and behaviours will be used as a reference in our day-to-day working lives, and how we respect St Luke's and those associated with it.

This Job Description is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.

