

st michael's hospice

JOB DESCRIPTION

Job Title:	Community Manager
Job Location:	St Michael's Hospice
Responsible for:	Community Nursing team, Team Leader, Clinical Nurse Specialists, Registered Nurses, Paramedics, Nursing Associates, Health Care Assistants, Students, Volunteers
Responsible to:	Associate Director – Clinical Services
Accountable to:	Clinical Services Director

1. Main Purpose of the Role

The Community Manager role purpose is to provide highly effective clinical leadership, management, co-ordination and development of specialist palliative care services provided by our Telephone Support Line and Outreach Team.

To support the teams in the delivery of high-quality specialist palliative care ensuring that the highest standards of holistic nursing care are provided for individuals through a seamless 24/7 service and effective interdisciplinary working.

The role will work in close partnership with Clinical Leads and Associate Directors to evolve Integrated Clinical Service provision and delivery of the Hospice's Clinical Strategy.

2. Principle Responsibilities

QUALITY AND GOVERNANCE

- 2.1. Ensure the delivery of assessment, treatment, support and care is evidence based on principles of agreed best practice, person- centric, compassionate, interdisciplinary and compliant with the CQC Key Domains.
- 2.2. Actively participate in service reviews to identify areas for continuous quality improvement and opportunities for service development.
- 2.3. In partnership with Associate Directors and Consultants in Palliative Medicine initiate, support, implement and lead a programme of service developments that optimise use of the community provision.
- 2.4. Ensure there are robust policies, processes and standard operating procedures in place for the consistent and effective delivery of all aspects of service provision, working with the team to develop these where gaps are identified.
- 2.5. Collaborate with other members of the interdisciplinary team in the development and delivery of high standards of effective, person-centric palliative care.

- 2.6. Embed robust quality assurance initiatives including the setting and auditing of standards to enable monitoring and evaluation of service provision.
- 2.7. Ensure the services are fully compliant with the statutory requirements of Health and Safety, including risk assessment, infection control, workplace hazard assessment, COSHH assessment, medical devices and ensuring staff attend all required statutory training.
- 2.8. Embed User Engagement and Involvement through robust service evaluation mechanisms and consultation initiatives.
- 2.9. Ensure team members have dedicated roles and responsibilities and are actively engaged in clinical audit, clinical education and clinical governance.
- 2.10. Adopt and implement the concept of person-centred 'customer care' to ensure the team consistently deliver a highly professional standard of engagement with all service users including external professionals.
- 2.11. Ensure adverse events, safeguarding, complaints and concerns are expedited promptly in line with Hospice policies and appropriate action plans completed and lessons learnt disseminated participating in resolution meetings as required.
- 2.12. Utilise appropriate risk assessment tools in order to proactively identify actual and potential service risks and implement appropriate timely interventions to mitigate these to ensure a safe and sustainable service.
- 2.13. Ensure the nursing team have the skills and resources to mentor student nurses, trainee nursing associates, medical students and other professional placements, enabling professional visitors to develop an understanding of the principles of palliative care.
- 2.14. Be a Designated Safeguarding Officer and source of safeguarding expertise across the Integrated Clinical Team.
- 2.15. Participate in and chair relevant meetings.
- 2.16. Lead and Support Transformation:
 Champion and drive positive change across hospice and community services by fostering a culture of innovation, collaboration, and continuous improvement. The Community Manager will play a pivotal role in identifying opportunities for transformation, engaging internal and external stakeholders, and implementing initiatives that enhance the experience of patients, carers, and volunteers. This includes leading the development of new community programmes, strengthening partnerships, and ensuring services remain responsive to evolving needs. A key aspect of the role involves liaising with external teams, agencies, and community partners to build strong, sustainable relationships that support integrated working and shared goals.

CLINICAL

- 2.16. Act as a resource of specialist knowledge and clinical expertise in palliative care to support the clinical decision making and practice of the team.
- 2.17. Ensure personal and team practice is within the Legal and Ethical framework, as established by the Nursing and Midwifery Council (NMC) and legislation.
- 2.18. Ensure personal and team compliance with Hospice policies, standards, guidelines and procedures, including the staff handbook.
- 2.19. Practice, model and manage the following standards of holistic palliative care provision:
 - Effective holistic assessments to identify patient and carers' physical, functional, psychological, social and spiritual needs

- Proactive screening for clinical risks and implement, share and escalate appropriate personalised plans to mitigate
 - Effective utilisation of palliative outcome measures
 - Individualised care and treatment plans
 - A rehabilitative approach to palliative care
 - Identification and management of changes in a patient's clinical condition including palliative care emergencies
 - Effective communication with patients, families and colleagues building trusted relationships
 - Comprehensive and contemporaneous record keeping using the Electronic Patient Record System
 - Advice on symptom control/care management to other health care professionals
 - Administration of medication
 - Affective transfer of care and discharge of patients.
- 2.20. Ensure compliance with storage of pharmacy, drugs, supplies and hazardous substances in accordance with the Misuse of Drugs Act and NMC Standards for the Administration of Medicines.
- 2.21. Lead the team to adopt and implement effective transfer of care between different services
- 2.22. Participate in the Clinical On Call rota.

LEADERSHIP AND MANAGEMENT

- 2.23. Champion an interdisciplinary approach to enable effective partnership working across the Integrated Clinical Team to ensure patient, families and the service needs are best met.
- 2.24. Work in close partnership with Clinical Lead colleagues to support coordinated clinical service delivery and lead achievement of the Hospice's Clinical Strategy.
- 2.25. Take a leadership role to support the effective running of the Interdisciplinary Team Meetings, ensuring the Team attend, come well prepared, actively engage in discussions and follow through actions.
- 2.26. Promote effective communication, collaboration and partnership working with external colleagues across health and social care services.
- 2.27. Manage the teams on a day to day operational basis
- 2.28. Demonstrate a professional and pro-active approach to the leadership and management of the teams to achieve consistent high standards of service provision.
- 2.29. Provide effective line management to all direct reports, including recruitment, induction probation reviews, preceptorship, performance management, supervision, appraisals and reviews.
- 2.30. Ensure Team members have a clear understanding of their roles and are empowered and enabled to use initiative and work independently within the bounds of their job descriptions, existing skills, knowledge and experience, competence and confidence.
- 2.31. Provide a visible, accessible support to the team members.
- 2.32. Ensure that the staffing rota is well coordinated to meet the requirements of the service delivery with appropriate skill mix and experience to ensure safe service provision. Proactively flag staffing difficulties which may lead to compromised service provision.

- 2.33. Work with team members to identify areas for learning and development and utilise a competency-based approach to support and evidence compliance with transparent performance standards, competency frameworks and skills frameworks.
- 2.34. Adopt a 'tackle not tolerate' approach to proactively manage poor performance and conduct issues and role model good behaviour.
- 2.35. Respond to, introduce and manage change effectively.
- 2.36. Work with the finance team to develop expenditure budgets on an annual basis and then operate and manage the service within an agreed budget.
- 2.37. Liaise with the appropriate providers of all clinical supplies and equipment ensuring adequate provision is made for patient care requirements.
- 2.38. Proactively build links to compassionate communities.

ONGOING PERSONAL PROFESSIONAL DEVELOPMENT

- 2.39. Take responsibility for personal continuing development, participating in and contributing to Education and Training opportunities in order to remain up to date and to consistently strive to deliver the highest quality of palliative nursing service.
- 2.40. Comply with the Hospice Statutory and Mandatory training requirements.
- 2.41. Maintain a record of professional development in order to meet revalidation requirements.
- 2.42. Actively participate in and contribute to the facilitation of internal and external education.
- 2.43. Effectively manage workload, balancing direct clinical caseload responsibilities alongside service leadership and management.
- 2.44. Be aware of limitations of personal knowledge, skills, confidence and competence and proactively seek support in a timely way.

3. Additional Responsibilities

- 3.1 Carry out duties with full regard to the Company's Equalities and Diversity Policies.
- 3.2 Act as a responsible individual in relation to Health and Safety and be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, staff and volunteers.
- 3.3 Ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area.
- 3.4 Carry out any other duties, within an appropriate level of responsibilities as required.
- 3.5 Undertake flexible hours as and when the need arises to maintain safe patient practice.
- 3.6 Ensure confidentiality at all times within the Hospice.
- 3.7 Support and participate in the fundraising activities of the Hospice wherever possible.
- 3.8 Be an ambassador for the Hospice.
- 3.9 Ensure that the disclosure and use of confidential staff information is both lawful and ethical, and to recognise own responsibility for compliance with relevant legislation.
- 3.10 Promote, at all levels, the Company's vision, values and strategic Objectives.

3.11 Hold DBS and Occupational Health clearances appropriate to the role.

Note: these are obtained and checked as part of the recruitment process and reviewed in line with company policy or if a change in circumstances is declared or comes to light.

This job description is not intended to be exhaustive and may be reviewed at any time to meet the needs of the business.

PERSON SPECIFICATION

Post Title:	Nurse Manager - Community	
Department:	Hospice Outreach Team	
	Essential Criteria	Desirable Criteria
Education/ Qualifications	Registered Nurse /Paramedic Degree in Adult Nursing or Paramedic Science Practice Supervisor and/or Assessor Qualification Evidence of continuing professional development Evidence of attending communication training	Advanced communications qualification Qualification in Palliative Care Leadership /Management qualification Clinical Supervisor
Experience	Diverse clinical experience including generalist palliative care Previous clinical leadership experience People management experience including performance management and recruitment Experience in developing and teaching others	Palliative care experience Experience in non-malignant disease

Skills/Ability/ Knowledge	Knowledge of CQC Key Domains Good understanding of Clinical Governance Highly effective communication skills – verbal and written, interpersonal, presentation, influencing and negotiating Proven management experience including change management skills Demonstrable clinical leadership including mentoring Demonstrate an understanding and skill in the care and management of the specialist palliative care patient Organisational and planning skills Computer literate Demonstrable knowledge and awareness of research and audit Experience of ensuring continuous improvement Experience in delivering teaching	Specialist Palliative Care Experience Research experience in Specialist Palliative Care Knowledge of principles of Rehabilitative Palliative Care Teaching qualification
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Qualities/ Attributes	Positive attitude to all aspects of work quality focused, person centred and 'customer care' ethos Ability to work on own initiative, independently and as part of a team Confident and self-aware of own limitations and professional boundaries Resilient practitioner and decision maker with the ability to work under pressure Ability to foster positive relations Be adaptable and have flexibility to work clinical shifts as required across a 7-day service High standards of integrity, diplomacy and reliability Professional, confident and compassionate approach to the work Able to cope with the physical and mental demands of the role	Proactive, influential and motivational leader
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Other Requirements	Mental effort Frequent requirement for concentration on personal care duties. Pattern unpredictable. Frequent exposure to distressing or emotional circumstances, care of terminally ill patient, deterioration /death Able to learn new techniques in a reasonable timeframe	
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