JOB DESCRIPTION: DAY SERVICES SISTER

JOB TITLE: DAY SERVICES SISTER

REPORTS TO: QUALITY, PATIENT EXPERIENCE AND CLINICAL LEAD
ACCOUNTABLE TO: DIRECTOR OF PATIENT SERVICES
BASED AT: ST ELIZABETH HOSPICE IPSWICH

JOB SUMMARY
To provide operational management of the hospice day services in East Suffolk, Great Yarmouth and Waveney. Leading recruitment, staff reviews, staffing, sickness, performance and annual leave for the nursing team.
To work with others to provide a multi-disciplinary approach to care and ensure the smooth running of the service to patients and their families.
Leads MDT meetings and facilitates decision-making to ensure patients and families receive an appropriate level of support within hospice services.
Approximately: 40% managerial, 60% clinical.

CLINICAL RESPONSIBILITIES
1. To act as a clinical resource for the nursing team, ensuring holistic needs assessment of patient and family are completed and documented
2. To act as a resource for the team, performing accurate holistic assessments of patients and their families, planning, implementing and evaluating care. Working jointly with all MDT members and in particular CNS for day services.
3. To supervise and evaluate the care for patients and families being given by registered unregistered and nonpaid staff.
4. To act as a good role model, carrying out all relevant forms of care, assessing, planning, implementing and evaluating care for patients, ensuring high standards of care.
5. To ensure patient documentation is of a high professional standard in line with hospice and NMC guidance, and iCare records are maintained and up to date at all times.
6. To promote effective communication with patients, families and other members of the hospice multi-professional and community teams
7. To facilitate and attend case conferences/family meetings, as required.
8. To promote all matters concerned with the safe management of drug usage.
9. Knowledgeable of clinical governance strategy and ensuring the principles are shared and actively followed, in the units.
10. To represent the Day service team at the Referral Meetings.
11. In exceptional circumstances provide nursing cover in Great Yarmouth and Waveney as needed in times of staff absence when bank is not available.

MANAGEMENT RESPONSIBILITIES
2. Provide day to day management and clinical support to ensure the smooth running of the Day Care Unit.
3. To ensure Day Services are staffed appropriately, providing cover to in patient Unit when required.
4. Monitor sickness and manage annual leave and time in lieu.
5. To assist the Quality, Patient Experience and Clinical Lead in meeting the training and education needs of the nursing team and others on placements.

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9. Assist with implementation of change as needed.
10. To facilitate monthly Day Care team meetings and attend other meetings as required.
11. To supervise stock levels and supplies, and to ensure a safe, tidy environment. Investigate incidents and complaints involving patients, with the Director of Patient Services as necessary.
12. To facilitate Day Unit handovers and debriefings where needed.
13. To assist with volunteer recruitment, inductions, training and support within day unit.
14. To facilitate the development of clinical standards within the total quality framework of the hospice and to participate in clinical audit as necessary.
15. To undertake staff Performance Reviews of RNs.
16. To supervise and participate in the induction of all new staff.
17. To ensure that feedback from educational programmes attended by the team is made available to all colleagues.
18. To liaise with the Quality, Patient Experience and Clinical Lead and participate in matters of disciplinary action, as required.

19. PERSONNEL RESPONSIBILITIES
   1. To recognize indications of staff stress and to facilitate staffs support.
   2. To undertake APR’s for the day services nursing team, encouraging personal and professional development of nursing staff.
   3. To supervise and participate in the induction of all new staff.
   4. To facilitate and participate in professional placements and lay person visits to the Day Services.

20. PERSONAL DEVELOPMENT
   1. To devise with the Quality, Patient Experience and Clinical Lead a personal development plan in line with the Hospice objectives and personal needs.
   2. To maintain and increase personal, clinical and managerial skills.

21. ORGANISATIONAL
   1. To work at all times within the policies and guidelines of the Hospice and act within NMC and Care Standards guidelines at all times.
   2. To ensure effective use of resources.
   3. To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
   4. To respect at all times the confidentiality of information covering patients, staff and volunteers.
   5. To promote the Hospice philosophy of care towards patients, relatives and visitors.

22. Because of the special nature of the Hospice and its work the postholder may on occasion be asked to undertake other duties to help maintain our high standard of care.

23. THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE CLINICAL CARE MANAGER IN CONJUNCTION WITH THE POSTHOLDER.