JOB DESCRIPTION

JOB TITLE: Advanced Nurse Practitioner. (ANP)

DEPARTMENT: Outpatients across two sites (Sydenham and Orpington)

RESPONSIBLE TO: Director of Nursing

Overall aims of the post
To oversee the busy outpatient services, ensuring a smooth running department, coordinating the multi professional team. To work as an advanced nurse practitioner within the department and be a clinical resource to the Clinical Nurse Specialists (CNS).
To work with the clinical manager of the Caritas and Anniversary centre and the head of therapies to ensure the smooth running of the outpatient and supportive care services.
To work as part of the senior nursing group shaping the programme of change that is currently underway. Namely, developing a single point of contact (SPOC), and a new approach to case management. The latter includes using outcome measures to stratify the caseload and match resources to need. As part of this a key working role between the different professionals will be developed.

Management and leadership of the Outpatient Teams

- Lead the multi professional team in the outpatient service, fostering strong working relationships with supportive care services in the Anniversary and Caritas centres.
- Work as part of the senior nursing team to deliver the new ways of working. This includes developing further the approach to working as a multi-professional team.
- Foster an inquisitive learning environment and team resilience.
- To ensure the smooth running of the outpatient nursing clinics which will involve working closely with the St. Christopher’s community services, the single point of contact team (SPOC), the supportive care centres and the therapists.
- To operationally manage and supervise the CNS’s and the administrative staff.
- To collect and analyse data examining the activity, reach and quality of the outpatient services.
- Manage complaints associated with outpatient services, with an attitude of learning from user feedback, in order to continually improve services.
- Select and recruit new staff;
- Ensure that an appropriate induction and development programme is in place for new staff.
- Plan and monitor the use of financial resources against agreed budgets.
- Assess risk and minimise threat to personal safety.
- Manage equipment resource responsibly.
- Accommodate clinical visitors to the department and plan a programme meeting agreed learning objectives.
- Clinical Practice.
- Work with patients and families on what is important to them. Use the ‘one page profile’ and advance care planning documentation to help to do this.
• The role is based in the outpatient services but will at times include assessment in the home setting and ward based assessment for patients who require an inpatient intervention.
• Take and analyse a clinical history in a relevant, succinct and logical manner.
• Carry out physical examination.
• Use expert knowledge and clinical judgement to make a diagnosis of the cause of the symptoms and/or refer patients for investigations to make the diagnosis.
• Implement a treatment plan, including the prescribing of medications and referring to other professional colleagues as appropriate.
• Prescribe medications as appropriate.
• Record concisely, accurately, confidentially and legibly, the appropriate elements of the history, examination, results of investigations, differential diagnosis and management plan.
• Present cases clearly, consistently and professionally to the MP team contributing effectively in patient management.
• Independently assess the patient’s needs. Identify their goals and work with the patient and family towards achieving them.
• Demonstrate an ability to explore the personal resources of families/carers in order to ensure patients are cared for in the place of their choice.
• Support and coach carers in managing a relative whose condition is deteriorating.
• Demonstrate sensitivity and respect for patients and families from different religious and cultural backgrounds and sexual orientation.
• Recognise and manage palliative care emergencies.
• Bring closure to the nurse-patient relationship and provide for a safe transition to another care provider.
• To be professionally and legally accountable for all work undertaken and to practice at an advanced level of professional autonomy and accountability that is within the St. Christopher’s policies and MNC codes of conduct.

Communication
• Manage complex communication issues with patients and families.
• Anticipate barriers to communication, and take action to improve the communication skills and strategies of the team.
• Seek out different styles and methods of communicating to assist longer term needs and aims.
• Demonstrate advanced communication skills on the telephone.
• Demonstrate advanced presentation skills, both oral and written.
• Structure an interview using appropriate questioning, avoiding jargon, using familiar language, at the patient’s own pace.
• Communicate both verbally and in writing to patients, whose first language may not be English, in a manner that they understand, using interpreters appropriately.
• Break bad news in steps appropriate to the understanding of the individual and be able to support distress.
• Demonstrate an understanding of the need to involve patients and carers in decision making, offering them informed choices and respecting their views.
• Manage dissatisfied patients/relatives, anticipating potential problems.
• Demonstrate negotiation and diplomacy skills and partnership working with external agencies;
• Communicate effectively with members of the primary health care teams.
• Demonstrate competent use of Electronic Patient Records and St Christopher’s IT systems. Contribute to the redesign of the EPR system.
Education & Training

- Create a positive learning environment, encouraging all staff to learn from each other and from external good practice.
- Recognise individual learning needs and identify the most effective ways of addressing them.
- Keep abreast of local and national developments in palliative care.
- Assess teaching skills of own team.
- Articulate and reflect palliative care skills, enabling others to learn.
- Be competent in lecturing and discussion based teaching.
- Mentor new staff and clinical placements.
- Utilise experiential learning methods.
- Consistently draw on research and literature to influence specialist palliative care teaching.
- Write articles for publication, deliver at conferences, and produce posters for presentation.

Grief, Loss & Bereavement

- Ensure that models of bereavement care at St Christopher’s are followed through by staff.
- Support staff in managing multiple or complex deaths.
- Find creative ways of managing the impact of loss on nursing staff and volunteers.
- Effectively manage a single structured bereavement visit for all carers following a death of someone as part of own caseload.

Quality

- Continuously monitor quality and take effective action to address quality issues and promote service improvement.
- Foster an environment in which research and audit are seen as part of day-to-day practice.
- Develop staff members’ understanding of clinical governance.
- Initiate clinical reviews of patient and family care and chair meetings.
- Participate in hospice wide initiatives, such as Swartz rounds, information exchange and the clinical leadership group that is planned.
- Enable the clinical team to reflect on and improve practice through user feedback.
- Participate in forums for discussion on research and audit programmes.
**PERSON SPECIFICATION: Advance Nurse Practitioner**

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<th>Qualifications:</th>
<th>Essential</th>
<th>Desirable</th>
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<td>Registered as a nurse with the NMC</td>
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<td>First degree in nursing, palliative nursing, cancer nursing or related subject</td>
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<tr>
<td>Has, or working towards, an MSc in palliative care</td>
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<td>Sound knowledge and understanding of the professional roles and the contribution of all members of the multi-professional team both in the community and within the Hospice</td>
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<td>Completed an advanced clinical assessment course and independent nurse prescribing</td>
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<td>Training in CBT and or motivational interviewing</td>
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<th>Knowledge and Experience:</th>
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<tr>
<td>Significant palliative care experience, with substantial experience at Band 7 or above</td>
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<td>Experience of mentorship/supervision</td>
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<td>Teaching experience</td>
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<td>Ability to work as an independent advanced practice nurse as described by the NMC</td>
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<th>Skills and Competencies:</th>
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<tr>
<td>Excellent verbal and written communication skills</td>
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<td>Ability to assess complex needs of patients and their families and plan appropriate nursing interventions</td>
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<td>Leadership and management skills and ability to facilitate, supervise and assess others in the delivery of care</td>
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<td>Demonstrable resilience to working in palliative care</td>
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<td>To have an understanding of, and an ability to promote and implement equal opportunities in all areas of work</td>
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<td>IT competence in Word, Outlook and keyboard skills</td>
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<td>Other Qualities:</td>
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<td>Professional and approachable</td>
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<td>Tactful and diplomatic</td>
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<td>A commitment to the vision, values and objectives of St Christopher’s</td>
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<td>A positive ‘can do’ attitude to work</td>
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<td>Able to work confidentially</td>
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