



Treetops
Hospice

Palliative Care Nurse (Days)

JOB DESCRIPTION

Post Holder:

Hours: 37 hours per week

Agenda for Change: Band 5

Salary: £17.98 p/hour
Full time 37 hours - £34,593.52
Part time 30 hours- £28,048.80

Area of Work: Integrated Clinical Services

Responsible to: Head of Integrated Clinical Services

Accountable to: Director of Clinical Services

VISION, MISSION AND VALUES

Vision

That everyone living within the communities we serve has access to end of life care of the highest quality.

Mission

To make every day count through giving the highest quality support for patients and carers living with life limiting illness or affected by death and dying by:

Ensuring we have the skills and experience to deliver and promote excellence in end of life care provision.

Working in partnership with other local end of life service providers to ensure the best possible patient experience is achieved.

Developing services to reflect the changing needs of the diverse community we serve.

Values

Respecting the unique worth of every person

We believe that every person is different but equal and that everyone's unique needs and contribution should be recognised and supported.

Exercising responsible stewardship

The commitment of our staff and volunteers to making the best use of all our resources enables us deliver high quality care today and in the future.

Working with hope

Our hope is to enable patients and families supported by the hospice to live well and die well.

Sustaining a culture of trust, warmth and safety

Everyone who comes into contact with Treetops Hospice Care is treated with care and respect.

Job Purpose / Summary

- To deliver a community based nursing service, for individuals at end of life, enabling them to remain at home if this is their preferred place of care.
- To provide high quality, person centred palliative care in partnership with Primary Health Care Teams, supporting patients in the terminal phase of illness or with chronic, incurable conditions.
- To support the effective coordination of Hospice at Home services, contributing to responsive service delivery, prioritisation of referrals, and continuity of care.
- To provide cross-cover support for wellbeing services where required, ensuring patients and families have access to holistic support that addresses emotional, psychological, and social needs.

Key Responsibilities

As a Palliative Care Nurse, you will play a vital role in the delivery of skilled clinical care to patients within their homes. You will:

- Provide compassionate, holistic nursing care tailored to the individual needs of patients and their families.
- Work collaboratively with District Nurses, GPs, and other healthcare professionals to ensure seamless, coordinated support.
- Support carers and families by offering respite, emotional guidance, and expert palliative care advice.
- Engage in continuous professional development and reflective practice to maintain clinical excellence and personal wellbeing.

This is a community based clinical role requiring strong clinical judgement, emotional resilience, and autonomous working.

Clinical Care and Coordination

1. Work autonomously in the community to Assess, plan, implement, and evaluate individualised plan's of care in partnership with District Nurses, patients, and families utilising a holistic and person centred approach.
2. Provide complex clinical care including:
 - Symptom management
 - Psychological and emotional support
 - Drug administration
 - Syringe driver administration and management
 - Catheterisation
 - Verification of death
3. Recognise and respond to clinical deterioration or uncontrolled symptoms, using evidence based practice and escalating appropriately to the wider multidisciplinary team (MDT).
4. Maintain high standards of documentation, recording all care accurately and in line with NMC guidelines and Information Governance Standards (using SystmOne).
5. Support patients and carers with sensitive, skilled communication regarding their condition, available services, and preferences for care.
6. Provide or facilitate support for the spiritual and emotional needs of patients and their families, including early bereavement support and referral to bereavement services.
7. Participate in the out of hours on-call rota.

Patient Safety and Advocacy

8. Ensure awareness and appropriate use of DNACPR/Digital ReSPECT forms, taking necessary action when they are missing or need review.
9. Follow protocols for emergencies and patient deaths, including the verification of death, in accordance with Treetops Hospice policies.
10. Protect patient privacy, dignity, and confidentiality at all times.
11. Safely use moving and handling techniques and equipment as trained.
12. Immediately report concerns or complaints to the Integrated Clinical Services Leadership team.
13. Maintain professional accountability as outlined in the NMC Code of Conduct.

Teamwork, Communication & Organisational Responsibilities

14. Actively engage in team handovers, reflective practice, and peer support, contributing to a positive, learning focused culture.
15. Communicate effectively with colleagues, patients, families, and the wider health and social care teams.

16. Contribute to internal reporting and service updates, sharing significant clinical changes or risks via SystemOne and direct communication with the coordination team.
17. Adhere to all hospice policies and procedures, acting as an ambassador for Treetops Hospice in the community.
18. Participate in the self-rostering system, ensuring adequate service coverage across the Integrated Clinical Services.
19. Manage annual leave and sickness absence appropriately, following correct reporting procedures.
20. Provide flexible support across services, including participation in coordination activities and covering wellbeing service provision where required to maintain continuity of care.

Governance, Quality, and Professional Development

21. Comply with all CQC regulations, supporting the service in demonstrating and maintaining standards.
22. Participate in service monitoring, audits, and evaluation to support continuous improvement.
23. Maintain up to date knowledge of best practice in palliative and end of life care.
24. Take responsibility for attending:
 - Mandatory and specialist training
 - Movement and handling training (annually)
 - Clinical supervision and staff debriefings
 - eLearning via Blue Stream
 - Palliative care updates and group supervision sessions
25. Undertake dynamic risk assessments in the community to ensure safe care delivery.
26. Promote equality, diversity, and inclusion in all aspects of your role.

SERVICE COORDINATION AND WELLBEING SUPPORT

27. Support the coordination of daily service delivery within the Hospice at Home team, including prioritisation of visits, responding to referrals, and allocation of resources in collaboration with the Shift Lead.
28. Assist in maintaining effective communication between the Hospice at Home team, coordination hub, and wider multidisciplinary team to ensure seamless and timely care.
29. Contribute to decision making processes to ensure patients receive the most appropriate and responsive care based on clinical need and service capacity.
30. Provide cover and support for wellbeing services when required, including contributing to emotional, psychological, and social support interventions for patients and carers.
31. Work collaboratively with wellbeing staff and volunteers to ensure a holistic approach to care, recognising the importance of non-clinical support alongside physical care needs.
32. Identify patients and carers who may benefit from wellbeing services and facilitate appropriate referrals.

33. Support integration of wellbeing services into patient plan of care, ensuring a coordinated and person-centred approach across all services.

Key Requirements

Qualifications (Essential):

- Registered Nurse (RGN Level 1)
- Current NMC registration
- Evidence of continuing professional development (CPD)

Qualifications (Desirable)

- Specialist qualification or training in palliative or end of life care
- Mentorship/Practice Assessor qualification
- Training in communication skills (e.g. difficult conversations, advance care planning)

Experience & Skills (essential):

- Minimum 2 years post registration nursing experience
- Clinical experience in palliative or end of life care
- Sound knowledge of palliative and end of life care principles
- Ability to assess, plan, implement and evaluate complex care
- Excellent communication skills, including sensitive and compassionate conversations
- Experience of autonomous working in a community or non-acute setting
- Ability to prioritise workload and respond to changing demands
- Understanding of holistic care, including emotional, psychological and social needs
- Good IT skills and accurate record keeping

Experience & Skills (desirable):

- Competent in key clinical procedures (e.g. Symptom management, syringe drivers, Catheter care, Verification of death)
- Experience of multidisciplinary team (MDT) working
- Experience of prioritisation, or care coordination in a clinical setting
- Experience supporting or working alongside wellbeing, bereavement, or psychosocial services
- Experience of using SystmOne or similar electronic patient record systems
- Ability to contribute to care coordination and service delivery decisions
- Knowledge of local end of life care services and pathways
- Understanding of wellbeing and bereavement support services
- Leadership or supervision skills
- Experience contributing to audits, service development, or quality improvement

Personal Attributes (Essential)

- Compassionate, empathetic and patient-centred approach
- Ability to work independently and as part of a team

- Emotional resilience and ability to manage complex and sensitive situations
- Flexible and adaptable to service needs
- Strong organisational and decision-making skills
- Commitment to equality, diversity and inclusion
- Professional accountability and integrity in line with the NMC Code of conduct

Other Requirements:

- Commitment to upholding the values and ethos of Treetops Hospice
- Full UK driving licence and access to a vehicle (use of Roaming Service car may be required)
- Willingness to travel across the service area
- Ability to work flexibly across rota including participation in on-call
- Enhanced DBS clearance

Additional Information

- This job description is not exhaustive. It outlines the main responsibilities and may be reviewed and adapted in line with service needs following consultation with the postholder.
- You will be expected to demonstrate flexibility, initiative, and compassion in every aspect of your role to ensure patients receive the best possible care at home.

