



Making Every Day Count

Job Description

JOB TITLE: Virtual Ward Nurse

REPORTS TO: Community Outreach Services Lead

JOB SUMMARY:

To work under the direction of the Community Outreach Services Lead in aspects of management, leadership and co-ordination of the Palliative Care Virtual Ward. Ensuring high standards of patient care are maintained in accordance with all St. Rocco's Hospice policies, procedures, and guidelines.

KEY STRATEGIC RESPONSIBILITIES

- To be aware of strategic developments at the Hospice and wider health and social care system specifically relating to the Integrated Palliative Care Hub and Virtual Ward.
- To support the Clinical Lead Outreach Services where required with the development and delivery of the strategic business plan objectives aligned to the strategy of the hospice and health and social care system.
- To manage the day-to-day patient caseload and work allocation of the Palliative Care Virtual Ward. This will include responsibility for assessment planning, implementation and evaluation of individual patient goals and coordination of the daily MDT meeting.
- To undertake first assessment visits and ongoing monitoring in line with agreed care plan in line with evidence-based practice.
- To work autonomously as part of the MDT team problem solving and escalating appropriately
- To liaise effectively with other members of the MDT and wider system to ensure timely, efficient and effective communication
- Participate in the care-coordination of discharges from inpatient settings.
- To maintain contemporaneous records and information sharing as per protocols
- To participate in clinical effectiveness initiatives and development of policy documents/protocols/pathways etc and ensure implementation as appropriate.
- Ensure that the climate of the service is conducive to patients'/relatives' spiritual, psychological and physical wellbeing. Reporting any difficulties to the Clinical Lead Outreach Services.
- Ensure the continuous updating/auditing and developing of the care and quality assurance initiatives in collaboration with other staff. Maintaining high standard of nursing care within the Integrated Palliative Care Hub and Virtual Ward.

OPERATIONAL RESPONSIBILITIES

- To take responsibility of the virtual ward caseload and the associated day-to-day work allocation and management duties.
- To undertake an in-depth holistic first assessment visit (s), enable service users to access remote monitoring technology, plan, implement and evaluate care in line with care plan.
- To carry out remote monitoring at a frequency in line with the care plan, escalating as appropriate to include the provision/ coordination of a visit when specialist consultation is identified as necessary.
- To coordinate the daily MDT meeting and communicate updates to system partners

- To work under the direction of the Clinical Lead Outreach Services and in conjunction with all team members to ensure all relevant healthcare standards are adhered to and necessary records completed.
- To identify and highlight identified clinical risks to the Clinical Lead Outreach Services, and in conjunction with all team members, ensure clinical risk is managed to as low a level as is practicable. To ensure clinical incidents are reported in line with timescales and subsequent actions are disseminated throughout the team and acted upon appropriately.

STAFF MANAGEMENT

- To ensure adequate staffing and skill mix within the virtual ward.
- To work to support more junior staff, bank nurses and HCA's in a manner which is beneficial to the needs of the unit and the individual.
- To maintain accurate staff records including training and annual leave by ensuring personal adherence to HR policies and procedures.
- Follow professional guidelines for the code of professional conduct and ensure that all team members adhere to the same principles and organisational policies.

FINANCIAL MANAGEMENT

- To monitor stock levels and supplies and ensure timely and appropriate ordering.
- Support the day-to-day operation of the Integrated Palliative Care Hub and virtual ward to ensure efficient and effective delivery of services and use of resources.

COMMUNICATION AND WORKING RELATIONSHIPS

- Develop and sustain good working partnerships with allied professionals and external agencies.
- Ensure satisfactory channels of communication are maintained promoting a transparent, impartial and honest culture amongst all disciplines.
- To delegate / act as a cover member of the Multi-Disciplinary Team ensuring that as the key worker for the patient, they have up to date knowledge of the patients' condition and contribute to the discussion to determine with the other members of the MDT future plans which promote patient centred care.
- To have responsibility for ensuring that future plans for care are shared with staff who are responsible for delivering patient care.
- To work under the direction of the Clinical Lead Outreach Services to facilitate and participate in regular staff meetings and attend other meetings as required within the role.

INFORMATION SYSTEM

- To ensure safe and secure management of information within the department and to manage compliance of all staff with information management policy in relation to both paper and electronic records.
- To develop and maintain competence in the use of relevant IT systems and software deployed as part of the virtual ward model.

RESPONSIBILITY FOR PATIENT/CLIENT CARE

- Ensure patient care is of the highest standard, is evidence based, and significant advances are implemented early.
- Work as a core part of the Integrated Palliative Care Hub, demonstrating required standards of care and leadership by example in practice.
- Advise and participate in multi disciplinary assessment and care planning and liaise with external agencies to facilitate safe and effective discharges within the relevant statutory frameworks.
- Anticipate the changing needs of patients and carers including anticipatory grief support by exploring their awareness of the situation.
- Acknowledge individual patient and family strengths and coping strategies, promoting and involving other members of the multi disciplinary team or external agencies, as appropriate, to optimise all aspects of patient and family care.
- Meet regularly with the Clinical Lead Outreach Services to review the services provided and raise any staffing issues that need to be escalated.
- To participate in the collection of service user views regarding services provided and take appropriate action required.
- To ensure a safe, tidy environment in the unit and adherence to Health and Safety and Infection control policies.
- Maintain own personal continuing professional development.
- To ensure safe keeping and administration of drugs in accordance with national standards and legislation.
- Ensure the equality, diversity and rights of patients are promoted and maintained in all areas of clinical governance and clinical care.

SAFEGUARDING DUTY

“It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Adults and Children as stated in the Hospice Safeguarding Policy. This applies to all staff regardless of which member of the family is the primary client. The post holder is responsible for ensuring they receive the appropriate level of safeguarding training according to their role”.

ASSURANCE STATEMENT

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

It is the responsibility of all employees to adhere to general policies and procedures as detailed in the Staff Handbook and other individual policies.

The above Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

CHANGES TO THIS JOB DESCRIPTION

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

Person Specification

TITLE: Virtual Ward Nurse

DEPARTMENT: Clinical

Criteria for selection	Essential	Desirable
Education/Qualifications		
<ul style="list-style-type: none"> • RGN / other relevant healthcare qualification • Certificate or diploma in palliative care • Advanced communication skills 	Y	Y Y
Knowledge/experience/skills		
<ul style="list-style-type: none"> • Substantive post registration experience • Experience in undertaking first assessments • Ability to work autonomously • Good communication skills • Sensitive to patient issues • Continuing awareness of developments in palliative care • Demonstrates team working • Ability to mentor and teach • Experience in working in the community setting • Experience in and ability to use a range of IT systems and software 	Y Y Y Y Y Y Y Y Y Y	Y
Personal Qualities		
<ul style="list-style-type: none"> • Empathetic Approach • Care and compassion 	Y Y	
Additional Requirements		
<ul style="list-style-type: none"> • Flexible approach to working • Ability to travel independently across the Warrington area 	Y Y	