



Perinatal Service Co-Ordinator

Job Description

Salary Scale: £31,599 to £36,632

Hours: 37.5 hours per week including weekend and evening work

Responsible To: Director of Care

Role Summary

To ensure the delivery of holistic palliative and end of life care for unborn and newborn babies and their families affected by life limiting and life threatening conditions in their own homes, the hospital and the hospice.

To coordinate the day to day service in relation to hospital, home and hospice visits, groups, ward rounds and arrangement of in house stays alongside the Perinatal Team Leader and care Clinical Manager.

To coordinate a multidisciplinary care team in the provision of palliative care (including planned and emergency respite, symptom control, end of life care and bereavement support) as well as being responsible for a caseload of unborn and newborn and their families.

Main Duties and Key Responsibilities

Key responsibilities

- To provide a high standard of holistic care in a family led environment.
- To coordinate a multi-disciplinary team of staff in delivering care to babies with life limiting and life threatening conditions and their families.
- To coordinate care at home, hospital and hospice taking responsibility for clinical decision making in the absence of the Perinatal Team Leader, Nurse Consultant or Clinical Manager.
- To participate in the 24 hour specialist palliative care on call nursing service.
- To take responsibility for designated areas of practice, in agreement with the Care Leadership Team.

Clinical

- To take a lead role in ensuring a family centred approach to care in conjunction with all members of the multidisciplinary team.
- To involve children, young people and their families whenever possible in care planning and delivery to ensure we provide suitable care at all times.
- To assess, plan, implement and evaluate care of babies in partnership with their parents or guardians.
- To work with Perinatal Team Leader and Care Clinical Manager to transition babies to care service when appropriate

- To ensure that all procedures are carried out in accordance with local and national policies are in place within the Forget Me Not Children's Hospice.
- To ensure accurate and contemporaneous record keeping and to observe confidentiality of such records at all times.
- To take professional responsibility for prescribing (with suitable attainment of qualification), transcribing, administering and storage of all medications in accordance with hospice policy and the NMC Standards for Medicines Management (NMC, 2007)
- To participate in standard setting, quality assurance and audit in order to maintain and promote high standards of care.
- Record caseload activity and report as required by the hospice using the *SystemOne*
- To participate in the 24 hour on call specialist palliative care nursing service.

Management

- To manage own caseload of babies and their families, and associated staff to ensure continuity of care for children and their families.
- To manage the team allocation including, but not limited to, rota, visits, respite and support group planning.
- To act as shift coordinator, taking responsibility for clinical decisions made and for the management of junior staff alongside or in the absence of the Perinatal Team Leader, Nurse Consultant or Clinical Manager.
- To work closely with administration teams ensuring all letters and updates are issued at key points of family journey eg on admission, changes to care/condition, on death
- Take an active role in the Human Resource management working with HR departments including participation in staff appraisal scheme as an appraiser and appraise, undertaking monthly performance reviews, sickness absence reviews, HR meetings and all other aspects of HRM.
- Work alongside Perinatal team leader to ensure in reach model of delivery is built upon assessing new opportunities
- To ensure peers and other staff are acting, at all times, in accordance with the policies and procedures of the hospice.
- To liaise effectively with other professional agencies, as appropriate.

Education

- Be an active member of regular in-service training within the Care Services Teams preparing and providing sessions as appropriate in conjunction with the Head of Education.
- To assess members of the Care Services Teams in clinical skills covered by the hospice clinical competencies where appropriate.
- To act as a mentor to junior staff and students, teaching and assessing in accordance with documented policies of hospice and universities involved.
- To delivery external training as required and delegated by the Perinatal Team Leader.
- To attend study days and conferences as agreed and to cascade information to other team members.
- To value and utilise skills of other team members, being aware of personal and professional strengths and weaknesses, sharing and learning new skills willingly.

Professional

- To comply with the NMC '*The Code*' (NMC, 2015).
- To work within the guidelines of the Safeguarding Children procedures.
- To maintain a high standard of conduct and physical appearance in order to retain public confidence.

- To maintain confidentiality of babies, children and families at all times.
- To promote and maintain effective team work and take personal responsibility for contributing to the team's healthy functioning.
- To adopt a positive and reflective approach to personal and professional development, participating constructively in the annual appraisal process and actioning objectives.

Training and development

- To attend staff development programmes, including all mandatory training, eLearning and 'staff days' as required.
- To undertake specific training for specialist pieces of equipment and remain updated in same
- Be responsible for setting and agreeing a personal development plan with your line manager.
- Develop and maintain an awareness of evidence based practice and current developments in paediatric palliative care and the implications these may have for the delivery of care.
- Ensure personal and professional development through reflective practice and peer supervision.

Safeguarding

- To comply with hospice and Local Safeguarding Children policies, procedures and practice.
- To follow hospice policy regarding the management of safeguarding concerns.
- To communicate concerns over a child in need of protection or a child in need of support to senior care staff, child protection teams or other statutory partners or agencies.
- To access mandatory training as required.
- To partake in and engage with child protection supervision, as required.

Equality and diversity

- Support equality, diversity and rights of all, including children, young people and their families and staff.
- Work according to the hospice equality and diversity policy.
- To actively promote the consultation of children, young people and families and encourage their involvement and participation in decision making.
- To respect other cultural and ethnic observances, relating to social customs and those surrounding death.

Health and safety

- To carry out duties placed on employees by the Health and Safety at Work Act (1974) and to cooperate with the hospice, as your employer, as far as is necessary to meet the requirements of the legislation.
- To comply with health and safety policy and ensure compliance in others.
- To take reasonable care for the health and safety of yourself and others who may be affected by your acts or omissions at work.
- To not intentionally or recklessly interfere with, or misuse items provided in the interests of health, safety or welfare.
- To ensure that all members of the team are aware of, and adhere to, current policies regarding infection control at all times.
- To ensure all members of the team follow the hospice lone working policy.

General requirements:

- Maintain confidentiality in all areas of work.

- Ensure that your conduct within and outside of the hospice does not conflict with professional expectations.
- Actively support and promote the hospice and all its policies.
- Ensure an awareness and observation of Fire and Health and Safety Regulations.
- Ensure the respect, dignity and rights to privacy of children, young people and their families as far as possible.

The role of volunteers is integral with the work of the hospice, and paid staff are required to underpin this in their attitude and actions.

The managerial and clinical philosophy of the Forget Me Not Children's Hospice care services is based on an interdisciplinary 'generic role' approach. All staff, regardless of their grade or discipline are required to participate according to this concept. All staff must be sympathetic to and able to project the philosophy and concept of the hospice care services.

The post holder is expected to carry out any reasonable duty as requested by the Perinatal Team Lead, Nurse Consultant, Clinical Manager or Director of Care. This may involve working across all of the Forget Me Not Children's Hospice palliative care services, including working in the community as part of the Hospice at Home service.

Personal Attributes

Essential

- RSCN/RN(Child)
- Appropriate teaching course, or willing to work towards
- Bachelor's degree, or willing to work towards
- A minimum of three years post registration experience.
- Experience in palliative care
- Experience of working with babies with complex health needs
- Understanding of the key aspects of grief, loss and bereavement
- Understanding of the work of a children's hospice and the need for specific care of users of services
- Extensive clinical skills in paediatric palliative nursing
- Effective communication skills
- Ability to teach and support other team members
- Good team work and leadership skills
- Understanding of evidence based practice
- Able to work independently and in partnership with members of the multidisciplinary Care Services Teams
- Able to prioritise work and effectively manage time of self and others
- Child and family focused
- Ability to set and maintain professional boundaries with staff, children, family and visitors
- Positive attitude towards change
- Ability to recognise stress in oneself and others and to manage it effectively.
- Ability to be assertive with other staff members as required.
- Demonstrates motivation and commitments towards personal and professional development.
- Ability to work flexible shift patterns including occasional night duty and 24 hour on call
- Full driving licence and use of a car for work purposes.

Desirable

- Community nursing qualification (CCN/RHV)
- Qualified in Neonatal Specialty(BSC or Dip)
- V300
- Palliative care or advanced practice modules
- Counselling course
- Master's degree in a relevant subject.
- Experience of working in a children's hospice.
- Community nursing experience
- Experience of managing a team
- Experience of research
- Experience of managing a complex caseload, where competing demands and constant interruptions to the work pattern, require the workload to be prioritised.
- Experience of rota planning
- IT skills and knowledge of social networking sites
- Ability to organise, coordinate and chair multidisciplinary meetings
- Experience of project management.
- Experience of training others.

This Job Description is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.