Date: July 2019

Job Title: Clinical Nurse Specialist – Palliative Care

Department: Hospital Palliative Care Service

Location: North Shore Hospital/Waitakere Hospital, Specialty Medicine and Health of Older People Division

Reports to [Line]: Operations Manager Community and Palliative Care (line manager) and Clinical Director for Palliative Care for the achievement of service, operational and financial KPIs, meeting management performance objectives and professional practice standards as part of the wider multidisciplinary specialist team

Reports to [Professional]: Clinical Nurse Director (Community & Specialty Practice) for achievement of quality standards (patient safety, effectiveness and patient experience) maintenance of advanced practice, professional practice standards, the development of professional practice and the development of the professional workforce.

Direct Reports: None

Functional Relationships with:

Internal
- Palliative Care Service
- Palliative Care Clinical Director
- Physicians/Surgeons
- Clinical Nurse Specialists
- Nurse Educators
- Director of Nursing and Midwifery
- Nurse Advisors
- Charge Nurse Managers
- Ward Staff
- Pain Team
- Pharmacy
- Laboratory
- District Nursing Service

External
- NASC
- Allied Health Staff
- Nursing Development/Nurse Educators
- Customer services
- Orderly Services
- Equipment Co-coordinator
- Patients /significant others
- Hospices in Auckland Region
- General Practitioners
- Practice Nurses
- Tertiary services
- Other Palliative Care Teams

Our DHB Purpose, Values and Standards

At the heart of Waitemata DHB is our promise of ‘better care for everyone’. This promise statement is the articulation of our three-fold purpose to:

1. promote wellness,
2. prevent, cure and ameliorate ill health and
3. relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whānau and our community, a privilege that is sometimes overlooked in our day to day work.

Our standards and behaviours serve as a reminder to us all about how we are with our patients and with each other.
Clinical Nurse Specialist – Palliative Care

Position Description

Purpose of this role

Advanced practice nursing role that provides specialist advice on symptom management and approaches to care delivery for patients presenting with palliative care / end of life needs and coordination of care across primary, secondary and tertiary care settings. Teaches / coaches in use of resources to support care delivery and supports best practice initiatives.

KEY ACCOUNTABILITIES

Domain One  Professional responsibility

Includes accountabilities for professional, legal, ethical and culturally safe practice. This includes being able to demonstrate advanced critical thinking, judgement and accountability for own actions and decisions.

Professional Leadership and Expertise

- Meets all registered nurse PDRP competencies at minimum of RN Level 4 requirements
- Perceived as highly effective, progressive and knowledgeable in area of practice, according to legal, ethical, cultural safety/ sensitivity and professional standards.
- Applies critical reasoning and professional judgement to nursing practice issues and decisions for patients at risk
- Provides advanced practice specialist nursing care in direct care delivery, contributing to the development of integrated service delivery across the continuum of care – one to one patient management and impact on practices/processes of care on populations of patients at local and system level
- Undertakes or leads specific service or organisational portfolio responsibilities, optimising patient safety
- Participates in interdisciplinary case review processes and clinical supervision
- Self-directed in achieving learning and development plan, including PDRP responsibilities/current portfolio
- Actively participates in professional nursing groups, maintain effective local, regional and international networks. Attends educational opportunities and conferences.

Domain Two  Management of nursing care at advanced practice level

Includes accountability related to patient/client assessment and management of advanced nursing care that is supported by evidence.

Clinical Care/Care Coordination

- Assessment and management of patients presenting with palliative care needs according to care pathways
- Initiates assessment and treatments according to care pathways, liaising with medical team. Initiates ordering of diagnostic tests in order according to best practice guidelines and evaluates outcomes
- Implements agreed care plan and treatments, using standing orders /protocols managing care to discharge/ transfer
- Accepts specific accountabilities relating to nominated roles e.g. End of Life Coordinator.
- Suggest appropriate referral to other clinical disciplines in a timely manner.
- Follows up care outcomes in liaise with specialist services and general practice to reduce readmission
- Work in close consultation with the Lead Medical Team in the assessment, diagnosis, treatment planning and follow-up care of patients.
Clinical Nurse Specialist – Palliative Care

Position Description

- Provide skilled nursing diagnostic care/intervention for palliative care patients requiring assessment, follow up and end of life care.
- Acts as a resource to ward staff, providing updates on appropriate symptom relief and evidence-based practice.
- Demonstrates appropriate expert knowledge, to share good practice and to promote excellence for palliative care at courses, meetings and conferences as appropriate.
- Provides specialist nursing care and expertise both in direct care delivery and in support to other staff in the management of a defined patient group/area of specialty practice. Supports the interdisciplinary team in complex case management, including challenging sensitive conversations with patients, families and teams.
- Work in accordance with the Palliative Care Team protocols, policies and procedures.
- Role models consistent best practice palliative care and provides coaching and support for staff dealing with complex situations.
- Works collaboratively with staff referring patients with palliative care needs, offering advice and making recommendations for symptom management, appropriate care and support for discharge planning following a comprehensive assessment. Supports the Palliative Care Team protocols, policies and procedures. Undertakes advanced assessment and care planning, facilitating patient discharge to a supportive care environment as required.

Education and clinical teaching

- Provides patient education to patient and family to improve patient outcomes and gain participation with their treatment.
- Acts as a nursing resource providing expert advice and education to nursing staff and health care professionals / family-whanau within specialty scope of practice, demonstrating skilled mentoring/coaching, teaching and supervision. May teach at post registration level to enhance evidence based practice.

Domain Three  Interpersonal relationships and enhancing the patient experience

Includes accountability for interpersonal and therapeutic communication with clients/patients and members of the health care team.

- Demonstrates clinical and professional leadership through effective teamwork and collaborative relationships.
- Able to offer and provide specialist advice through listening and counseling skills.
- To assimilate and communicate effectively in highly complex, sensitive and emotive situations.
- Ability to demonstrate empathy and sensitivity, give advice and information both written and verbal about diagnosis, prognosis and care to patients their families and carers.
- Role models advanced therapeutic communication, engages patient and family in care planning for self-care, improving knowledge of Breast cancer disease/ reconstructive surgery options, self-management, prevention of complications and promotion of recovery.
- Demonstrates strong relationship management skills that result in professional credibility, good patient outcomes and integrated care.
- Uses highly developed communication, change management and leadership skills to support strong morale and spirit in the team.
- Communicates in a clear, formal and informal style at all levels using a professional, diplomatic and concise approach using oral and written communication. Can get messages across that have the desired effect.
- Demonstrates a non-confrontational approach and an ability to open up communication lines so that issues can be addressed.

Domain Four  Interprofessional healthcare and quality improvement to deliver organisational objectives

Includes accountability for evaluating the effectiveness of care and promotion of nursing perspective within the health care team.

Supports Professional Activity

- Provides teaching – nursing and medical education; participates in clinical governance activities including audit and research; Administration – organisational requirement; contribution to service planning and policy development; professional development.
- Assists in the implementation of nursing practice and models of care appropriate to patient/client population needs.
### Quality Improvement: Guideline and policy development
- Leads the development/review of best practice pathways, protocols and guidelines in the specific area of practice that are research based. Change agent/leader
- Leads/contributes/collaborates in quality & care improvement processes, risk management and resource utilisation review, including trending and auditing and developing appropriate responses – educational, policy, advisory at patient, nurse and system level
- Identifies efficiencies through new and innovative ways of working, improve quality of care and patients experience

### Service Development
- Participates in service development and strategic leadership to enhance the patient experience, application of values in practice. Undertakes/leads specific or organizational portfolio responsibilities. Includes assisting in implementation and management of initiatives to address differential access to healthcare services for Maori.
- Participates in clinical audits and Palliative Care Team Quality program.

### Research & Audit; Evidence based practice
- Researches, evaluates, develops and implements standards of nursing practice in the specific area of practice and supports practice improvements. Works to ensure recommended best practice guidelines/policies are research based and relevant across Waitemata DHB
- Fosters inquiry, critical thinking and research skill acquisition to advance nursing practice and patient/client care. Supports other staff in the clinical management Engages locally, regionally and nationally to promote palliative care accessibility and best practice Represents the Palliative Care Team at meetings within the Auckland region and nationally as appropriate. Keeps up-to-date with national/local policy development and change in relation to palliative care and disseminates appropriately within Waitemata DHB.
- Confident use of technology. Critiques and uses research findings in practice. Participates in research.

### Statutory & Treaty of Waitangi obligations
- Ensures the professional and political integrity of WDHB by carrying out all functions in compliance of the Treaty of Waitangi and by demonstrating a serious commitment to keeping the treaty alive.
- Shows sensitivity to cultural complexity in the workforce and patient population

### Recognises individual responsibility for workplace Health & Safety under the Health and Safety at Work Act 2015
Contribute to a safe and healthy workplace at WDHB by:
- Following & complying with H&S policies & processes & applying them to their own work activities, including using/wearing Personal Protective Equipment as required.
- Participating in activities directed at preventing harm & promoting well-being in the workplace
- Identifying, reporting & self-managing hazards where appropriate
- Early and accurate reporting of incidents at work and raising issues of concern when identified.

### VERIFICATION:
Employee: ________________________________ Date: __________________________
Manager: ________________________________

Note: This job description forms part of an individual’s contract of employment and must be attached to that contract.
### Service description

<table>
<thead>
<tr>
<th>Identified population served by the role and patient type/client group, specialty needs, treatments offered</th>
<th>Adults with palliative care needs at Northshore and Waitakere Hospitals. Patients presenting for care changes over time. Nurse initiated care according to credentialing documents, approved protocols, and standing orders. Consultation with medical staff is required as part of professional collaboration.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area of advanced nursing specialty practice.</td>
<td>Palliative Care according to credentialing document and specialty competencies</td>
</tr>
<tr>
<td>The scope of the role including the setting that care will be delivered in e.g. local, regional, national, hospital, clinical or community settings</td>
<td>Advanced practice role, working within clinical pathway/guidelines/protocols and standing orders for patient groups. Innovative, evidence based nurse-led solutions to meet patient demand for palliative care services.</td>
</tr>
<tr>
<td>Key points of integration and collaboration with other teams, services or providers</td>
<td>Close working relationship with Medical Specialists and teams. Engaged with CNS in specialty, across WDHB, regionally and nationally</td>
</tr>
<tr>
<td>Anticipated outcomes of care</td>
<td>Formally presents caseload and outcome statistics. Variance to clinical pathway and length of stay explained/managed/monitored</td>
</tr>
</tbody>
</table>
## PERSON SPECIFICATION

**POSITION TITLE:** Clinical Nurse Specialist – Palliative Care

### Education and Qualifications
- Registered Nurse in New Zealand (RCpN, RGON, BHSC), with current annual practising certificate
- Post Graduate Certificate in palliative care /similar essential.
- Working towards: Post Graduate Diploma Palliative Care Nursing, with evidence of advanced physical assessment, history taking, diagnostic reasoning, and pharmacology knowledge
- Has or plans to ACP programme module

### Experience
- At least three years post registration practice in the specialty, multidisciplinary team practice
- Achieved RN Level 4 or equivalent in specialty with current portfolio
- Reputation for excellence in specialty practice
- Understands the patient journey across multiple health care providers, with the ability to smooth communications and access to services.

### Skills/Knowledge/Behaviour
- Advanced physical assessment, history taking, diagnostic reasoning and pharmacology knowledge
- Demonstrated operational management/care coordination skills
- Clinical professional leadership
- Confident multidisciplinary teacher
- Project management and quality improvement processes
- Demonstrated confidence in quality improvement to improve service delivery
- Confident in application of basic computer programs including Microsoft Outlook, Windows and Excel and report writing

### Skills/Knowledge/Behaviour / Personal Attributes

#### 1. Personal Attributes
- Mature, positive, proactive and enthusiastic attitude
- Possesses a good sense of humour
- Strong and self-reliant
- Awareness of how Health and Safety impacts on an organisation
- Seeks advice and guidance from colleagues and other disciplines as required
- Self-directed and motivated
- Innovative, takes initiative in patient focused approach to practice
- Displays drive and energy and persists in overcoming obstacles
- Articulate, good presentation skills
- Committed to own professional and personal development
- Receives and processes constructive feedback related to own performance

#### 2. Teamwork
- Sensitive and constructive to others
- Seeks out opportunities to support others in achieving goals
- Strong teamwork reputation, confident collaboration and inclusive of colleagues
- Resilience, flexible and willing to work across a range of clinical settings
- Is able to manage conflict constructively

#### 3. Self-Management
- Recognises and respects individual differences
- Develops positive working relationships with patients, whanau, staff and managers
- Upholds confidentiality, behaves with integrity and discretion
- Positive professionally mature

#### 4. Communication skills
- Demonstrated strong written and verbal communication skills
- Sets high standards and strives to achieve challenging goals
<table>
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<tr>
<th>5. Learning</th>
</tr>
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<tbody>
<tr>
<td>• Makes effective decisions within appropriate timeframes and levels of responsibility</td>
</tr>
<tr>
<td>• Escalates issues appropriately</td>
</tr>
<tr>
<td>• Knows where to go and when to ask for help</td>
</tr>
<tr>
<td>• Accepts constructive feedback</td>
</tr>
</tbody>
</table>

- Copes well under pressure, is resilient to change and understands personal limitations
- Is able to communicate effectively on the phone and via computer and face to face with a variety of people
- Is able to communicate without engendering conflict
- Excellent communicator
- Articulate, good presentation skills