

Reports To: Head of IPU	Band: 4
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Supporting Evidence: In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification

Assessment: A Application form / I Interview / T Test / C Certificate / P Presentation

Criteria - Knowledge, Training and Experience		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> ▪ Registered NMC Nursing Associate Qualification ▪ Meet the requirements of the Standards of Proficiency for Nursing associate practise.(NMC 2018) ▪ IT skills appropriate to the role. ▪ Minimum of 2 years working in a health care setting ▪ Able to consistently demonstrate high standards of nursing care ▪ Able to work as part of a team ▪ Basic Health and Safety ▪ Enthusiasm and willingness to learn and develop new skills ▪ Knowledge of safeguarding ▪ Understanding of MCA in context of palliative and dying patients ▪ Able to recognise own limitations within the context of the Nursing Associate role. 	<ul style="list-style-type: none"> ▪ NVQ in health & Social care or Care Certificate ▪ Work at a Hospice or palliative care unit ▪ Care of dying patients and their families ▪ Proven experience of working in diverse communities, understanding and overcoming the impact of discrimination ▪ Experience of working with volunteers ▪ Experience of working with people from different cultures and communities 	
Criteria - Communication Skills		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> ▪ Good Communicator verbally and in writing ▪ Experience in using electronic reporting system ▪ Communicate effectively with members of the multi-disciplinary team. ▪ Listening Skills ▪ Sense of Humour ▪ Compassionate, kind and positive attitude ▪ Experience of providing and receiving complex, sensitive information. ▪ Ability to maintain rapport when patients and families are experiencing high levels of emotional and physical distress 	<ul style="list-style-type: none"> • Basic level of communications training • Be able to lead on bereavement conversations with families. 	

Criteria – Analytical		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> ▪ Ability to deal with complex difficult and emotional situations. ▪ Able to problem solve. 	Excellent understanding of unconscious bias in your own practice with a solution focussed approach to identifying and resolving the blocks to access and engagement	
Criteria – Planning Skills		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> ▪ Effective time management ▪ Flexible ▪ To work with the RN to plan deliver and evaluate holistic care. 		
Criteria – Management Skills		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> ▪ Able to work under pressure ▪ Able to organise self and lead a team ▪ Work empathetically with the team always with an awareness of others emotional toil. ▪ Calm and self-disciplined approach to difficult and sensitive situations ▪ Ability to deal with incidents and report appropriately as per hospice policy ▪ Knowledge of when to seek advice or refer to a registered health professional 	<ul style="list-style-type: none"> ▪ Ability and desire to teach others 	
Criteria – Physical Skills		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> ▪ The role will require moving and handling, therefore a reasonable level of fitness is required. ▪ Ability to maintain concentration and focus for long periods (over the course of a shift during the day and at night) 		
Criteria – Motivation and expectation		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> ▪ Commitment to the aims and ethos of the Hospice of St Francis ▪ Keenness to help others succeed ▪ Self-development and willingness to learn ▪ Desire to participate in reflective practice and clinical supervision 	<ul style="list-style-type: none"> ▪ Positive outlook ▪ Resilience and self care ▪ Adaptable and flexible 	



Criteria – Equality and Diversity		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> ▪ Ability to support a diverse case load 	<ul style="list-style-type: none"> ▪ Ability to speak, write and/or sign more than one language relevant to the population served 	
Criteria – Financial and Physical Resources		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> ▪ Responsible outlook and awareness of financial restraints. 		
Criteria - Other		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> ▪ Continually strive to improve the reach of the hospice. ▪ Clean driving Licence 		

Confidentiality

During the course of your employment, you may see, hear or have access to information on affairs of patients, staff and volunteers. Post holders may only use such information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosures will be investigated and may lead to disciplinary action and possible dismissal.

These obligations are in line with common law duty, the Caldicott principles on patient data, the Data Protection Act, the Freedom of Information Act and other legislation which apply to both during employment and after the termination of employment.

Safeguarding Children and Adults

The Hospice as an organisation and its employees are committed to safeguarding and promoting the welfare of children and vulnerable adults and meeting our statutory obligations in line with Section 11 of the Children Act 2014.

The Hospice meets all statutory requirements in relation to Disclosure and Barring Service (DBS) checks and the process of pre-employment checks is managed through a robust centralised process. All employees are expected to know how to respond when there are concerns for the safety of a child, young person or vulnerable adult.

Health and Safety



All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following the recognised codes of practice and Hospice policies on health and safety.

The Hospice of St Francis Diversity Position Statement

The Hospice of St Francis view equality and diversity as a creative opportunity to embrace, respond and be relevant to its local community. We recognise that we need to create an environment where all patients, carers and their families feel they are treated equally as individuals and enables our staff and volunteers to thrive and achieve their full potential.

Diversity is about understanding, recognising, valuing and respecting difference in the broadest sense. It’s about creating a working culture through the implementation of practices that harness difference for the benefit of its patients, carers and families and its workforce.

Smoking Policy

Our policy is to ensure a safe and pleasant working environment for everyone. Smoking presents possible hazards related to fire risks, an unpleasant working environment, and the health risks to non-smokers associated with passive smoking. The Hospice has obligations under health and safety legislation to ensure a safe working environment for all employees, volunteers, patients and visitors. Smoking is therefore not permitted on the Hospices premises or in any external areas that are enclosed (e.g. porches). Smoking is also not permitted in the Hospices vehicles, or in vehicles that are being used on business where non-smokers are also present.

The person specification incorporates the Hospice of St Francis Values. They define the behaviours which support our culture, help us deliver results and underpin the Hospice Values. Recognising that people in different jobs in the organisation will be expected to reflect and support the Values in different ways, the competencies are described for different populations: team members; specialists; people managers and strategic leaders.

Interview questions will cover the requirements outlined in the Person Specification & the Hospice Values.

The Hospice of St Francis Values		We show this through the following behaviours:
Respectful Relationships	We create a caring and compassionate environment: demonstrating appreciation and respect in all our interactions, and taking account of individual’s needs and circumstances.	Team work/cooperation The way we deal with others *Respect for diversity Integrity
Constructive Communication	We encourage open, clear and honest communication, where everyone can be heard.	Listening & responding Two way communication Understanding the audience Diplomacy
Excellence through Innovation	We strive for excellence in everything we do; encouraging innovation, maximising opportunities and exploring fresh ideas in order to see continuous improvement.	Adapting to change Innovation Creative problem solving



<p>Encouraging Learning</p>	<p>We educate and develop to enhance knowledge and skills, improve performance and help people to reach their potential.</p>	<p>Developing others Giving and receiving feedback Self-development</p>
<p>Sustainable Service</p>	<p>We work hard to provide a professional and sustainable service which is fair, efficient and co-ordinated.</p>	<p>Delivering against objectives Planning and prioritising Managing resources Monitoring and evaluating</p>
<p>Community Engagement</p>	<p>We involve and engage with our community, building mutually supportive relationships which maximise our contribution.</p>	<p>Representing the organisation Being service oriented Understanding our community</p>
<p>Integrity & Trust</p>	<p>*This Value does not lend itself to being defined in behavioural competency terms – there are not levels or degrees of integrity and it may not lend itself to development in an organisational context. However, it is clearly an important value, and has therefore been included as a common statement across all levels under the competency Respectful Relationship</p>	