

## SAINT FRANCIS HOSPICE

### JOB DESCRIPTION

<b>JOB TITLE</b>	Single Point of Access (SPA) & Referrals Hub Manager
<b>GRADE</b>	7b
<b>HOURS OF DUTY</b>	37.5
<b>REPORT TO</b>	Head of Community Services
<b>RESPONSIBLE FOR</b>	Referrals Assistant Referrals Co-ordinators Referrals Hub Clinical Specialists
<b>KEY RELATIONSHIPS</b>	Chief Executive Officer, Directors, Board of Trustees, Medical Staff, Heads of Service.  All Hospice staff and volunteers, Members of the Public, Integrated Care Boards (ICBs)  Acute Trusts, Primary and Community Services, Local Authority, Public Health, Other Local Hospices.  Statutory Bodies and Other Organisations.

#### **JOB SUMMARY:**

##### **Main Purpose:**

The post holder is responsible and accountable for the organisation's Single Point of Access (SPA) & Referrals Hub and will:

- Promote and monitor safe, effective practice and adapt to degrees of complexity
- Enhance the experience for people accessing the service.
- Provide effective managerial leadership to Clinical Specialists, Referrals Assistant, Referrals & Admissions Coordinators
- Contribute to the delivery of the organisation's objectives and strategy.

The Single Point of Access & Referrals Hub Manager will work pro-actively across all services areas within Saint Francis Hospice (SFH) ensuring that all processes are in place for an individual's referral to SFH Services and that access to services is appropriate and in real time. The post holder will work closely with Community Services, the Ward, Therapies & Individual Support Services, OrangeLine & Wellbeing/Therapies Services staff ensuring that all are informed and working in collaboration for the best outcome for the referred service user.

##### **Main Duties:**

- Champion the Hospice values to provide effective clinical and professional leadership for the whole team within the SPA & referrals hub to address the complex needs of people in our care, their families, and carers.
- To promote multi-professional working across the organisation
- To take responsibility for the ongoing development and progression of a stand-alone service
- To work leading on incoming complex referrals to the SPA & referrals hub providing high standards of telephone clinical triage/assessment & specialist palliative care, advice and support to individuals, relatives and carers and being a role model to other members of the team & signposting referrals for other services as appropriate.
- To be responsible for the leadership and day to day management of all staff who work within the Referrals Hub & SPA, to facilitate their professional development, clinical practice and ensure the highest possible standard of care.
- Lead on the day-to-day referrals' complex communications and processes in close consultation with the referrals' hub team, SPA, the SCCS Managers and wider teams throughout SFH as well as external referrers.
- To work collaboratively with the primary care team to provide high quality specialist support, advice and symptom control to individuals with specialist complex palliative care needs and their carers in their primary care setting.
- To work alongside the SCCS Managers /Head of Community Services in monitoring and maintaining quality nursing practice in accordance with national and local standards/guidelines and organisational strategy.
- Lead on SPA & Referral Hub current and future developments responding and delivering all referral hub objectives, service delivery goals and opportunities, in line with Hospice Strategy.
- To be able to work flexibly across a 7-day service as indicated by service needs and demand as the SPA & referral hub further develops in line with strategic direction towards collaborative external SPA model and internal SFH development of virtual ward model to extend existing service offer.

### **Leadership and Operational Management**

- To lead an effective, innovative expert team and demonstrate expertise with complex care and planning.
- To identify opportunities for service development in line with internal and external strategic direction.
- To lead in attendance to internal and external Multidisciplinary Team meetings for liaison of potential complex admissions and safe discharges back to external services.
- To ensure relevant parties are kept informed regarding the complex management of professional and self- referrals and subsequent outcomes and data collation
- To actively monitor key performance indicators and data outcomes regarding referrals for SFH ensuring compliance and reporting any variances to Head of Community Services.
- To ensure that the SPA & Referrals Hub is always staffed safely according to need and within allocated resources with accountability for the duty rota in collaboration with SCCS Managers to ensure consistency and clinical expert cover.

- To be responsible for management of authorised Leave for the Referrals Hub team and sign off ensuring adequate staffing to provide services on a daily basis
- To be responsible for SPA & Referrals Hub HR activity including involvement in recruitment and selection of staff, orientation, and induction of new staff.
- To contribute towards budget setting process and where appropriate manage a delegated budget ensuring this is maintained as allocated in line with monthly special duties/overtime sign off and potential travel expenses
- Supervision and co-ordination of SPA & Referrals Hub team.
- To undertake delegated duties from the Head of Community Services in relation to complex senior nursing and clinical issues.
- To co-ordinate/monitor the appraisal system and undertake all SPA & referral hub staff annual appraisals and monthly 1:1.
- Contribute to reports as required for internal use and for external use regarding referral demand and outcomes.
- Ensure and oversee Referral Hub service compliance with all Health and Safety requirements.
- Contribute to local, regional, and national forums for specialist palliative care services as a SPA & referrals professional representative.
- Develop and maintain working relationships with other Local Hospices, Acute Trusts, Primary Care, Community Services and Local Authority Services to ensure joint service planning as appropriate.
- To ensure that the Referrals Hub provides an excellent learning environment for staff and those on placement and ensure that knowledge is shared.
- To promote the development of Referrals Hub nursing and administrative support through reflective practice and ensure other support mechanisms are in place.
- To have responsibility and contribution to service policy development and effective implementation
- To work alongside SFH practice development /education to identify and meet the development needs of staff, through induction, orientation, appraisal, and learning/support following incident.
- To participate in education programmes, internal and external, as required.
- To be responsible for monitoring/support of the staff competency framework.
- Attend monthly internal QCSS & Management Group meetings and other internal meetings relevant to the SPA & Referrals Hub Manager role and ensure appropriate information is fed back to the wider team.

### **Professional Responsibilities**

- To lead and line manage the SPA/Referrals Hub by example, by demonstrating excellent teamwork, collaboration, inspiration, and direction.
- To keep abreast of required development/knowledge related to complex nursing practices and specialist palliative and end of life care and ensure application of theory to practice.
- To understand the importance of own professional accountability and recognise individual responsibility for personal and professional development in accordance with the Nursing and Midwifery Council Code of Professional Conduct.
- To identify own development needs and initiate a plan to meet those needs.

- To receive reflective practice/one to one supervision for own personal and professional development.
- To facilitate quality initiatives both for the SPA/Referrals Hub and from a perspective across the hospice.
- To adhere to the policies and conditions of service of SFH.
- To understand that the SPA/Referrals Hub Manager role may change as the post develops, but only with discussion between the Head of Community Services and Director of Services.

#### **Research and Audit**

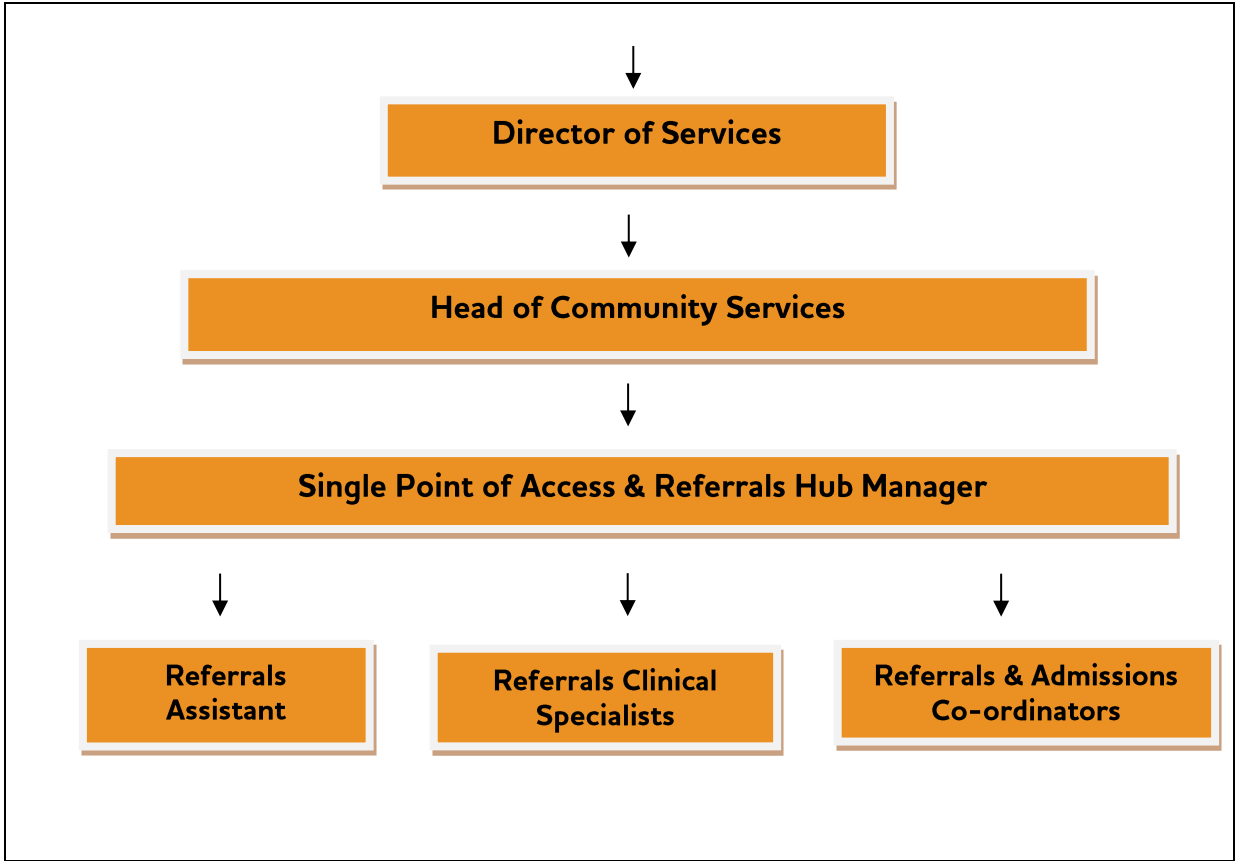
- To participate in research and audit as a regular process of monitoring the service
- To identify realistic and current opportunities for research and audit of practice.

#### **Governance and Quality Assurance**

- To assist with responding, reporting, analysing, and learning with regards to concerns, complaints, and events in liaison with the Heads of Service/Directors/Sentinel processes. (inclusive of PSIRF events)
- Ensure the SPA &Referrals Hub manages safeguarding in line with policy, process, and escalation, with documented reference to Safeguarding Leads.
- To lead on follow- up of recommendations from internal audits applicable to the service
- To encourage and facilitate audits specific to SPA/Referral Hub processes and share outcomes within the organisation.
- To ensure that national and local policies and procedures are adhered to by all staff and in accordance with the Regulations and Standards of the Care Quality Commission and Nursing Midwifery Council (NMC).

#### **Structure**

CEO



## **ADDITIONAL REQUIREMENTS OF POSTHOLDER**

**SENSITIVITY AND PROFESSIONALISM:** As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

**CONFIDENTIALITY:** The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

**DATA PROTECTION:** It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998.

**EQUAL OPPORTUNITIES:** The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

**HEALTH AND SAFETY:** All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This document sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

**HOSPICE IDENTITY BADGES:** Hospice ID badges must be worn at all times whilst on duty.

**SMOKING:** The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

### **REGISTRATION COMPLIANCE/CODE OF CONDUCT:**

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

**WORKING TIME REGULATIONS:** The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26-week period you should work no more than 1248 hours.

*Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice and the Board of Trustees.*

*The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.*

*In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.*

## PERSON SPECIFICATION

### Single Point of Access (SPA) & Referrals Hub Manager

**E = ESSENTIAL**

**D = DESIRABLE**

#### **Demonstrating the Hospice Values**

**Supportive** - We listen to people and value peoples' experiences and use them to give the personal support that is right for everyone.

**Compassionate** - We are kind and provide a caring and compassionate environment for everyone. We put people at the heart of our actions and words and support people's choices and decisions, helping them feel safe, secure and valued.

**Inclusive and Respectful** - We are open and transparent and value each person's individuality. We respect everyone and value diversity. We believe our different experiences and knowledge make us stronger. Together we achieve more.

**Professional** - We are experienced in what we do as a hospice and as a charity. We encourage everyone to give of their best, in providing the appropriate care and expertise to those who need us and support us.

**Always Learning** - We are open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever-changing world around us.

<b>Education &amp; Training</b>	E	D
• Trained and qualified nurse/health care professional with current registration and evidence of PIN	E	
• Significant professional clinical senior level experience Band 7	E	
• Degree or equivalent experience in relevant area of work- Specialist Palliative Care beneficial	E	
• Evidence of knowledge and practical application of team leadership and line management	E	
• Evidence of Continuing Professional Development	E	
• In depth knowledge and understanding of the CQC registered service requirements for hospice service delivery	E	
• Evidence of leadership and management personal development or willingness to work towards	E	
• <b>Skills/Abilities/Knowledge</b>		
• Advanced communications skills, both written and verbal presentation	E	
• Excellent organisational/time management skills with evidence to support application	E	
• Strong interpersonal skills with ability to communicate effectively at all levels across a range of situations, including difficult and complex conversations.	E	
• Ability to work under pressure and prioritise constantly changing, high volume complex workloads – experience and ability to work to deadlines	E	
• Proven ability to make clinical decisions at all levels of complexity, to work on own initiative and accept responsibility	E	
• Advanced symptom control knowledge and complex case management	E	



• Ability to work alone effectively/efficiently and as part of a wider team	E	
• Good standard working knowledge of IT - inclusive of excel, access, word and power point	E	
• Knowledge of current key Palliative Care nursing and service provision levers	E	
• Ability to demonstrate knowledge of hospice work coupled with enthusiasm and commitment to the work of the Hospice	E	
• Knowledge of existing NHS and Local Authority architecture		D
• Ability to command the confidence and credibility of clinicians and managers	E	
• Able to think operationally and strategically	E	
• Adaptable, flexible, and able to handle uncertainty	E	
• Able to engage with, motivate and lead others	E	
• Ability to provide clinical supervision	E	
• <b>Responsibilities</b>		
• Can demonstrate experience and knowledge of policy and service development implementation	E	
• <b>Experience</b>		
• Mentoring and supervising senior level nursing posts	E	
• Experience of coordinating an effective duty rota and resourcing a service to meet changing levels of individual needs/complexity.	E	
• Experience of supporting and developing others through an appraisal process; and ability to lead and manage others promoting fairness and teamwork.	E	
• Experience of working within the NHS or Local Government and in particular implementing service policies and procedures.		D
• Experience of service redesign and implementation,	E	
• Experience of working with and developing specialist palliative care services	E	
• <b>Other Requirement</b>		
• Demonstrable clinical experience in palliative care	E	
• Ability to maintain and understand the importance of confidentiality	E	
• Willingness to take on new responsibilities and respond positively to and manage change in the work environment	E	
• Willingness to work flexibly across a 7-day service to accommodate service requirements	E	