

St Cuthbert's Hospice



*Making every day count since 1988*

# Application Information Pack



**Staff Nurse REF: SN1123**

**Closing Date 12.11.2023 | Interview Date W/C 11.12.2023**

If you have not heard from us by 16.11.2023, please assume you have not been shortlisted.

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Dear Applicant,

Thank you for showing an interest in working at St Cuthbert's Hospice in the role of Staff Nurse.

This recruitment pack provides you with some information on who we are, what we do and the exciting vacancy opportunity available.

Our dedicated community of staff, volunteers and supporters are one of our greatest assets here at St Cuthbert's Hospice. As a member of our Hospice team, you will have the opportunity to contribute to a culture in which all those who use our services feel welcome and part of a passionate, caring and supportive community.

We provide specialist palliative and end of life care services, at a time and a place that is right for the person. As a centre of excellence within our community we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advice. Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can make every day count. We are highly regarded for our quality of care and were the first Adult Hospice in the UK to be graded 'outstanding' by Care Quality Commission (CQC).

At St Cuthbert's Hospice we are committed to our staff and making the Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave, free on-site parking and an Employee Assistance Programme (EAP) for employees and family. Our main Hospice building is situated on the outskirts of Durham in beautiful surroundings, we also have 8 Hospice retail shops around County Durham.

Our staff and volunteers are passionate about the work that we do, and are often motivated to work at the Hospice by their desire to make a difference to local peoples' lives. If you are inspired by the work that we do and share in our values then we are confident that working at the Hospice could be a deeply rewarding career choice for you.

I hope you find this application pack useful in helping you decide whether you are right person for the role.

We look forward to hearing from you.

With best wishes,

**Paul Marriott**  
Chief Executive.

# About Us

## • Our History

Our Hospice started with the local community over three decades ago, a group of Durham residents came together for a common cause. St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved.

Everyone who comes to us is an individual and so their care should be individual too.

## • What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 100 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

## • Our Mission

To make every day count for those affected by life-limiting illnesses.

## • Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

## • Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

## • Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.



**Better Health**  
at Work Award  
Maintaining Excellence





# About Us

## • Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

## • Our Strategic Goals

- 1 To enable people at the very end of life to achieve a good death in the place of their choosing
- 2 To enable people living with a life-limiting illness who use Hospice services live well and make every day count
- 3 To provide information and support that careers of people with life-limiting illnesses need to provide the care they want to provide
- 4 To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
- 5 To break down the taboos associated with dying, death, loss and grief



## About The Role

If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this could be the post for you. We believe in putting our patients first – that means allowing you to provide the highest standards of care, to have time for your patients, and to experience the real satisfaction of a job well done. You will be patient centred, striving for excellence to achieve the best quality of life for our patients, their families and carers.

You will demonstrate our values and possess excellent communication skills, enjoy working as part of a multidisciplinary team with a passion for palliative and end of life care.

## Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

As well as being part of a passionate team of people, benefits available to employees include:

- Competitive Salary
- Enhanced annual leave. 5 additional days above statutory entitlement. (33 days in total, rising to 35 after 5 years' service. Further enhanced rate of 38 days after 2 years' service for medical staff)
- Pension Scheme – matched contributions up to 5%
- NHS pension scheme for eligible employees
- Employee Assistance Programme
- Cycle to Work (Save up to 42% on the cost of bikes and equipment)
- Flexible working
- Training and development opportunities
- Health and wellbeing initiatives
- On-site catering facilities at our Coffee Shop
- Free parking (at Hospice site)
- Staff Discounts such as BlueLightCard and Charity Discounts

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

**“I feel privileged to work at the Hospice.”**

**In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.**

**100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.**

# Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at [recruitment@stcuthbertshospice.com](mailto:recruitment@stcuthbertshospice.com)

## How to Apply

We hope this pack has given you all the information you need to apply for this role.

We would love to hear about why you want to work at St Cuthbert's Hospice, the job description and personal specification can be found below to help to develop your application in line with the requirements of the role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

**Julia McCabe – In-Patient Unit Service Manager 0191 386 1170**

If you have all the information you need and are ready to apply, you can download an application form from our website or to request a hard copy please contact the HR team on 0191 374 6174 or email [recruitment@stcuthbertshospice.com](mailto:recruitment@stcuthbertshospice.com)

Please note we do not accept CVs.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The recruitment process for all Hospice roles will involve an interview and the process for some roles may also include a presentation or task.



# Job Description

## Staff Nurse

**Department:** In-Patient Unit

**Grade:** 5

**Responsible to:** In-Patient Unit Service Manager

**Hours:** 37.5

**Salary:** £26,883 to £33,583 per annum

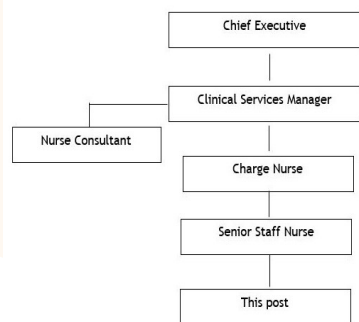
**Contract:** Permanent

### Aim

Deliver skilled and compassionate palliative nursing care of the highest standard to patients, families and carers.

Act as a role model to support junior members of the team to provide optimal care ensuring high standards of care are delivered.

### Organisational Chart



### Key Responsibilities

#### Communication and relationships

- Effective communicate with all members of the organisation. Communicate sensitive information with patients and relatives within a clinical context.
- Effective use of pacing, appropriate language, summarising, reflecting back, clarifying and challenging;
- Effective communication skills, particularly around the management of fear, anger, collusion, denial;
- Develop and sustain good working partnerships with other professionals both internally and externally to the organisation.
- Produce concise, non-judgemental written skills in documentation and report writing
- Participate and contribute to debates in the multi-disciplinary team to inform management care plans

#### Analytical and judgemental skills

- Assess patient and family needs on admission;
- Negotiate clinical options and decisions with the patient, family and multi-disciplinary team;
- Critically assess clinical situations; prioritise needs and plan appropriate care.
- Identify hopes and goals of the patient and family and work with them towards their achievement;
- Discover the extent to which carers wish to be involved, particularly with practical care;
- Anticipate the changing needs of patients and emotionally prepare the patient and family, exploring the patient and family awareness of the situation;

#### Planning and organisational skills

- Facilitate family meetings and case conferences
- Co-ordinate the ward environment



- Prioritise and delegate work to junior members of staff to ensure and promote effective and efficient service delivery
- Manage and prioritise their own work time to meet service needs
- Contribute to effective discharge planning
- Identify and contribute towards ongoing education opportunities for peers and colleagues as appropriate around their area of specialism.

### Physical skills

- Standard keyboard skills to input data onto patient database.
- Ability to have physical skills required to manage complex patients with advanced progressive diseases ie use of appropriate hoists and other equipment to assist with manual handling.
- Physical dexterity for clinical procedures such as intravenous infusions and venepuncture.

### Patient/Client Care

- Provide a seamless specialist palliative nursing service, ensuring a high standard of nursing care across all clinical areas.
- Deliver patient centre care within a palliative care context, promoting patient autonomy, independence, inclusion, respect and dignity and choice by ensuring that the patient/carers are involved and are central to all aspects of decision making processes
- Ability to recognise all aspects of holistic care including physical, emotional, spiritual and social aspects and to respond appropriately.
- Recognise needs of families and carers and to support as appropriate, by identifying potential significant others, assessing for their level of risk with regards to anticipatory and post bereavement and referring to Family Support Teams for involvement and follow up.
- Responsible for the nursing delivery of management care plans as appropriate to patient needs.

### Policy and Service Development

- Support the introduction and maintenance of systems and processes in own work area.
- Understand and adhere to all Hospice Policies and procedures.
- Contribute towards procedures in own work area in order to promote continuous service improvement

### Financial and Physical Resources

- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met.
- Contribute to the maintenance of clinical stocks and supplies
- Contribute to the security of stock including controlled drugs and drug cupboards

### Human Resources

- Attend any appropriate training requirements both statutory and mandatory to comply with current Health and Safety legislation and in line with the Hospice's responsibility to comply with Government Directives
- Preserve confidentiality of any information regarding patients, staff, volunteers and the business of St Cuthbert's Hospice
- Identify own learning needs and seek support to ensure that individual learning needs are met.
- Participate in St Cuthbert's appraisal system
- Teach the skills of practical nursing care to enable carers to manage and develop confidence;
- Familiarise and act in accordance with all relevant clinical and non clinical Hospice Policies and Procedures.
- Responsible for the supervision and on the job training for HCA and volunteers working within clinical areas

### Information Resources

- The ability to document and store relevant information utilising computerised and paper based systems in friendly accessible formats
- Maintain accurate and contemporaneous clinical records, using the current electronic patient recording system.

### Research and Development

- To actively engage in clinical audit as appropriate to promote ongoing service improvements to benefit care given to patients, families and carers
- Continually look for ways to improve the quality of the service one provides to patients, families and carers.

### Freedom to Act



- Work within defined policies and procedures
- Recognise limitations of knowledge, skills and competencies and to seek guidance from senior colleagues when appropriate
- The Post Holder also has a responsibility to act in accordance with the NMC rules and regulations including code of Conduct

## Effort & Environment

### Physical

- Physical skills required frequently to manage complex patients with advanced progressive diseases i.e. manoeuvring patients into position for personal care or using mechanical aids such as hoists

### Mental

- Occasional required to concentrate whilst examining and assessing patients

### Emotional

- Frequent exposure to distressing or emotional circumstances
- Recognise difficulties in relation to dealing with situations within palliative care in self and other colleagues and to engage and encourage other colleagues to participate in clinical supervision for support

### Working Conditions

- Frequent requirement to deal with body fluids when caring for patients
- To be flexible in approach across all clinical areas in order to meet the changing needs and for the improvement of service delivery and care.

### Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

### Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

### Safeguarding

- All employees within the Hospice have a responsibility for, and is committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.
- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

### Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

### Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

**Note:** This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

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## Job Description Agreement

**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....

# Person Specification

<b>Post Title:</b> Staff Nurse		<b>Grade:5</b> <b>Department:</b> In-Patient Unit		
<b>Criteria relevant to the job</b>	<b>Essential</b> Requirements necessary for safe and effective performance in the job	<b>Method of Assessment</b>	<b>Desirable</b> Where available, elements that contribute to improved/immediate performance in the job	<b>Method of Assessment</b>
Qualifications and Training	•Registered nurse at degree level or relevant experience	Application and interview	•Post registration experience •Palliative Care qualification •Willing to undertake further qualifications	Application and interview
Experience	•Experience of working effectively in a multi-disciplinary team	Application and interview	•Specialist Palliative Experience •Experience of nursing terminally ill patients and caring for their families	Application and interview
Skills and Knowledge	•Excellent verbal and written communication skills •Ability to articulate in a clear and sensitive manner •Good interpersonal skills •Demonstrable resilience to working with those facing loss and bereavement •Ability to work effectively in a demanding environment	Application and interview	•Computer skills •Ability to contribute to the learning environment	Application and interview
Personal Attributes	•Self aware •Confident and self assured •Motivated and enthusiastic •Excellent negotiation and interpersonal skills •Evidence of ongoing continuous development •Ability to work effectively as part of a team •Able to evidence behaviour consistent with the Hospice values of professionalism, compassion, respect, choice, integrity and reputation	Interview		
Special Requirements	•Flexible approach •Willing to undertake internal rotation	Interview		

**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....

### **Accessible Information**

If you would like a copy of this leaflet in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.



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St Cuthbert's Hospice, Durham is registered by the Charity Commission  
as a Charitable Incorporated Organisation.  
Charity Number: 519767 VAT Number: 997305770.  
Registered Office: St Cuthbert's Hospice, Park House Road, Durham, DH1 3QF