



Job Description

1. Single Point of Contact (SPoC) Clinical Practitioner

Responsible to: SPoC Team Leader

Responsible for: N/A

Hours:

Background

Since 1980, Prospect Hospice has provided dedicated end-of-life care service for people living in Swindon, Marlborough and north east Wiltshire. We bring care, comfort and confidence, around the clock, every day of the year.

Our aim is to provide excellent, personalised and compassionate care for everyone in our community who is affected by a life-limiting illness. We work in close partnership with other organisations – specifically with local health and social care professionals – as well as local people. Working within our community allows us to lead, provide and influence care so that anyone affected by a life-limiting illness has access to the best possible support when and wherever they need it.

2. Main purpose & scope

The Single point of Contact (SPoC) Practitioner is responsible for receiving and managing referrals and requests for clinical advice, made to the hospice. They are the first point of contact for referrers, patients and referrers of patients to the hospice, and are responsible for completing the holistic patient needs assessment with the patient or their carer, in order to ascertain the specialist palliative care needs and what matters most to the patient and those that matter most to them, before referring onto the right services internally and/or externally at the right time to meet the patient's needs.

The prime purpose is to provide patients, carers, the public and health and social care professionals with a telephone based central point of access for hospice care and specialist palliative care/end of life advice calls, ensuring that all callers get the right service at the right time to meet their needs, by triaging referrals and advice calls, offering quality, professional advice and support to patients and healthcare professionals, signposting them as appropriate to other relevant services.



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Key elements of this role are to ensure a timely responsive service, including the potential for rapid response, whilst ensuring that all clinical referrals and advice calls to Prospect Hospice are triaged and actioned as per agreed protocols and time frames.

Scope of this role will include being part of the duty response team, and to support and assist in the development of the Single Point of Contact service, including its governance and processes as the service expands.

3. Key accountabilities and areas of responsibility

Responsibilities will include but will not be restricted to:

1. Clinical Practice/Leadership

- Assess the appropriateness and the urgency of referrals received by the hospice, seeking advice from the SPoC Team Leader, Matron or other senior clinicians as appropriate.
- Make telephone contact with referrers regarding referrals received, clarifying information received and providing information regarding the outcome of the referral.
- Make telephone contact with the patients and their carers, complete the holistic patient needs assessment, identifying the specialist palliative care needs and what matters most to the patient, before prioritising the urgency of onward referral internally and/or externally, and any interim help that may be required.
- Refer patients to other health professionals where appropriate.
- Provide patient or carer information to patients and carers, taking account of their individual needs.
- Provide relevant clinical information to other hospice colleagues to support further assessment and care planning with the patient and their family.
- Receive and record information on the patient's clinical records of any contact and decisions made.
- Be the first point of contact for patients and referrers of patients to the hospice supporting the open access pathway and the hospice advice line.
- Be the first point of contact for external requests for in-patient admission for patients known and not known to Prospect Hospice and provide ongoing support to the referrer until the patient is admitted.
- Monitor and record the progress of those patients and carers for whom there is a delay in assessment for care by making contingency plans for later assessment and advising all those involved.
- Ensure accurate computerised patients' records are maintained, in line with confidentiality, data protection and other statutory regulations and requirements.
- Promote the development of patient centred anticipatory care planning.
- Work flexibly and provide face-to-face clinical assessments of patients when required within the outpatient clinical setting.
- To attend and participate in multi-disciplinary palliative care meetings around patient care management for new and complex referrals/advice calls.



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- To provide a rapid response service for patients needing urgent specialist care as part of the duty CNS team to improve the comfort of the patient, facilitating assessment without delay, or advising/supporting others to respond in this way.
- To represent the hospice and patients at meetings as required.
- To maintain and promote effective and efficient working and communication with all involved with the patient, to ensure appropriate sharing of information and compliance with Prospect Hospice's GDPR and Consent policies.
- To provide support and expertise to other professionals, as required, acting as a role model and a resource providing expert knowledge and support.
- To participate in education and training.
- To comply with relevant drug policies, including Independent and Supplementary Prescribing and Legislation concerning FP10 prescription pads, drugs and administration.
- Work independently in all settings, assessing, managing and documenting clinical risk, including operational understanding and application of the Mental Capacity Act and progress safeguarding issues with the appointed safeguarding lead.
- To work as part of a team ensuring the priorities of the service are met especially in times of absence and high demand. To adapt to the pressures of changing demands, day to day.
- Fulfil off duty requirements to ensure good cover across service hours as they are currently and as the service expands to include evening and weekend working.
- Ensure that the service is covered if sickness occurs with supervision from the team leader.
- To participate in the development of clinical standards, research and clinical audit, working within the Clinical Governance Framework of the Prospect Hospice and in palliative care in general.
- Contribute to operational business planning and service development, working closely with SPoC Team Leader and Matron.
- To work autonomously making decisions, but seeking advice from colleagues and/or senior clinical team as needed.
- Adhere to lone working policy.

2. Advice Line

- Take advice line calls and act as the first line of support and advice to all callers, according to agreed protocols and competency.
- Respond to all advice line calls when they arrive within the agreed standard.
- Give quality clinical advice to all callers, providing safety netting, and ensuring that accountability has been explained.
- Manage complex calls and escalate calls to SPoC team leader/senior doctor on call as appropriate and when required to do so.
- Document all calls within the electronic record.
- Act as a resource to other professionals, both internally and externally, on specialist palliative care and end of life care issues.



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3. Education

- Ensure clinical skills and specialist palliative care knowledge are kept updated through continuous professional development.
- To work with the SPoC Team Leader and Matron identifying own educational needs.
- To demonstrate a research based approach to clinical practice and work in conjunction with the multi-professional team towards applying this to practice.
- To give feedback from attended education programme/study days to the multi-professional team.
- In conjunction with the SPoC Team Leader, Matron and the multi-disciplinary team, participate in the delivery of training programmes regarding the process of referral, to hospice staff and external referrers and other interested groups, as agreed with the Director of Patient Services.
- In conjunction with the SPoC Team Leader, Matron, act as a resource, advisor and role model to other colleagues in relation to clinical issues relating solely to the referral process.
- Contribute to the training needs of appropriate health and social care providers both within Prospect Hospice and to external agencies.
- To participate in supervision/peer support as required.

4. Governance

- Participate in the delivery of clinical audit including contributing to reviewing the processes of receiving and managing referrals to Prospect Hospice, and assist with auditing activity against agreed standards to measure the quality of the service provided.
- Contribute to statistics and activity reports for Prospect Hospice as requested.
- To actively contribute to the Patient Services clinical governance framework through participation in governance forums, education, development, research, audit initiatives, incident reporting and risk management.

4. Key Contacts

- Director of Services
- Matron
- SPoC Team Leader
- Clinical Nurse Specialists
- Prospect@Home
- In-Patient Unit
- Medical Team
- All members of the hospice multi-professional team
- All health and social care colleagues
- Prospect Hospice Education Team
- Other hospices and Specialist Palliative Care Teams
- Patients, families, carers and friends
- Volunteers



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Person Specification

5. Skills, Knowledge & Experience

Criteria	Essential	Desirable
Registered Nurse or Paramedic / Allied Health Care Professional registered with the Healthcare and professionals council (HCPC)	✓	
3 years post registration experience	✓	
Diploma/Degree/Masters in Palliative Care/Teaching qualification or working towards this.		✓
Advanced Communication Course		✓
Independent and Supplementary Prescriber qualification		✓
Experience in palliative care	✓	
Experience in assessing patient needs that may be complex and subject to change	✓	
To have an understanding and adequate knowledge base regarding effective symptom control management within palliative care, palliative care emergencies and confidence to make safe recommendations for symptom control	✓	
Experience and good knowledge of community care	✓	
Advanced telephone communication skills-managing sensitive information, responding to caller distress	✓	



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Evidence of ongoing professional development within palliative care and willingness to undertake further study		✓
Demonstrate the ability and willingness to complete relevant level III studies. This would include Modules in, Patient Assessment and Clinical Reasoning (PACE), Independent and Supplementary Prescribing, Care of the Dying, Advanced Communications Course and Mentorship course.	✓	
Knowledge of the wider palliative care agenda	✓	
Management and organisational skills	✓	
Ability to make decisions, organise and prioritise	✓	
Work Well under pressure	✓	
Ability to demonstrate motivation and innovation	✓	
Ability to work independently and as part of the MDT	✓	
IT Literacy/Experience of MS packages	✓	
Experience in producing statistics /reports		✓
Understanding of equal opportunities	✓	
Understanding of clinical governance	✓	
Experience in teaching groups of staff		✓
Experience in undertaking audit and research		✓
Ability to work alongside and support other members of the team	✓	
PERSONAL ATTRIBUTES		



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Commitment to and ability to demonstrate Prospect Hospice values and behaviours at all times		✓
Able to maintain the highest professional standards at all times, and act as a true ambassador for the Hospice.		✓
To be authentic, open honest and transparent		✓
Have a track record of working inclusively and a genuine appreciation of the value of diversity		✓

IMPORTANT ADDITIONAL INFORMATION

The line manager will discuss all elements of the job description with the postholder on an annual basis during appraisal, recognising that some elements may be developed.



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