



SHIPSTON HOME NURSING

Job Description & Person Specification

Post Title:	Nurse Coordinator - Quality & Clinical Support
Hours:	24 hours per week (flexible across service needs)
Location:	Shipston Home Nursing offices and community settings
Reports to:	Head of Nursing
Salary:	Dependant on experience - NHS Band 6 equivalent
Contract:	Permanent

Job Purpose

To support the Head of Nursing in the clinical leadership, coordination, and operational delivery of high-quality palliative and end of life care in the community. To take shared responsibility for managing the service, supervising nurses and health care assistants, and utilising resources effectively. To provide guidance, support and advice to the nursing team, patients and their families.

The Nurse Coordinator – Quality & Clinical Support will share responsibility for coordinating the delivery of hospice at home services with the Nurse Coordinator team, while also supporting the Head of Nursing with clinical quality, governance and administrative processes.

The postholder will contribute to the safe, effective, and compassionate delivery of care through coordination of referrals, clinical documentation, audit, policy implementation, quality improvement activities, and multidisciplinary team support.

The postholder will:

- Contribute to the coordination and delivery of Hospice at Home nursing services
- Ensure safe, responsive, and person-centred nursing care
- Act as deputy to the Head of Nursing, including leadership in their absence.
- When on call be available to receive enquiries and urgent referrals 24 hours daily.
- Assess new patients within our catchment area promptly and normally within 48 hours of the referral.
- Optimise the safety of lone workers and be available to respond immediately in line with escalation procedures.
- Support staff, volunteers, patients, and families.

Key Responsibilities

1. Clinical Leadership & Oversight

- Support delivery of high-quality palliative and end of life care in line with best practice

- Provide clinical advice and guidance to nursing staff
- Monitor care standards and contribute to clinical governance
- Participate in complex case discussions and care planning

2. Service Coordination

- Oversee daily coordination of care provision, including:
 - Allocation of nursing resources
 - Responding to referrals
 - Managing changes in patient need
- Ensure efficient and equitable use of staff capacity
- Liaise with external partners (e.g., GPs, district nurses)

3. Leadership Role

- Act as Deputy Head of Nursing when required
- Support:
 - Workforce planning
 - Service development
 - Policy implementation
- Contribute to strategic planning and service improvement

4. Team Support & Development

- Provide line management support to nursing staff (where delegated)
- Support recruitment, induction, and retention
- Promote staff wellbeing and reflective practice
- Contribute to training and professional development initiatives

5. Governance, Quality & Compliance

- Support audit, quality assurance, and incident review processes
- Ensure compliance with:
 - CQC standards
 - Safeguarding requirements
 - Professional codes (e.g., NMC)
- Maintain accurate and timely documentation

6. Patient & Family Support

- Ensure care is:
 - Compassionate
 - Responsive
 - Individualised
- Support families and carers through complex and sensitive situations

7. Communication & Partnership Working

- Act as a key point of contact for:

- Patients and families
- Healthcare professionals
- Maintain strong working relationships with NHS and community partners
- Always represent the charity professionally

8. Administrative & Organisational Duties

- Support coordination systems, rotas, and reporting
- Contribute to service data collection and outcomes monitoring
- Assist with funding reporting where required

General Responsibilities

- Maintain confidentiality and data protection standards
 - Uphold the values and ethos of Shipston Home Nursing
 - Work flexibly, including occasional evenings/weekends if required
 - Undertake any other duties appropriate to the role
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Person Specification

Qualifications & Professional Registration

Essential:

- Registered Nurse (Adult) – current NMC registration
- Evidence of ongoing professional development

Desirable:

- Post-registration qualification in palliative/end-of-life care
- Leadership or management qualification

Experience

Essential:

- Community nursing and/or palliative care
- Experience in a leadership or supervisory role
- Experience coordinating care or managing caseloads
- Experience working with multi-disciplinary teams

Desirable:

- Experience in the voluntary/charity sector

Knowledge & Skills

Essential:

Strong understanding of:

- Palliative and end-of-life care principles
- Community healthcare systems
- Excellent communication and interpersonal skills
- Ability to:
 - Prioritise workload
 - Make sound clinical decisions
 - Manage complex situations calmly

Desirable:

- Knowledge of local health and social care pathways
- Experience with electronic care systems

Personal Attributes

Essential:

- Compassionate, empathetic, and patient-centred
- Strong leadership and team-working skills
- Resilient and emotionally intelligent
- Organised and adaptable
- Committed to the values of Shipston Home Nursing

Other Requirements

Essential:

- Full UK driving licence and access to a vehicle
- Ability to travel within the service area

Values & Behaviours

The postholder will demonstrate:

- Compassion and dignity in all interactions
- Respect for patients, families, and colleagues
- Integrity and professionalism
- Commitment to continuous improvement