

**JOB DESCRIPTION  
Palliative Care Triage CNS**

**Reporting to:** Community Service Manager  
**Employment Status:** 0.9 FTE  
**Date Prepared:** January 2016

**POSITION PURPOSE**

The Palliative Care Triage CNS (TCNS) provides one point of contact for community referrals and calls from health care providers, patients, families, whanau to ensure seamless and equitable admissions to community services. Utilizing specialist palliative care knowledge and expert assessment skills, the TCNS will screen, review and assess all referrals and allocate them to the appropriate Mary Potter Hospice (the hospice) services to ensure timely, coordinated care. Alternatively, if the referral is not accepted, the TCNS will advise the referrer accordingly and advise of alternative services if appropriate.

The TCNS role provides phone advice and support (visits when appropriate) for urgent calls for patients in the community when PCC's and Community Clinical support TL (CTL) are unable to respond.

The TCNS works as a central member of an integrated team of nurses, allied health professionals, medical and administrative staff to contribute to the overall care of patient and families referred to the Hospice and will contribute to a positive supportive working environment with an emphasis on team work and cooperation.

**RESPONSIBILITIES :**

**Management :**

- Works closely with the Community Service Manager, IPU Manager, Day Hospice Manager, Community TL and IPU Coordinator to provide support and ensure access, co-ordination and delivery of specialist palliative care services in a timely manner.
- Works collaboratively with ARC, Primary care, Maori and Pacifica Liaisons.
- Implements the Hospice admission to service policy
- Provides a supportive, uncomplicated and informative process to patients and their families during any interaction.
- Provides advice and education to referrers as necessary.
- Professional, effective communication with key stakeholders, referrers, patients, families and team members.
- Maintain excellent working relationships internally and externally.

- Prioritises assessment of patient referrals, and schedules appropriately to ensure effective, timely service delivery.
- Supports and enables rapid response interventions as necessary in collaboration with the clinical team.
- Schedules new Day Hospice referrals and assists in Day Hospice Clinics
- Acts as the primary contact overseeing the triage service.
- Ensure appropriate, accurate records are maintained on Pt EMR. Monitors intake/admission data entry for EMR, and report on admission and referral trends to Community Manager
- Reviews and updates the "consult" intake of patients.
- Participates in the development of the Triage role and new strategies and services to ensure the delivery of high quality, patient focused palliative care
- Input into patient allocation, workforce planning and maintaining the effective use of resources in the delivery of specialist palliative care.
- Supports and demonstrates the organizations Values and Mission.

### **Clinical:**

- Triages all community referrals and make key decisions regarding the appropriate services required through skilled assessment, ensuring referral is processed to the appropriate team/service.
- Assess the needs of patients and their carers, families and whanau, identifying their individual, physical, psychosocial, cultural and spiritual needs.
- Assess people's information needs and provide relevant information to meet those needs.
- Makes appropriate referrals to other service providers, sign post and redirect referrals where appropriate.
- In consultation with the Hospice medical team, GP and in accordance with the Hospice's Medication Policy, advise patients and health care professionals about medications to assist in symptom management as appropriate.
- Liaise with the Community and IPU managers, Team Leaders, Palliative Care Coordinators, IPU Coordinator and medical team to ensure consistent high standards of care provision.
- Maintain patient's right to privacy and confidentiality.
- Ensure appropriate, accurate records are maintained on Pal Care and in other relevant systems.
- Foster positive working relationships with our partners and other health care professionals, in the delivery of palliative care.
- Works collaboratively with Community Clinical support TL to provide clinical back up for urgent needs.

### **Quality, Research, Education:**

- Complies with the Hospice's admission to service and other Policies.
- Implements appropriate and agreed quality standards and monitoring of procedures for the Triage Service.
- Evaluate and participate in the development of appropriate Quality Assurance and Clinical Governance activities to ensure continuous quality improvement.
- Provide input into Strategic and Clinical Team Action Plans and service development.
- Assists Quality Manager to develop and review policies and procedures.

- Maintain statistical information and reports as required, to contribute to workforce planning, service development, audit and funding purposes.
- Participate in the organisation's education and development programme
- Participate in ongoing professional development and supervision.
- Maintain appropriate level of clinical competency and professional development.
- Identify training and education needs in line with the service provision.

## **Health and Safety and Infection Control**

- Practise within the Hospice health and safety policies and procedures outlined in the Health and Safety Policy Manual.
- Report all identified hazards, incidents (including near-misses) and accidents to the Team Leader
- Contribute to ensuring that a safe working environment is maintained at all times
- Participate in mandatory health and safety training as required
- Takes responsibility and accountability for Infection Control practices, ensuring familiarity with Infection Control policies and practices.

## **FUNCTIONAL RELATIONSHIPS**

### **Internal**

- IPU manager and Clinical Coordinator
- Multidisciplinary teams across Mary Potter Hospice localities
- Day Hospice Manager
- Team Leader Forum
- Professional Advisory Group
- Director Palliative Care
- Director of Clinical Services
- Executive Team
- Community Liaisons ( ARC, Primary care, Maori and Pacifica.)
- PERQI
- Quality Manager
- Research Fellow

### **External**

- Patients and their families and whanau/significant people
- Hospital Palliative Care Team
- Primary Care
- Aged Residential Care
- Community Health Services
- Wellington Free Ambulance

## **EDUCATIONAL REQUIREMENTS**

- Registration with the Nursing Council of New Zealand in the Registered Nurse scope of practice and holds a current practicing certificate.
- A post-graduate qualification in palliative care
- ACP level 2 (or working towards)

**PERSON SPECIFICATION**

The following requirements are sought for this position:

- Extensive, recent palliative care nursing experience
- Ability to work at a level of advanced practice in palliative care with strong assessment, critical thinking and triage skills.
- Knowledge of community Health Services
- A strong understanding of evidence based practice
- Demonstrating leadership qualities such as vision, openness, flexibility, emotional intelligence and integrity
- Evidence of teaching and learning principles
- Evidence of advanced nursing expertise and working across care settings
- Well developed communication and interpersonal skills
- Knowledge of clinical quality improvement strategies
- Ability to work both autonomously and collaboratively
- Ability to work as a team member and achieve projected goals and targets
- Demonstrate a commitment to the understanding of the hospice philosophy and have an understanding of the Treaty of Waitangi and openness to wider cultural diversity
- An understanding of population health
- Have a strong commitment to interdisciplinary team work, influencing patient/family/whanau focused practice and goal attainment
- Have a current driver’s licence.

This job description does not intend to cover every detail that may be required within the role, and the expectation is that any other reasonable requests made by the DCS or CE will be undertaken. In order to meet changing needs of Mary Potter Hospice, this job description may require change from time to time.

In order to meet the changing needs of Mary Potter Hospice, this job description may require change from time to time.

Signed: ..... Date: .....  
(Job Holder)

Signed: ..... Date: .....  
(Director)

### **About Mary Potter Hospice**

For 35 years, Mary Potter Hospice has provided the highest quality specialist palliative care to people whose illnesses are incurable. We support patients and their families to deal with the host of significant and challenging changes.

At Mary Potter Hospice our vision is that people in our communities who need palliative care have access to compassionate and quality care, when and where they need it. To achieve this, we work alongside our many health partners to promote and provide education on quality palliative care and care planning services. We provide high quality specialist palliative care in our In-Patient Unit, in other care facilities and the community. The Hospice assists patients and their families with the quality of their life, their dying and their bereavement.

Our values are based on respect, compassion, dignity, hospitality, and stewardship.

In 2014, it costs around \$10 million a year to run the Hospice. Just under 50% is currently funded by Government, with the balance to be raised from the community. Nearly \$1.5 million (gross) comes from donated goods sold through our retail shops.

Mary Potter Hospice is proud to be regarded as one of Wellington's most loved and trusted charities.

Mary Potter Hospice is proud to be regarded as one of Wellington's most loved and trusted charities.

**As at January 2016**