



Job Title: Haven Nurse

Hours: Full Time 37.5 hours per week Monday to Friday
(Part time post considered - hours by agreement)

Salary Scale: Haven Salary Band 6
£29,513 - £39,526 (FTE) depending on experience

The Haven

The Haven is an award winning charity which aims to improve the quality of life of people living across Lanarkshire who are affected by a range of life limiting conditions including cancer, multiple sclerosis, Parkinson’s disease and dementia. Information and emotional support is provided to clients and their families by The Haven multidisciplinary team, who work with individuals to create tailored programmes of one to one and small group sessions and activities for the whole family, at any stage of illness including pre and post bereavment. Our aim is to support our clients to understand all aspects of their illness, treatment and care; to improve their emotional wellbeing and ability to manage stress and to sustain carers in their caring role.

Haven services have evolved to meet the needs of The Haven client groups post Covid 19. All services are currently being delivered digitally, with home based working being the default option and will remain so while Haven centres are closed. In time, delivery of services may move towards being a mixture of home working and Haven Centre based work, with the appropriateness and viability of this approach continually being reviewed by The Haven CEO and Board of Directors, in line with Scottish Government guidelines and organisational and client needs. The further development of a vibrant programme of Haven **digital** Support Services is now crucial to ensure sustainability of meaningful activities that meet the needs of current and future clients and help them to continue to **face the future with hope.**

The Haven Nurse post offers the potential for a **highly motivated individual** to join our Multidisciplinary Team to work on the next crucial phase of the development, delivery and sustainability of Haven digital services across Lanarkshire. Aligning with the Haven’s 5 sustainability approaches; *Involvement, Innovation, Impact, Improvement, Income*; this role offers individuals who demonstrate specialist competence, innovation and leadership in the delivery of high quality emotional support and wellbeing interventions appropriate to the needs of existing and new clients, a unique opportunity in an established and successful organisation. A strong awareness of the Lanarkshire Health and Social Care and third sector landscapes and the ability to communicate key Haven messages and influence the development of strong referral and support pathways for clients and partner organisations to Haven services, opens up an opportunity for the right individual to influence the next phase of the Haven’s service developments for families living across Lanarkshire.

Role Outline:

As a member of The Haven multi-disciplinary team you will support the development and delivery of the model of digital, co-produced Haven support via the Haven's What's Important Now? (W.I.N.) model; drawing on inherent strengths and existing resources within individuals and families and connecting to and building on wider community activities and supports to deliver and develop a vibrant programme of high quality Haven Support Services, working closely with a range of partner organisations to do so.

The key aspect of the role is to support Haven clients via:

- **Provision of Digital emotional support and wellbeing sessions**, information and advice, on a one to one and groupwork basis using the Haven's What's Important Now (W.I.N.) strengths and assets based, outcomes focussed model.

To support the delivery of high quality services, additional key aspects include:

- **Promotion of Haven Support Services** to health and social care professional and third sector colleagues via a series of engagement sessions, awareness raising sessions and 'Share and Learn' meetings. Holding the specialist expertise, confidence and competencies required to establish and strengthen pathways with Health and Social Care partners, you will keep abreast of community developments and lead on the continued development of networks and signposting pathways, ensuring that Haven services continue to be inspired and shaped with the involvement of the people living across Lanarkshire.
- **Development of a collaborative learning environment and approach** that ensures strong pathways to a range of opportunities within the Haven and which maximises and enhances community assets
- **Contributing to the sustainability of The Haven services** through evaluation, consultation, quality and audit initiatives and contributions to project reports

Key Duties and Responsibilities:

Service Delivery (Clinical Practice)

- Work as part of The Haven multidisciplinary team using and developing knowledge and skills to deliver high quality one to one and group work programmes to Haven clients at all stages of illness including pre and post bereavement
- As part of The Haven multidisciplinary team, co-produce timely, flexible, tailored programmes of support for clients via The Haven's What's Important Now? (W.I.N. Asset and Strengths based, Outcomes and Solution focused) approach
- Use digital technologies (telephone, video calls and emails) to support delivery of Support Sessions and to support maximum independence at home, promote timely, responsive services, sustain and maintain levels of emotional and social wellbeing and to promote positive community connections
- Develop strong local care, signposting and referral pathways with Health and Social Care, Third sector and community partners

- Promote clinical governance and assume accountability and responsibility for delivery of all Haven programmes of support, including assessment, intervention, signposting/referral, evaluation and endings
- Influence the use of Haven monitoring and evaluation systems to support and enhance decision making and service developments
- Utilise critical thinking to explore and analyse evidence in service delivery
- Work with the freedom to act but guided by precedent and clearly defined policies, procedures and protocols
- Manage workload and outcomes to provide an ethical service within the Haven's current frameworks whilst remaining accountable for own professional practice
- Provide support within The Haven multidisciplinary team to ensure a W.I.N. approach is taken and non-judgmental, values- based support is provided
- Be professionally and legally accountable for own actions and act in accordance with NMC Code of Professional Conduct (ensuring all relevant NMC revalidation and CPD requirements are met to maintain professional registration) and within the organisational policies of The Haven

Facilitation of Learning:

- Maintain a Personal Development Plan, which ensures updating of skills and knowledge in accordance with statutory and organisational requirements (e.g. NMC guidelines, The Haven mandatory training)
- Identify and support the achievement of learning needs of self and individuals in the multidisciplinary team (via personal development planning) and in response to service/ community need and evaluate any training/ development undertaken
- Act as a positive role model and contribute to the creation of an effective learning and collaborative environment and approach, using established models of supervision, coaching and mentorship and co-production of activity.
- Consolidate own assessment skills & support others in making assessment judgements
- Participate in clinical supervision and promote the practice of reflection for self and The Haven multidisciplinary team as a self-management/ awareness tool and to support personal emotional intelligence & resilience

Leadership:

- Act as a positive role model for The Haven at all times, demonstrating leadership behaviours and skills
- Work independently as well as within the multidisciplinary team to co-ordinate, delegate and supervise wellbeing support sessions for clients, whilst managing the risk and remaining accountable for the care given to clients
- Act as a change agent to organise and implement change within the multidisciplinary team
- Take a leadership approach for quality improvement and innovation, encouraging multidisciplinary team members to contribute ideas & solutions
- Recognise challenges within the team and take appropriate measures to address concerns including conflict resolution

- Actively contribute to a variety of professional networks across Lanarkshire and provide strong and effective communications/influencing via a range of awareness raising, communications share & learn and networking sessions to a wide range of professional/external colleagues

Evidence Research and Development:

- Use research related approaches to assess how findings are being used to inform the development and delivery of Haven Support Services and income generation
- Utilise the PDSA (plan, do, study, act) framework to implement and develop and deliver services, projects and trials
- Observe and record data using appropriate methods, tools and technology for service audits, trials and projects
- Identify and utilise skills and knowledge of the multidisciplinary team to undertake a range of monitoring, evaluation, audit and consultation activities
- Share service delivery, development and project findings through team meetings, monthly team and project reports, newsletters, Facebook posts, press articles and external share and learn meetings
- Contribute to the development of local guidelines and policy via consultation events, online surveys and completion of questionnaires

This job description is intended to indicate the broad range of responsibilities/requirements of the post. It is neither exhaustive nor exclusive and while some variation can be expected in particular duties, the outline is considered to provide a reasonable general role description.

Protection of Vulnerable Groups: This post is considered Regulated Work with Children and Adults, under the Protection of Vulnerable Groups (Scotland) Act, 2007. Therefore, it is an offence to apply if you are barred from working with children and adults. Preferred candidates will be required to join the PVG Scheme, or undergo a PVG Scheme Update check, prior to a formal offer of employment being made.

Location: The post will be a mixture of home working and Haven Centre based work. Home based working is currently the default option. The situation is continually under review by The Haven Board of Directors, in line with Scottish Government guidelines.

Hours: Working hours are (full time) 37.5 per week, Monday to Friday. A part time role will be considered – hours by agreement. Flexibility in hours worked may be required to meet the needs of the role. Overtime is not payable.

Line Manager: The post-holder will report directly to the Service Manager and will be expected to work collaboratively and effectively with all Haven personnel.

General: In the interests of both personal safety and that of others the post holder is expected to follow The Haven Health & Safety policy and procedures. The Haven operates a no smoking policy to which the post holder will be expected to adhere when on The Haven business.

Haven Nurse: Person Specification

Criteria	Essential	Desirable
<i>Qualifications, training and education</i>		
Registered on Part 1 of the Nursing and Midwifery Council (NMC)	Y	
Educated to a minimum of degree level	Y	
5 years post registration experience including supporting families affected by life limiting illness (e.g. cancer, dementia, neurological conditions)		Y
Post registration training in relevant fields (e.g. Palliative Care)		Y
<i>Skills, abilities and knowledge</i>		
Ability to deliver one to one and group work sessions using a range of digital platforms		Y
Up to date knowledge of a range of medical conditions with key focus on life limiting illness	Y	
Up to date knowledge of key aspects of palliative care	Y	
Ability to work with clients using strengths, outcomes, solution focused and asset based approaches	Y	
Ability to form professional relationships and communicate effectively with multi-disciplinary team / other professionals / agencies	Y	
Excellent communication skills verbal and written) and ability to use and adapt communications for a wide range of situations and requirements	Y	
Experience of working with/mentoring volunteers/ students		Y
Facilitation and Group work skills	Y	
A working knowledge of using a range of Microsoft IT applications (TEAMS, Outlook, word, databases) on a day to day basis	Y	
Knowledge of and ability to use monitoring, evaluation, audit and quality improvement tools and approaches (including via digital means)	Y	
Ability to draw on local and national evaluation, policy and research information, to steer the development of high quality Haven services	Y	
Experience of working in a community /voluntary sector setting		Y
<i>Personal Qualities</i>		
An understanding of & alignment with The Haven's aims and values	Y	
Excellent interpersonal skills	Y	
Organised and a good time manager	Y	
Enjoys working as part of a team, flexible in approach, positive attitude	Y	
Ability to adapt to and manage change	Y	
A high level of emotional resilience and ability to manage complex and challenging issues	Y	
A high degree of personal motivation	Y	
Full driving licence and access to own car		Y
Ability and willingness to work flexible hours (occasional evenings) to meet the needs of the organisation and service delivery	Y	