

# Role Profile

because  
you matter

**St Nicholas  
Hospice Care**

A Registered Charity No. 287773

**St Nicholas Hospice Care** is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

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|-----------------------|---------------------------------------|
| <b>Job role</b>       | Assistant Educator                    |
| <b>Department</b>     | Education                             |
| <b>Responsible to</b> | Head of Nursing Education and Quality |
| <b>Reports to</b>     | Practice Educator                     |

## Background Information

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St Nicholas Hospice provides end of life care both in the community and onsite, at Hardwick Lane supporting patients living with a terminal illness, and their loved ones.

Our vision is: ***Everyone in our communities has choice, dignity and support when facing dying, death and bereavement***

As a registered charity, our services are provided free of charge to our beneficiaries, with much of our funding provided by voluntary donations, gifts and wider activities where our Fundraising and Retail teams have strong connections and participation with the local community.

The education team in the Clinical Directorate provides education and training to hospice nurses, hospice care assistants and volunteers. The team works as part of the Hospice Education (three hospice education collaborative across the Suffolk and North East Essex ICS), providing and delivering internal and external training in palliative care making appropriate use of the latest clinical evidence to develop clinical practice within the Hospice and assist in the development of service provision. The Assistant Educator supports and facilitates the delivery of palliative care education in a variety of care settings.

## Job Purpose

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- To support, facilitate and direct on palliative care education in a variety of care settings as part of the Hospice Education collaborative across the Suffolk and North East Essex (SNEE) Integrated Care System (ICS).

- Provide education and training for those who work in the hospice and those external to the hospice as required.
- To coach and support the palliative care health and social care workforce within the Hospice and community setting, inclusive of care homes, domiciliary care agencies and the volunteer / charity sector.
- To support, facilitate and direct ongoing education to the public and our patients and families, through a public health approach (using the compassionate community's model) ensuring all communities are considered.
- To actively support and model the SNHC Values: **C**ompassion, **A**ccountability, **R**espect and **E**quity.

## Key Accountabilities & Responsibilities

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### Clinical

- To support the education team, as well as facilitate and provide direct clinical education in a variety of settings. The settings will include both inpatient and community care setting, inclusive of care homes, domiciliary care agencies and other relevant community based settings.
- Work alongside the Education team leads as part of the three hospice education collaborative supporting the wider ICS workforce strategies (clinical and non-clinical) and assist in supporting learners in practice to facilitate workforce growth, specifically linked to HCA courses, apprenticeships and learning opportunities available to them and our Hospice volunteers.
- Work with, the Hospice education team and autonomously when required, to gauge need, plan, write and deliver training programmes for professionals, care staff, patients and the public.
- Coach and support carers, patients' families and volunteers to develop their fundamental care skills.
- To act within the limits of your competence and authority, working within the Code of Conduct for Healthcare Assistants.
- Undertake and maintain own clinical practice, to maintain skills to ensure coaching and support skills are up to date. Ensure review of current literature to ensure practising evidence based practice.
- Support and contribute to the effectiveness of teams by participating in inter-disciplinary team working to support the wider hospice educational and promotional events.
- Work collaboratively with stakeholders and educational partners to seek the best educational outcome/s for our Hospice learners.
- Ensure accurate and thorough data collection from training evaluation and feedback to provide evidence of education based efficacy and quality outcomes. Ensure joint working with learners/ employees at the Hospice to ensure accurate audit data is collated, when required.

### Leadership and Management

- Support education administrators and volunteers in the department
- Work closely with HR colleagues to ensure a collaborative approach to learning and development.
- To liaise with other educators and trainers across the ICS.

- To work as directed by the Clinical Leads to implement new learning from patient feedback, incidents, complaints and population health data.
- Support compliance with Care Quality Commissioner (CQC) Regulations, planning for CQC visits and engaging with staff to achieve the required outcomes through the clinical audit cycle.

## Key Working Relationships

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- Clinical Education team colleagues
- Hospice Education Collaborative colleagues
- Clinical colleagues in the inpatient unit and in the community
- Care home staff
- Carers, families and patient support
- Wider ICS workforce strategies
- Clinical colleagues on the ward and in the community who are working with people at the end of life and in bereavement.
- Colleagues in HR – liaising with to support education and training needs delivery
- General public and wider community – administrative support in the delivery of training in the wider community.

## Job Scope

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| <b>Decision making level</b>                           | Ensure that all decisions follow policy and are made with the knowledge and support of the Practice Educator or Head of Service   |
| <b>Financial resources</b>                             | All costs to be referred to the Practice Educator or Head of Service  |
| <b>Other resources</b>                                 | Equipment linked to role.   |
| <b>People management</b>                               |   |
| <b>Legal, regulatory and compliance responsibility</b> | Ensure that all St Nicholas Hospice Care policies are adhered to at all times.<br>Ensure that all work that is carried out is Safe, Caring, Responsive, Effective and Well led. |

## Person Specification

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### Knowledge, qualifications and experience

#### Required

- Care experience within the palliative care setting is essential to this role.

- Ability to effectively communicate and report competently and clearly, both verbally, and in writing.
- Experience working as a Senior Nursing/Care assistant.
- NVQ in Care Level 2/3.
- GCSE level, or equivalent, in English & Maths
- Experience of working in a Hospice and/or community palliative care setting.
- Ability to work as part of a team, as well as independently and unsupervised.
- Valid driving licence and access to a vehicle for work purposes.
- High standard of IT literacy and broad range of software experience including Microsoft.

### **Desirable**

- It would be desirable for the post holder to have had some past teaching / coaching / supporting learner experience.
- Teaching and Assessing qualification, or willingness to work towards this e.g. AET, CET, DET, PGCE (or willing to work towards)

### **Skills and Abilities**

- Ability to be creative and engaging in a teaching environment, giving recognition to the learner and the need to adapt teaching styles to suit the learner.
- Ability to motivate and support others, also being able to effectively feedback to learners.
- Ability to network / communicate effectively and build effective relationships with external stakeholders and education partners.

## Other

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Although the majority of work falls within core service hours, flexibility to work outside of usual patterns is required.

This role is part of the Hospice Education collaborative across the Suffolk and North East Essex (SNEE) Integrated Care System (ICS) and as such travel maybe required across SNEE.

# Standards and Expectations

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## **Policies and Procedures**

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

## **Confidentiality/ Data protection**

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

## **Health and safety**

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

## **Safeguarding and Mental Capacity Act**

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

## **Infection control**

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

## **Equality and Diversity**

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

## **Volunteer Assistance**

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

## **Job description**

This Job Description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

June 2024