

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.

Job role	Practice Educator
Department	Clinical
Responsible to	Director of Care
Reports to	Head of Nursing Education and Quality
Salary Grade	Band G
Criminal Records Disclosure Required	Enhanced DBS

Background Information

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.

As part of the clinical education team this role provides internal and education and training to clinical colleagues and volunteers and as part of the (three) Hospice Education collaborative across the Suffolk and North East Essex Integrated Care System (ICS) to ensure a holistic and consistent approach to the delivery of palliative care across the system. The post holder will role model professional compassionate practice using appropriate clinical evidence to support and develop the practice of colleagues and assist in the development of service provision by working clinically, as required.

Job Purpose

- Provide education and training for those who work in the hospice and those external to the hospice as part of the (three) Hospice Education collaborative across the Suffolk and North East Essex (SNEE) Integrated Care System (ICS).
- Use the latest clinical evidence to develop the practice of colleagues within the hospice and across our communities.
- Act as a credible and visible learning resource for the clinical team across all hospice settings, to support the development of staff
- Utilise data to support plans for learning and development
- Demonstrate an awareness of the learning needs and styles of all colleagues and the ability to plan to support these
- Develop and provide end of life training, education and support for the generalist workforce, community groups and public within the community setting inclusive of care homes and domiciliary care agencies.
- To actively support and model the SNHC Values: **Compassion, Accountability, Respect and Equity.**

Key Accountabilities & Responsibilities

Clinical

- To be a source of advice and knowledge on education and training matters around patient care and symptom control and to identify plan, implement and drive changes in the planning and delivery of education across the West Suffolk Alliance and Integrated Care System and as part of the three hospice education collaborative.
- Demonstrate a research-based approach to nursing and work in conjunction with the Multi-professional team and Higher Education institutions towards applying this in practice.
- To help identify training needs for those caring for patients and their families. In particular, working with members of the senior management team's across the three hospices.
- To prepare and deliver training in groups or individually that meets the need for the hospice's and other providers by creating new ways of delivering training working through community connections and stakeholders e.g. membership of End of Life Education Groups.
- To maintain links and collaboration with other specialist palliative care services pertaining to delivery of education and training. Promote and help develop a programme of training the hospice will offer to external agencies such as GPs and Care Homes across the ICS.
- Recognise and support alternative ways of learning, to ensure inclusivity.
- Maintain practice credibility and visibility by ensuring a hands-on focus on care delivery.
- Maintain up to date skills and knowledge in specialist palliative care
- Supervise and participate in the induction of nursing staff, working with link nurses to provide support.
- To assist with student placements, conducting all placement interviews and gain feedback for continual improvement.
- Recognise the value of the volunteer contribution to palliative and end of life care and support their development, where appropriate.

- Create new ways of delivering training working through community connections and stakeholders e.g. membership of End of Life Education Groups.

Leadership and Management

- Line management of small number of junior colleagues.
- Work closely with HR colleagues to ensure a collaborative approach to learning and development.
- To liaise with other educators and trainers across the ICS.
- Ensure the promotion of high standards of care by role modelling and challenging practice from an approach of learning and support.
- Contribute to the review and updating of the hospice’s clinical competencies
- To work with the Clinical Leads to implement new learning from patient feedback, incidents, complaints and population health data.
- Monitor the effectiveness of the education and training through education audit innovating change to ensure continued high quality delivery.
- Ensure evidence based practice is being followed in up to date clinical guidelines.
- 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

- Clinical colleagues – support, develop and educate clinical colleagues on the ward and in the community who are working with people at the end of life and in bereavement. Identify training needs of clinical colleagues
- Ward Manager
- Community Team Lead
- Three Hospice Education Collaborative colleagues
- HR Colleagues – working to identify education and training needs
- Patients, clients and families – directly and indirectly support high standards of nursing care to patients
- General public and wider community – delivering training in the wider community
- NHS and other care providers – networking, working in partnership, providing expert support and training in palliative care to external providers

Job Scope

Decision making level	Clinical decision making, based on clinical reasoning and evidence-based practice and SNHC policies.
Financial resources	Nil. All costs referred to senior manager.

Other resources	Equipment linked to role.
People management	Line manage staff within Education Team.
Legal, regulatory and compliance responsibility	Current NMC registration. Adherence to SNHC Policy Awareness of regulatory requirements (CQC) and compliance with these. Awareness of escalation of issues outside role and responsibilities.

Person Specification

Knowledge, qualifications and experience

Required

- Adult Registered Nurse (Active NMC registrant)
- Relevant Diploma or Degree in Nursing
- Professional qualification in teaching e.g. AET, CET, DET, PGCE (or willing to work towards)
- Advanced communication skills
- Additional qualification in palliative care, or willingness to work towards this.
- Significant nursing experience in palliative end of life care
- Commitment to clinical excellence through regular professional updating and promoting best practice.
- Wide and varied clinical skill set in relation to the specialism
- Experience of providing formal and informal teaching.
- High standard of IT literacy (e.g. word processing, e-mail, PowerPoint)
- Ability to challenge poor practice, with a will to support change
- Ability to demonstrate compassion, self-knowledge, confidence, generosity and courage across own practice and style of leadership.

Desirable

- Teaching and Assessing qualification, or willingness to work towards this

Skills and Abilities

- Experience of analysing data and completing reports i.e. audits etc.
- Able to prioritise and time manage work
- Able to demonstrate ability to lead and develop practice across teams
- Ability to support others to reach their own clinical decisions
- Ability to motivate colleagues
- IT literate
- Ability to work both autonomously and within teams

Other

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 three 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

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.

Version: May 2024