

# Role Profile



**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.

<b>Job Role</b>	Practice Educator
<b>Department</b>	Clinical
<b>Reports to</b>	Head of Nursing Education and Quality

## 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.

As part of the clinical education team this role provides internal education and training to clinical colleagues and volunteers. The post holder will also facilitate the provision and delivery of training for external healthcare professionals across our community and will role model professional compassionate practice. Using appropriate clinical evidence base the post holder will support and develop the practice of colleagues within both the community and the Hospice and assist in the development of service provision by working clinically, as required.

## Job Purpose

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- Provide education and training for those who work in the hospice and those external to the hospice across the West Suffolk Alliance space and Thetford.
- 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

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### 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 Thetford
- 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 West Suffolk Alliance and Thetford areas.
- 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 clinical educators and trainers across the West Suffolk Alliance and Thetford as required.
- 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

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- 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
- 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

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<b>Decision making level</b>	Clinical decision making, based on clinical reasoning and evidence-based practice and SNHC policies.
<b>Financial resources</b>	
<b>Other resources</b>	Equipment linked to role.
<b>People management</b>	Line manage staff within Education Team.
<b>Legal, regulatory and compliance responsibility</b>	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**

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

On occasion there may be requirement to support hospice clinical service delivery.

## **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.

## **Values**

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions.

**Our values are Compassion, Accountability, Respect and Equity.**

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