

## Job Description Hospice Assistant Educator - Community

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**Reports to:** Senior Hospice Nurse: Clinical Educator

**Responsible for:** Volunteers

**Location:** Whilst your normal place of work is St Nicholas Hospice Care, Hardwick Lane, Bury St Edmunds, Suffolk, IP33 2QY you will also be required to work at such other place or locations within the Bury St Edmunds, West Suffolk and Thetford area as we may reasonably determine.

### Job Purpose:

- To support training delivery in a variety of care settings. This role will be integral to the future success of St Nicholas Hospice Care (SNHC) community focussed services.
- To coach and support the generalist workforce development within the community setting inclusive of care homes and domiciliary care agencies in end of life care and the general public
- Work across all community services in West Suffolk and South Norfolk, therefore elements of the role will involve lone-working).

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### Key Responsibilities

1. Support training sessions in accordance with the hospice educators.
2. Work with hospice educators to plan and deliver training programmes for care staff, patients and the public.
3. To work alongside and support direct clinical care with care home and domiciliary care agency staff.
4. To undertake assessments of patient/carer needs and include coaching carers, patients' families and volunteers to develop their caring skills.
5. To act within the limits of your competence and authority.
6. Undertake some clinical practice to maintain skills to ensure coaching skills are up to date.
7. Contribute to the effectiveness of teams by participating in inter-disciplinary team working including fundraising to support the hospice outreach strategy in the community.

### **Special Features of the job**

- Post holders may be required to work across all the various locations.
- It will be expected that the postholder hold a full, valid driving license and is able to drive a hospice 'pool' car or their own car if preferred.

### **Personal Development (all staff)**

- Develop your own knowledge and practice and reflect on and evaluate your own values, priorities, interests and effectiveness. Monitor your own work practices.
- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.
- All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.
- Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

### **Health and Safety (all staff)**

- Ensure your own actions reduce risks to health and safety. Minimise the risk of spreading infection by cleaning, disinfection and storing care equipment. Ensuring your actions contribute to a positive and safe working culture.
- Protect individuals from abuse
- Support the safeguarding of individuals
- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

### **Governance**

- Be aware of and comply with all relevant Hospice policies, guidelines and procedures, including code of conduct for Healthcare Assistants.
- Ensure the maintenance of confidentiality in respect of patient, staff, volunteer, and organisational records.
- Be aware of, and use the procedure to report any incidents, risks and safety concerns.
- Participate in the annual appraisal system

## General (all staff)

- Act as an ambassador for the charity and encouraging others to do the same.
- Work closely with colleagues in Fundraising and Marketing to promote the charitable activities of the hospice and participate in fundraising as required.
- At the heart of our strategic vision, our “One Team” approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.
- Ensure that all within the team have a grasp of the Hospice’s structure, values and purpose and have opportunities for involvement in its further development.
- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- Promote and foster the Hospice’s reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Undertake any other duties which may be reasonably required.
- The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.
- All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
- The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
- This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

## References:

Recruitment Policy  
Learning and Development Policy  
Disciplinary Policy  
Health and Safety Policy

This Job Description was created using Skills for Health Summary of Attributes and Definitions for Career Framework Levels 2010

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Job Description dated: May 2016