

## Job Description

# Hospice Educator – Community

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**Reports to:** Head of Education and Outreach

**Responsible for:** Departmental 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:

- Work collaboratively to deliver an integrated approach to end of life care education and development with all stakeholders in a variety of settings. This role will be integral to the future success of St Nicholas Hospice Care (SNHC) community focussed services.
- To design and deliver quality and coordinated end of life care training and education to support the generalist workforce within the community setting inclusive of care homes and domiciliary care agencies.
- Demonstrate high standards of education and evidence based practice for all those involved in end of life care including the general public

### Key Responsibilities

#### Training:

- Provide high quality evidence based education and training sessions across West Suffolk and South Norfolk in a variety of settings.
- Contribute to the effectiveness of teams by participating in inter-disciplinary team working including fundraising to support the hospice outreach strategy in the community.
- Deliver training within current knowledge base and expanding training portfolio over time.
- Design and deliver training to a range of health & social care staff, volunteers and the public in the community setting.

- Contributing to educational quality assurance processes, for example evaluations and making appropriate changes to course delivery to ensure fitness for purpose.
- Actively integrate theory and practice into training delivery.
- Participate in the creation of a positive learning environment for students.
- Assesses learner's information needs and provide relevant information to meet those needs through a variety of training provision; support people to understand and evaluate existing and new information, to enable them to determine their own future and learning needs.
- Provide advice and support across service/agency boundaries; referring to other professionals and sign-posts to other agencies as appropriate.
- Actively participate and promote the service through innovation, audit/evaluation and research.

### **Leadership and people management:**

- Delivers courses and educational sessions to promote effective end of life care to clinicians, patients, carers and the public alike.
- Evaluates work appropriately maintaining responsibility for the outcomes of delegated work.
- Supports and contributes to the development and promotion of SNHC, facilitating the delivery of high quality, cost-effective training.
- Ensures accurate and thorough data collection and systems to provide evidence of activity, outcomes and quality.
- Attends meetings as required and represents the Education Department at internal and external meetings
- Develop, maintain and enhance external training partnerships and opportunities.

### **Professional Development:**

- Evaluates practice and implements changes as appropriate; using delegates feedback to influence change.
- Takes personal responsibility for life-long learning and personal development through reflective practice, appraisal and actively engages with the learning and development opportunities offered by SNHC.

### **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)**

- 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)**

- 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.

### **People Management**

Under the direction of the Head of Education and Outreach provide leadership, management and development of all staff and volunteers within area of responsibility through contributing to the effective;

- Departmental communication and staff support
- Performance management
- Staff development including regular 1-2-1's, and annual appraisals
- Staff support including health and safety and wellbeing awareness
- Facilitation of a culture of learning and respect for difference

### **Governance**

To support the Head of Education and Outreach to facilitate:

- audit and monitoring
- policies and guidelines/safe operating procedures are developed and implemented in association with Hospice Committees.

### **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

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Job Description dated: May 2016