



Jersey Hospice Care
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JOB DESCRIPTION

Job Title:	Education Practitioner (Community)
Reports to:	Education Lead
Department:	Education Department
Hours:	37.5 (FTE)
Working Pattern:	Monday to Friday, core working hours with flexibility to meet the needs of the role and our internal and external clients
Contract Type:	Permanent
Pay Code:	NM06

General

Jersey Hospice Care (JHC) is an independent charity which provides palliative care services within the community and the hospital and JHC In-Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

Job Summary

The overall aim of this role is to support the Education Lead in developing and delivering the Education Strategy for the Community. This post has a focus on developing excellence, confidence and competence in Palliative and End of Life Care throughout the Island Community and by supporting formal educational events at Jersey Hospice Care.

The role requires application of leadership skill sets, change management proficiencies and educational principles to develop and support the competency and confidence of Community employees in relation to developing excellence in Palliative and End of Life Care. This will be achieved by education in practice, education through reflection, coaching and mentoring and through formal education events.

The Community Education Practitioners will ensure that Palliative and End of Life Care education and training is delivered to the highest standard, that educational outcomes are measured accurately, and that training is accessible to all appropriate employee groups across the Community.

Communication and organisational skills are of paramount importance, ensuring that the Education Lead is fully informed of teaching activities, innovations and metrics related to delivery. The Community Educational Practitioner will contribute as a member of the JHC

Education Team and our wider partnership network, including the Palliative and End of Life Care Education Forum, in the development and delivery of courses that meet the needs of current and future practitioners and in support of the strategic objectives of the hospice to champion open discussions about living well, advance care planning and dying and death.

Job Context

The role is based at both the Hospice on Mont Cochon and throughout the Community, although the post holder may be required to deliver education and training in other healthcare settings. Working hours are Monday to Friday, core hours of 9.00am to 5.00pm, although the post holder will need to be flexible to meet the needs of the employees, external clients and Jersey Hospice Care.

Nature and Scope of Role

The accountabilities of the role will include, but are not limited to, supporting the Education Lead and Education Team members in the following areas:

1. Community Clinical Competency Development
2. Education and Training Development and Delivery
3. Departmental and Inter-Departmental Communications
4. Education and Training Specific to Community Education Practitioner
5. Quality and Audit
6. Standards and Expectations

In addition, the post holder is required to operate in adherence to Jersey Hospice Care Culture Pathway, Vision, Mission, Values and Behaviours.

1. Community Clinical Competency Development

- Responsible for the implementation of the Community Education Strategy for Palliative and End of Life Care, whilst ensuring adherence with CPD Accreditation and where appropriate working collaboratively with internal and external stakeholders and community health organisations.
- Responsible for the management and delivery of a community-based Palliative and End of Life Care education programme, including a tiered system of Palliative and End of Life Care Education sessions.
- Responsible for the creation and delivery of accessible, engaging, evidence-based generalist and specialist Palliative and End of Life Care education and training throughout the Community, including (but not limited to) Care Homes, Nursing Homes, Home Care Providers, General Practices, the Prison, Mental Health Care Providers and Learning Disability Care Providers.
- In collaboration with the Palliative and End of Life Care Forum, support the development of a community-based Palliative and End of Life Care Competency Document for the progression and recording of the professional development of Community based employees. Lead in the assessment, guidance and development of Community based employees in the completion of these agreed competencies.
- The Community Education Practitioners will work collaboratively to co-develop and deliver training programmes for the Gold Standards Framework (GSF) and assist those in community care settings to maintain the core structure of the GSF programme.
- In collaboration the Community Education Practitioners will co-develop and deliver training programmes for Advanced Care Planning and assist those community care settings in the

management of conversations and documentation regarding resuscitation decisions, assessment tools and reflective debriefing after a death.

- The Community Education Practitioners will support the implementation and maintenance of Personalised Care Records for those in the relevant Community settings.
- Contribute to other planned education sessions within and outside Jersey Hospice Care in support of excellence in Palliative and End of Life Care. This may range from formal, taught accredited courses through to practice-based exchanges and experiential learning opportunities (e.g. Symptom Management) in a variety of additional settings.
- Build and maintain good relationships with the relevant Community professionals.

2. Education and Training Development and Delivery

- Achieve sustained change through education by role modelling and facilitating discussions around death and dying, to create a more open culture around Palliative and End of Life Care.
- Provide advice and guidance for end of life care in community clinical areas, to implement/sustain the relevant programmes (GSF/ACP/PCR) and associated Palliative and End of Life care initiatives.
- Regularly visit the relevant Community settings to role model supportive/palliative care multi-disciplinary meetings and undertake reflective debriefing sessions.
- Work with the relevant Community settings to help develop a culture of reflective practice, Palliative and End of Life Care skills development and learning.
- Advise and support clinical employees on general Palliative and End of Life Care issues where appropriate and in accordance with the Palliative Care referral process.
- Be responsive to serious untoward Incidences and/or complaints related to Palliative and End of Life Care and assist in identifying any gaps in knowledge that can then be addressed with appropriate training sessions for clinical employees.
- Deliver education using a wide range of delivery methods, including face to face, supervision, on-line, workshops and conferences, in the production of taught materials, delivering modules to CPD Accreditation standards.
- Support the Jersey Hospice Care Education Team in the delivery of communications training within Jersey Hospice Care, working in collaboration with supporting clinicians in the provision of foundation, intermediate and advanced communication training modules.
- Support the development and delivery of future Palliative and End of Life Care education courses including possible Degree/MSc modules or related initiatives.
- Using a 'Train the Trainer' model, develop skills in facilitating learning in identified aspects of end-of-life care (e.g. spirituality, advanced communication, advance care planning) and deliver planned programmes of training.
- Use education to raise awareness of a wider group of stakeholders including the public, to develop wider understanding of excellent end of life care.
- Ensure all training and education is underpinned by contemporary evidence and research related to Palliative and End of Life Care and planned using educational theory and research and innovative teaching and learning approaches.
- Develop programmes of education and maintain an accurate record of education delivered including lesson plans, presentations and supporting notes, in line with CPD Accreditation standards.
- Participate in clinical supervision and/or mentorship to support personal and professional development.
- Participate in internal and external leadership development as relevant.

- Work with our wider Hospice team and the Education Lead in the promotion and dissemination of research, being research aware and encouraging this within JHC and relevant Community settings.
- Assist in the creation, development and delivery of the proposed future learning events as required by the Island wide Palliative and End of Life Care Strategy.
- Participate in research projects as appropriate – local and national.
- Participate in audit projects such as National End of Life Care Audit.

3. Departmental and Inter-Departmental Communications

- Responsible for cross training and support to the other JHC Education Practitioners with their educational responsibilities to ensure continuity of programme delivery.
- Work closely with colleagues in the Jersey Hospice Care Education Team to develop and agree team ways of working, communicating and knowledge sharing between team members.
- Continue to build and maintain strong relationships with external stakeholders in support of embedment of GSF/ACP/PCR and other Palliative Care standards across the relevant Community settings.
- Demonstrate advanced communication skills. Role model effective communication with reference to effective conversations, advance care planning and resuscitation decisions.
- Demonstrate negotiation and diplomacy skills and partnership working with external agencies, role modelling Jersey Hospice Care's values and behaviours.

4. Education and Training Specific to the Community Education Practitioner

- Responsible for the development, management and delivery of a support programme for carers of Palliative and End of Life Care patients, in collaboration with community organisations and support groups, ensuring the programme addresses the specific needs and challenges faced by carers.
- Responsible for the development, management and delivery of an emotional and psychological support programme for healthcare professionals and carers, in collaboration with mental health professionals and support organisations, tailoring the programme to meet the unique needs of those involved in the delivery of Palliative and End of Life Care.
- Responsible for the development, management and delivery of a Care After Death programme for healthcare providers and families. Partner with bereavement specialists and relevant stakeholders, ensuring the programme covers essential aspects of post-mortem care/support.

5. Quality and Audit

- Work with the Education Lead to develop and maintain metrics and reporting mechanisms to demonstrate the impact of the implementation of training and development initiatives regarding Palliative and End of Life Care on patient care and service delivery.
- Responsible for the recording of training records associated with the delivery of all education and training provided within the Community, liaising with the Education Teams Administration Assistant to ensure accuracy.
- Take a data driven approach to understanding course performance (utilising the Kirkpatrick Evaluation Model), making timely changes based on the results of that analysis.
- Assist in the implementation of the Kirkpatrick training and education evaluation process, maintaining adherence to the methodology following learning initiatives and in reporting evaluation data sets to the Education Team Administration Assistant.

- Regularly review and adjust Education and Learning sessions to sustain and improve participant satisfaction and the reputation of JHC as a high-profile Palliative and End of Life Care education provider.
- Identify barriers/constraints for implementation/maintenance of the Jersey Hospice Care Education Strategy and potential solutions and escalate these to the Education Lead/Senior Management Team in a timely manner.
- Participate in audits to evaluate identified aspects of the development of Palliative and End of Life Care in the relevant Community settings.

6. Standards and Expectations

- Maintain an active NMC revalidation portfolio and participate/contribute to team reflective discussions and planned CPD sessions.
- Maintain clinical and educational credibility by developing and maintaining skills and knowledge in both Palliative and End of Life Care and educational practice.
- Identify own learning needs in relation to the role of Community Education Practitioner - Palliative and End of Life Care and take responsibility for seeking out training consistent with agreed appraisal objectives.
- Responsible for own development including attending mandatory training and participating in the appraisal programme.
- Always observe confidentiality of records and health information and to be aware of and practice the principles of the Data Protection (Jersey) Law (2018).
- Work within the guidelines of the Jersey Hospice Care policies and procedures including Lone Worker Policy and Protection of Vulnerable Adult's Policy.

General Duties

In addition to the key job responsibilities detailed in this job description all employees at Jersey Hospice Care are expected to comply with the general duties detailed below:

Infection Prevention and Control - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

Safeguarding - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children and young persons. All employees are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-clinical employees and all clinical employees will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

Information Governance - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All employees have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

Governance - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health & Safety - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, employees, self or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all employees must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Volunteers – All employees have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

Other Information

Data Protection - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

Equal opportunities statement - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforce. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

Jersey Hospice Care operates a strict no smoking policy.

NB: Although this is a comprehensive job description, you may be required to undertake other duties assigned by Jersey Hospice Care in response to organisational or service demands.

PERSON SPECIFICATION		
Education Practitioner (Community)		
	Essential Criteria for selection	Desirable Criteria for selection
Qualifications and Training	<ul style="list-style-type: none"> Professional qualification in nursing or allied health care profession with significant post qualification experience Healthcare related Degree 	<ul style="list-style-type: none"> MSc or PG Cert or commitment to study at Master's Level (7) Teaching Qualification or commitment to undertaking a relevant, agreed teaching certificate Relevant Train the Trainer qualifications
Knowledge and Experience	<ul style="list-style-type: none"> Highly specialist Palliative and End of Life Care knowledge base and skill sets Proven experience in education and training Project management and/or change management experience Good knowledge and experience of data protection legislation and impact Passion to share knowledge/ skills regarding excellent Palliative and End of Life Care to others and so influence outcomes for patients and those individuals important to them Skilled awareness and practice of diversity and equality in practice Proven understanding and experience in NMC standards and professional requirements 	<ul style="list-style-type: none"> Experience of team management and development Proven line management experience Proven experience in the delivery of face to face and virtual training clinical and non-clinical sessions – on a 1:1 and group basis Good understanding of the Jersey Care Commission standards and a good current understanding of the breadth of compliance standards
Technical abilities	<ul style="list-style-type: none"> Highly competent in all Microsoft office packages, including Outlook, Word, Excel and PowerPoint Experience of Office 365 / Teams IT literacy 	<ul style="list-style-type: none"> Experience of using Eventbrite Experience of managing training records and associated IT recording systems Experience of using social media for messaging and reach Experience of using IT education management software
Personal attributes	<ul style="list-style-type: none"> Excellent written and oral communication skills Strong interpersonal skills Works effectively within a team, generates 	

	<p>new ideas and working practices without being prompted</p> <ul style="list-style-type: none"> • High levels of confidentiality and integrity • Ability to build and maintain good working relationships with colleagues at all levels • Detail conscious, with a good eye for detail • Ability to work on own initiative • Ability to work under pressure and to structured timescales • Motivational and enthusiastic team player • Strong organisational skills • Pro-active approach to problem solving, addressing issues as they occur • Calm and supportive in approach • Emotionally resilient • Inspires confidence and trust with colleagues • Reliable, dependable and approachable 	
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JERSEY HOSPICE CARE BACKGROUND

Specialist Palliative Care Team – The Specialist Palliative Care Team works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

In Patient Unit – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

Bereavement & Emotional Support Service – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

Education, Learning and Development Team - The Education, Learning and Development Team co-ordinate a broad range of academic and competency-based education programmes to support our employees irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey's health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

Retail - There are two Jersey Hospice Care shops; a town shop in St Helier and a country shop in St Ouen, both operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading

company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

Income Generation team - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat Festival, 5000 Club and Christmas Tree collections.

Volunteers - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

Support Services - The Support Services' employees are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.

