



## JOB DESCRIPTION

Job Title: Educator – Hospice in your Care Home Team  
 Reports to: Hospice in your Care Home Manager, Wigan and Leigh Hospice

Base: Wigan & Leigh Hospice, with some home working as part of the role  
 Date: September 2021

**Job Purpose:**

To be responsible for planning, implementing and evaluating programmes of palliative and end of life care education across diverse care settings in the Borough. The post holder will participate in practice development of clinical services through audit, research, education and management.

**Job Summary:**

The Hospice educator will be required to:

- Act as a core member of the ‘Hospice in your Care Home Team’, influencing the development of the organisation, and of education across the local health economy
- Support in the planning, delivery and evaluation of education and training sessions provided to health and social care staff from across diverse settings in Wigan
- Act as a role model for staff, encouraging evidence based practice in a variety of care settings across the borough, via high facilitation
- Produce timely reports, audit findings and action plans.
- Work flexibly according to the needs of the service, ensuring accessibility to education for care staff working on different shift patterns.

Objectives	Typical Tasks
<p><b>Education</b></p>	<ul style="list-style-type: none"> <li>• Act as an information resource for other professionals, patients &amp; those important to them</li> <li>• To deliver evidence based education to a variety of learners, utilising diverse teaching methods which cater for different learning styles</li> <li>• Act as a role model to other Health and Social Care Professionals, clarifying and evaluating objectives for the learning experience.</li> <li>• Maintain records of all educational activity.</li> <li>• Participate in hospice related research projects and audit activity.</li> </ul>

<b>Management</b>	<ul style="list-style-type: none"> <li>• To support other team members, including volunteers, with the planning and co-ordination of the Hospice in your Care Home service, so they achieve the Hospice’s strategic vision and operational objectives for the delivery of Palliative &amp; end of life care education to care home, community and hospital staff, patients/residents and those important to them.</li> <li>• To implement and monitor all relevant hospice policies, procedures and guidelines.</li> <li>• At all times be aware of the need to provide a value for money service, to be mindful of the cost of supplies and how we use them.</li> <li>• Support the team in mentoring new members of staff.</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Act as a positive role model at all times and in the absence of more senior team members, ensure that the team functions to the highest standards as set by the Manager.</li> <li>• Accept accountability for own actions and areas of responsibility.</li> <li>• Involve others in decision making and empower them to take responsibility where appropriate.</li> <li>• To utilise appropriate strategies for conflict resolution in the learning environment, to enable the best experience</li> <li>• Foster and maintain effective communication with all teams both internally and externally that are involved in the delivery of care in all settings across the borough.</li> <li>• Through the use of reflective practice, contribute to the development of critical thinking and decision making within the team and with other professionals.</li> </ul>
<b>Clinical</b>	<ul style="list-style-type: none"> <li>• Respond to referrals to the service by role modelling a holistic patient/service user assessment, planning and evaluation of care and thorough documentation.</li> <li>• Complete hospice patient electronic records (SystemOne)for all patient referrals</li> <li>• Maintain patient confidentiality at all times and ensure that all patient information is protected and shared according to the six Caldicott principles</li> <li>• Act as a role model and demonstrate clinical skills in the practice of delivering holistic care</li> <li>• Use enhanced communication skills with care staff, carers and relatives, including those with language and cultural differences, facilitating informed consideration that enables choices to be made concerning treatments and future care.</li> <li>• Liaise with GPs and other clinicians, where appropriate, with the aim of enhancing the care of patients/residents across diverse care settings</li> <li>• Ensure that care is provided in accordance with the Mental Capacity Act 2005</li> </ul>

	<ul style="list-style-type: none"> <li>• Negotiate appropriate referral to other Hospice services as necessary.</li> </ul>
<b>Service development and strategic work</b>	<ul style="list-style-type: none"> <li>• To work with the team within resource constraints towards full implementation of the Supportive and Palliative Care NICE guidance, End of Life Care Strategy, GM Commitments and National Ambitions recommendations and Quality Markers.</li> <li>• To support the Hospice in your Care Home manager in identifying and informing the hospice senior management team of service development needs for the team.</li> </ul>
<b>Quality, Standards, Governance and Safety</b>	<ul style="list-style-type: none"> <li>• Safeguard all patients, families and the public through participation in robust staff training and adherence to internal and external policies and procedures, reporting any concerns to the care home manager and the local safeguarding team when appropriate.</li> <li>• Ensure all incidents and service issues are reported in a timely way to the relevant service managers and internally via the Ulysses system. With management approval, modify systems and processes in line with lessons learnt.</li> <li>• Complete all mandatory training</li> <li>• To ensure issues are raised of alleged wrongdoing or malpractice with their line manager and ensure that staff who raise any issues will not be subjected to reprisals or victimisation of any kind.</li> <li>• Protect the public by working with professional responsibility in adhering to the Code of Conduct relevant to your profession</li> </ul>
<b>Personal Competence and Development</b>	<ul style="list-style-type: none"> <li>• Develop, maintain and share own knowledge and skills in palliative care, ensuring that practice and teaching is evidence based.</li> <li>• Take responsibility for own professional development, identifying training and development needs to line manager.</li> <li>• Complete all required mandatory training.</li> <li>• Complete all required components of revalidation as necessary</li> </ul>
<b>Hospice Philosophy</b>	<ul style="list-style-type: none"> <li>• Adhere to and promote the core values of the hospice i.e. Compassion, Accessibility, Respect and Excellence-CARE.</li> <li>• Act in a non-discriminatory manner.</li> <li>• Act as a positive role model to colleagues and the wider community.</li> <li>• Undertake any other duties as requested by line manager or other senior colleague for which you have the relevant skills and ability.</li> <li>• Identify opportunities to raise the profile of the hospice across the locality and beyond.</li> </ul>

<b>Person Specification</b>
<b>Educator – Nurse/Allied Health/Social Care Professional</b>

This post is extremely important in ensuring the delivery of a high standard of care to patients/residents/service users and their families/loved ones in Wigan. It requires an individual who maintains the highest professional standards and is passionate about developing others to ensure palliative and end of life care is prioritised and delivered by competent, compassionate staff who feel supported with their learning needs.

The post holder will be a highly motivated, innovative and enthusiastic first level Registered health or social care professional who will work as part of a dynamic award winning education team, aimed at supporting staff to effectively manage their patients/residents/service users at the end of life.

<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Attainments:</b> education, qualifications and experience	1 <sup>st</sup> level Registered health or social care professional  Evidence of post registration experience in palliative care/relevant environment.  Evidence of teaching within the clinical setting.  Understanding of the palliative and end of life care learning needs of staff across primary, secondary and tertiary care	Post registration qualification/training in palliative care.  Teaching qualification.  Experience in coaching staff/supervision
<b>Special Skills/Abilities</b>	High professional standards.	
<b>Disposition/Attitude</b>	Excellent communication skills. Positive attitude to developing clinical practice and participation in change as it occurs. Motivated Enthusiastic Team player Self-reliant Adaptable Clear thinker	Enhanced communication skills
<b>Other</b>	Flexible approach to working patterns <b>Car driver and access to own car</b>	