



Wigan & Leigh Hospice

Job Description

Job Title: Associate Practice Development Facilitator **Reports to:** Practice Development Lead

Base: Wigan and Leigh Hospice

Date: February 2022

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.

Objectives	Typical Tasks
<p>Education</p> <p>To support the manager/lead to continuously develop an education service which meets the needs of the specialist and generic workforce within the locality, and reflects the needs of individuals living with life limiting illness, including those disadvantaged/ hard to reach groups</p>	<ul style="list-style-type: none"> • Act as an information resource for other professionals, patients & those important to them. • Act as a core member of the 'end of life learning hub', influencing the development of the organisation, and of education across the local health economy. • To deliver evidence-based education to a variety of learners, utilising diverse teaching methods which cater for different learning styles. • Act as a role model to other Health and Social Care Professionals, clarifying and evaluating objectives for the learning experience. • Maintain records of all educational activity. • Participate in hospice related research projects and audit activity. • Support the facilitation of larger scale events such as conferences
<p>Management</p> <p>To support the manager/lead to plan, co-ordinate, direct and manage the services and resources so that the Hospice's strategic vision and operational objectives for the delivery of palliative care to patients and those people important to them are achieved.</p>	<ul style="list-style-type: none"> • To support other team members, including volunteers, with the planning and co-ordination of the hub team, so they achieve the Hospice's strategic vision and operational objectives for the delivery of Palliative & end of life care education to care home, community and hospital staff, patients/residents and those important to them. • To implement and monitor all relevant hospice policies, procedures, and guidelines. • 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. • Support the team in mentoring new members of staff. • Provide timely reports, audit findings and action plans.

<p>Leadership To be an inspirational leader who clearly expresses the hospice vision, values, and service quality</p>	<ul style="list-style-type: none"> • Act as a positive role model always and in the absence of more senior team members, ensure that the team functions to the highest standards as set by the Manager. • Accept accountability for own actions and areas of responsibility. • Involve others in decision making and empower them to take responsibility where appropriate. • To utilise appropriate strategies for conflict resolution in the learning environment, to enable the best experience. • 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. • Using reflective practice, contribute to the development of critical thinking and decision making within the team and with other professionals.
<p>Clinical Support the department's delivery of clinical care and associated activities in line with appropriate standards and guidelines</p>	<ul style="list-style-type: none"> • Respond to referrals to the service by role modelling a holistic patient/service user assessment, planning and evaluation of care and thorough documentation. • Provide direct and indirect support to patients/residents/service users and the people important to them. • Complete hospice patient electronic records (SystemOne) for all hub patient referrals. • Always maintain patient confidentiality and ensure that all patient information is protected and shared according to the six Caldicott principles. • Act as a role model and demonstrate clinical skills in the practice of delivering holistic care. • 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. • Liaise with GPs and other clinicians, where appropriate, with the aim of enhancing the care of patients/residents across diverse care settings. • Ensure that care is provided in accordance with the Mental Capacity Act 2005. • Negotiate appropriate referral to other Hospice services as necessary.
<p>Service development and strategic work Developing new and innovative concepts, models, methods, and practices</p>	<ul style="list-style-type: none"> • 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. • To support the Practice Development Lead in identifying and informing the hospice senior

	<p>management team of service development needs for the Hub team.</p> <ul style="list-style-type: none"> • Attendance at service improvement plan/oversight meetings for the settings being supported by the hub.
<p>Quality, Standards, Governance and Safety: Support the department's quality and standards of service and prepare and maintain up to date records for regulatory body compliance purposes</p>	<ul style="list-style-type: none"> • 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 manager and the local safeguarding team when appropriate. • 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. • Complete all mandatory training • To ensure issues are raised of alleged wrongdoing or malpractice with their line manager. • Protect the public by working with professional responsibility in adhering to the Code of Conduct relevant to your profession.
<p>Continuous self-development Continuous self-development to ensure knowledge, skills and competence are relevant to the service.</p>	<ul style="list-style-type: none"> • Develop, maintain, and share own knowledge and skills in palliative care, ensuring that practice and teaching is evidence based. • Take responsibility for own professional development, identifying training and development needs to line manager. • Complete all required mandatory training. • Complete all required components of revalidation as necessary.
<p>Ensure a safe working environment for self and team</p>	<ul style="list-style-type: none"> • To be aware of own obligations under Health and Safety legislation.
<p>Hospice Philosophy Actively support the vision, philosophies, and values of the Hospice</p>	<ul style="list-style-type: none"> • Adhere to and promote the core values of the hospice i.e., Compassion, Accessibility, Respect and Excellence. • Act in a non-discriminatory manner. • Maintain confidentiality at all times. • Act as a positive role model to colleagues and the wider community. • Undertake any other duties as requested by the Practice Development Lead or other senior colleague for which you have the relevant skills and ability. • Identify opportunities to raise the profile of the hospice across the locality and beyond.

Person Specification - Associate Practice Development Facilitator

Essential

Qualifications

- 1st level Registered health or social care professional

Experience, Skills and Knowledge

- 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
- IT literate – able to use Microsoft Office programs and email proficiently
- Effective written and verbal communication skills
- Team player and ability to work autonomously
- Demonstrates a proactive approach to individual's needs
- Attendance at an advanced/enhanced communication skills course
- Positive attitude to developing clinical practice and participation in change as it occurs
- Research and audit experience

Other

- Full UK driving license with access to a vehicle insured for business use
- Enthusiasm for development and innovative practice
- Awareness of the Hospices charitable status and its reliance upon charitable donations which are influenced by clinical care delivery and the professionalism of hospice personnel
- Approachable and adaptable with a flexible approach to work
- An ability to uphold the core values of the hospice
- Self motivated and enthusiastic

Desirable

Qualifications

- Post registration qualification/training in palliative care
- Teaching qualification
- Degree in relevant subject/working towards

Experience, Skills and Knowledge

- Experience in coaching staff/supervision
- Varied experience of delivering formal education
- Leadership experience in a work based settings