



Wigan & Leigh Hospice

Job Description

Job Title: Practice Development Assistant

Reports to: Practice Development Lead

Base: Wigan and Leigh Hospice

Date: February 2022

Job Purpose:

To support the planning, implementation, and evaluation of a variety of programmes of palliative and end of life care education, both formal and opportunistic, under the supervision of senior team members, and to provide expert end of life role modelling to a variety of care staff across the Borough.

| Objectives | Typical Tasks |
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| <p>Education 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 a specialist information resource for other professionals, patients & those important to them. • To act as a core member of the Wigan Palliative and End of Life Learning Hub, influencing the development of the organisation. • Act as mentor to other health care assistants/support workers and generalist care staff as necessary. • Act as a role model to other Health and Social Care Professionals, clarifying and evaluating objectives for the learning experience. • Participate in formal education delivery with small groups and via conference events. • To work flexibly according to the needs of the service ensuring accessibility to education for care staff working on different shift patterns. • Lead on appropriate education sessions with peers, developing meaningful teaching materials to promote engagement. • Participate in hospice related research projects and audit activity under the supervision of the team manager. • Maintain records of all educational activity. |
| <p>Management To support the team, staff and volunteers to enable the planning, co-ordination and supervision of the Practice Development Team, so that they achieve the Hospice's strategic vision and operational objectives for the delivery of specialist palliative care education to generalist care staff, patients, residents and their family members.</p> | <ul style="list-style-type: none"> • 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. |

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| <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 their designated line manager. • To provide ongoing intelligence regarding the learning needs of staff groups through direct 'hands on' teaching of comfort measures • Accept accountability for own actions and areas of responsibility. • Involve others in decision making and empower them to take responsibility where appropriate. • Utilise appropriate strategies for conflict resolution in the learning environment, to enable the best experience • 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"> • Act as a role model and demonstrate clinical skills including examples of comfort measures, in the practice of holistic palliative care nursing. • Use 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. |
| <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 care managers and internally via the Ulysses system. With management approval, modify systems and processes in line with lessons learnt. • To ensure issues are raised of alleged wrongdoing or malpractice with their line manager and also to ensure that any member of staff who raise any issues will not be subjected to reprisals or victimisation of any kind. • Protect the public by working with professional responsibility in adhering to the Code of Conduct for Healthcare support workers (Skills for Care 2013). • Complete mandatory training. |

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| <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 and end of life care, ensuring that practice & teaching is evidence based. • Take responsibility for own professional development, identifying training and development needs to line manager. • When possible prioritise attendance at any in house education sessions, to update on current practice, hospice audits and research. |
| <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. CARE; 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. • Identify opportunities to raise the profile of the hospice across the locality and beyond. • Undertake any other duties as requested by the Practice Development Lead, or other senior colleague for which you have the relevant skills and ability. |

Person Specification - Practice Development Assistant

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| <p><u>Essential</u></p> <p>Qualifications</p> <ul style="list-style-type: none">• NVQ/QCF/CACHE level 2 in Health and Social Care as a minimum <p>Skills, Knowledge and Experience</p> <ul style="list-style-type: none">• Evidence of 'on the job' sharing of knowledge within the workplace• Experience in palliative and end of life 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• Works towards achieving high professional standards <p>Other</p> <ul style="list-style-type: none">• Full UK driving license with access to a vehicle insured for business use or ability• 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 | <p><u>Desirable</u></p> <p>Qualifications</p> <ul style="list-style-type: none">• Care Certificate (dedication to complete this upon commencement of the role) <p>Experience, Skills, Knowledge of</p> <ul style="list-style-type: none">• Experience of working across primary and secondary care |
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