



Wigan & Leigh Hospice

Job Description

Job Title: Practice Development Facilitator

Reports to: Practice Development Lead

Base: Wigan and Leigh Hospice

Date: February 2022

Job Purpose:

To support the day-to-day management of the Practice Development team/End of Life Learning Hub, providing operational management in the absence of the Practice development lead.

Participate in and where indicated, lead on the planning, devising, implementation, and evaluation of programmes of palliative and end of life care education. The post holder will participate in practice development of clinical services through audit, research, education, and management and provide leadership to junior team members, providing opportunities for their professional development.

Objectives	Typical Tasks
<p>Education To assist 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 experienced 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. • Support the Practice Development Lead in the planning, delivery and evaluation of education and training sessions provided to all eligible staff across the Borough. • Work flexibly according to the needs of the service, ensuring accessibility to education for health and social staff working on different shift patterns. • To deliver evidence-based education to a variety of learners, utilising diverse teaching methods which cater for various 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 educational events such as conferences.
<p>Management To assist the Practice development Lead to plan, co-ordinate, direct and manage the services and resources so that the Hospice's strategic vision and</p>	<ul style="list-style-type: none"> • To assist the Practice Development Lead in the day-to-day management of the service and provide senior operational management during any periods where the service lead is absent. • Act as a senior member of the Practice development team, influencing the development of the service and organisation,

<p>operational objectives for the delivery of palliative care to patients and those people important to them are achieved.</p>	<p>through strategic engagement with commissioners and other key stakeholders.</p> <ul style="list-style-type: none"> • Support other team members, including volunteers with the planning and co-ordination of the learning hub, so they achieve the Hospice's strategic vision and operational objectives for the delivery of Palliative & end of life care education to health and social care staff, patients/residents, and their family members. • 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. • Along with the Practice Development Lead and facilitate the mentorship of new members of staff. • Lead in the appraisal process with Practice development assistants within the team.
<p>Leadership To be an inspirational leader who clearly expresses the hospice vision, values, and service quality.</p>	<ul style="list-style-type: none"> • Provide leadership to team members and operational support to the practice development lead. • Chair relevant strategic forums in the absence of the service lead. • Act as a positive role model always and in the absence of the service lead, ensure that the team functions to the highest standards as set by the manager. • Accept accountability for own actions and areas of responsibility. • Demonstrate the ability to make confident decisions in the absence of the service lead. • 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. • To foster and maintain effective communication with all teams internally and those externally that are involved in the delivery of care across the health and social care economy. • Using reflective practice, contribute to the development of critical thinking and decision making within the team and with other professionals.
<p>Clinical Support the lead with the department's delivery of clinical care and associated activities in line with appropriate standards and guidelines.</p>	<ul style="list-style-type: none"> • Triage urgent referrals and provide timely appropriate support to patients/residents/service users and the people important to them • Respond directly to referrals to the service by role modelling a holistic patient assessment, planning and evaluation of care and thorough documentation. • Complete hospice patient electronic records (SystemOne) for all service referrals. • Always maintain patient confidentiality and ensure that all patient information is protected and shared according to the six Caldicott principles. • Act as an experienced 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

	<p>differences, facilitating informed consideration that enables choices to be made concerning treatments and future care.</p> <ul style="list-style-type: none"> • 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 support the Practice Development Lead, 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 team manager in identifying and informing the senior management team of service development needs for the practice development team. • To support the Practice development Lead in service development activities such as Business Case submissions and reporting outcomes to commissioners. • Attendance at relevant service improvement meetings for settings being supported by the hub team. • Lead on the implementation of actions identified via the SIP process/inspection findings. • Produce timely reports, audit findings and action plans.
<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 home 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. • 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 and end of life 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 necessary components of the revalidation process.
<p>Ensure a safe working environment for self and team</p>	<ul style="list-style-type: none"> • To be aware of own and teams obligations under Health and Safety legislation.

Hospice Philosophy

Actively support the vision, philosophies, and values of the Hospice.

- 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.
- Undertake any other duties that are in keeping with the values of the Hospice that you have the skill and ability to carry out.
- Identify opportunities to raise awareness of the hospice across the local community and wider.

Person Specification - Practice Development Facilitator

Essential

Qualifications

- 1st level Registered health or social care professional
- Post registration qualification/training in palliative and end of life care
- Post graduate teaching qualification or equivalent
- Degree in related subject/equivalent experience/evidence of study at degree level

Experience, Skills and Knowledge

- Evidence of a portfolio of diverse teaching within the clinical setting
- Understanding of the palliative and end of life care learning needs of staff across primary, secondary, and tertiary care
- Significant post registration experience in palliative care/relevant environment.
- Evidence of managing staff/teams
- IT literate – able to use Microsoft Office programs and email proficiently
- Advanced/Enhanced communication skills both verbally and in writing
- Positive attitude to developing clinical practice and participation in change as it occurs
- Team player and ability to work autonomously
- Demonstrates a proactive approach to individual's needs
- 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

Desirable

Qualifications

- Management/leadership qualification

Experience, Skills and Knowledge

- Experience facilitating staff appraisals
- Coaching experience

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