**Queenscourt Hospice**

**Supportive and Specialist Palliative Care Services**

**Role Description**

**Post: EDUCATION Facilitator (Band 6)**

**Reportable to:** TBEC TEAM LEAD & CROSS BOUNDARY TEAM LEAD

**Accountable to:** Medical and Education Directors

**Role summary:**

Working as part of the TBEC Education Team, the role of the facilitator will be to create, deliver and facilitate education in palliative and end of life care. Based in the Terence Burgess Education Centre at Queenscourt Hospice you will be required to deliver education face to face and virtually within the education center and in the hospice, hospital, community and care homes settings to a range of multi-professional staff. The facilitator will work within a larger education team

The education facilitator will also liaise with patients, families and staff of all grades in the clinical setting to provide point of care teaching and support for patients likely to be dying to ensure their needs and concerns of those important to them voiced and addressed.

**Main Duties and responsibilities**

1. Work as a team member of the education team supported by the Clinical Leads and Terence Burgess Education Centre (TBEC).
2. Work effectively and cooperatively with Ward and Team Managers to arrange teaching sessions in TBEC, in care homes, on hospital wards and in the community.
3. Educate, empower and support staff to communicate information about end-of-life care and the key enablers to patients and families.
4. Enable staff to recognise the importance of collection and collation of data to support and audit the end-of-life care work.
5. Liaise and work closely in partnership with Specialist Palliative Care Services.
6. Liaise and work with TBEC Education Co-ordinator.
7. Assist in showcasing education undertaken within the local area in all settings, locally, nationally and internationally as opportunities arise.
8. Use and manage own time effectively to facilitate education and to support clinical staff during working days.
9. Keep accurate records of all facilitation sessions and communicate information with TBEC Education Co-ordinator.
10. Keep accurate records of clinical staff who have attended Education and communicate information with TBEC Education Co-ordinator.
11. Maintain records of stocks of documentation for all wards, departments & teams.
12. Attendance at Education Steering group meetings as required. Prepare and present monthly reports to TBEC Team Leads & Medical & Education Directors.
13. Facilitate education of clinical staff including topics related to Palliative and End of Life Care including the use of future care planning, care of the dying, co-ordination of general palliative care, safe delivery of medication and symptom management using a syringe pump, communication skills, managing uncertainty, spiritual assessment, respecting patient choices, rapid end of life transfers, care of families, bereavement issues, symptom management, carer assessment and support.
14. Use educational skills to appropriately address the different learning styles and preferences of all learners.
15. Carry out clinical audit, present and produce findings, summarise and report to West Lancs Southport & Formby Palliative Care Audit Group.
16. Prepare ad hoc reports and attend meetings as requested.
17. Identify complex specialist palliative care needs which should be addressed by the Specialist Palliative Care Services or other specialist teams.
18. Maintain own professional development and educational requirements
19. Promote equality and value the diversity of all staff, patients and families.
20. Ensure privacy and dignity of all patients at all times.

**Communication**

1. Effectively communicate with other Queenscourt staff, Managers, specialist palliative care team, members of the multi-professional team, external health professionals of all grades, and members of relevant external networks.
2. Support staff to communicate information about end-of-life care and the key enablers to patients and families.
3. Maintain an electronic diary which is available to the education team
4. Keep contemporaneous, electronic and/or handwritten, clinical and other records.
5. Be aware that, working outside of Queenscourt, the post holder is an ambassador for Queenscourt and palliative care services.

**Policies and Procedures**

1. Understand and comply with the policies and practices of Queenscourt Hospice including Health and Safety.
2. Be aware of, and assist staff in other healthcare settings, to observe their own policies and procedures when educating them regarding palliative and end of life care.
3. Adhere to professional Codes of Conduct.
4. To participate in an annual development and review process.
5. To attend statutory training in accordance with Queenscourt requirements.

**Health and Safety**

1. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Queenscourt, reporting any potential risks to life or property immediately in accordance with the Queenscourt’s Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.

**Other**

1. Any other duties commensurate with the grade and post.

NOTE: Within this role, there will be a requirement for social contact with patients and/ or patient families.

This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.

**Person Specification – TRANSFORM Facilitator Band 6**

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| **Attributes Required****(based on job requirements)** | **Essential** | **Desirable** | **How tested**  |
| **Qualifications** | * Registered Nurse
* Educational qualification (or willing to undertake)
* Attendance at 6-day Principles and Practice of Palliative Care Course (Terence Burgess Education Centre at Queenscourt) or equivalent
 | * Palliative Care Qualification
* Advanced Communication Skills Training
* Evidence of level 7 study/PGCERT in clinical education (or willing to undertake)
 | Application FormCertificates |
| **Experience** | * Senior level experience of the end-of-life care of patients and families
* Experience of delivering education and training
* Proven experience of use of the key enablers of end-of-life care
* Audit and report writing experience
 | * Management experience
 | Application FormInterviewReferences |
| **Skills & knowledge** | * Ability to manage own time
* Accurate in literacy and numeracy
* Teaching and education
* Preparation of teaching presentations
 |  | Application FormInterviewReferences |
| **Personal Qualities** | Special interest in working in palliative care. Highly motivated, can demonstrate initiative and an intuitive approach to dealing with sensitive situations. Sensitive to the constraints of education in all healthcare settings. Team player who can demonstrate a positive approach along with an understanding of the charitable ethos and of working with volunteers. Flexible and collaborative attitude. Willingness to be hands on and ability to mix with all sections of the community. |  | ReferencesInterview |

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| **Disclosure and Barring Service (DBS)** | This post is subject to an enhanced disclosure and barring check. Whilst information relating to convictions is sought on our application form, under the Rehabilitation of Offenders Act (Exemptions order 1975) the existence of a criminal record will not automatically bar someone from employment |