### Job Profile

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Clinical Education and Development Facilitator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Education Team</td>
</tr>
<tr>
<td>Main Location:</td>
<td>Manorland’s Hospice</td>
</tr>
</tbody>
</table>

#### 1. Main Purpose of Job

The post holder will educate and develop staff in their roles and competencies in order to deliver high quality evidence based care for service users. The post holder will contribute to the planning, implementation and evaluation of education and training and will participate in the mandatory and priority training programme under the direction of the Practice Educator. The post holder will facilitate the development of changes and innovation across the hospice and services provided.

#### 2. Position in Organisation

Reporting to the Practice Educator.  
Working alongside the Education Team Administrator, Heads of Departments, Volunteer coordinator and the Clinical Leadership Teams.  
Working alongside clinical and non-clinical staff on a regular basis  
Working closely with other internal and external education and healthcare providers.

#### 3. Scope of Job

These are the 4-5 main areas that the role involves:-  

**Clinical / Technical Responsibility**  
Supporting practice development across the services and maintaining own clinical competence  
**Clinical Governance / Quality**  
Ensuring and supporting clinical governance and high quality care is maintained across the services  
**Leadership**  
Leading and supporting practice and educational developments. Leading by example and supportively challenging practice.  
**Training and Development**  
Key role in planning, delivering and evaluating mandatory and priority and external training.
4. Dimensions and limits of Authority

Not responsible for any budget, is not directly line managing any staff. Will support staff as part of the hospice on-call policy out of hours.

5. Qualifications and Training

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Nurse</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Educated to degree level or working towards</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Leadership qualification</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Undertaking or willing to work towards a recognised teaching qualification</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Recognised teaching qualification</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

| Training                                            |           | ✓         |
| Evidence of continued professional development      |           | ✓         |

6. Experience and Skills

<table>
<thead>
<tr>
<th>Previous Experience</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience of management and leadership at a senior level</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Experience of working in multi-disciplinary teams</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Experience of coaching and supporting staff</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Experience in a senior nursing role with current clinical skills</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Working proactively with staff in implementing innovative clinical practice</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Leading staff appraisals, inductions, mentorship and preceptorship</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Demonstrable experience of change management</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Ability to challenge practice if required</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Knowledge, Skills &amp; Abilities</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge of current national agenda for health and social care, with particular reference to the development of specialist palliative care services</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Time management skills</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Presentation and teaching skills</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Self confident</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Ability to grasp critical issues and distil into clear and</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>
manageable priorities
Strategic awareness and understanding ✓
Demonstrable leadership skills and understanding of leadership style ✓
Commitment to ethical and professional values ✓
Excellent verbal and written communication skills ✓
IT skills: able to produce reports and tables as required and use email system ✓
Team Player ✓
Facilitation skills ✓
High level of evidence based clinical practice skills ✓
Negotiation skills ✓
Knowledge of mandatory and priority training requirements ✓
A reasonable level of fitness required (some manual handling required) ✓

7. Duties and Key Responsibilities

Clinical / Technical Responsibility

- Work in a supernumery clinical role to support and develop staff, thereby maintaining clinical expertise, competence and credibility.
- Work in accordance with the NMC The code: Standards of conduct, performance and ethics for nurses and midwives exercising professional accountability at all times.
- Work within the policies, procedures, codes of practice and clinical guidelines of Sue Ryder.
- Acknowledge and work within own competence and capabilities.
- Further develop skills and competence required to support the services.
- Demonstrate clinical decision making skills based on latest evidence.
- Provide training on the use of equipment to ensure safe practice is maintained across the services.
- Support and lead others providing education such as EGDE trainers and Clinical Champions.
- Promote effective communication across the hospice.
- Communicate effectively with and advocate for patients, their carers and staff.
- Actively participate in relevant service meetings as required.
- Be proficient in operating IT systems and to ensure that all relevant information including e-mail is effectively communicated to other members of staff.
- Participate in the Hospice on-call rota, providing leadership support out of hours to hospice staff.
Clinical Governance / Quality
- Demonstrate a good theoretical knowledge of clinical governance and participate in its application throughout the service.
- Participate in the development of policies and guidelines within the service.
- Support the Head of Clinical Services and the Quality Improvement Group in delivering the Quality Improvement plan and developing education and development arising from Datix themes and incidents.

Leadership
- Work in collaboration with the senior management team to maintain and project the vision and objectives of the service and ensure that they are embedded in practice.
- Lead by example, by being a visible clinical leader and be responsible for embedding best practice.
- Demonstrate the Sue Ryder Behaviour Framework and be an ambassador for Sue Ryder Wheatfield’s within and outside the service.
- Facilitate developments in practice using evidence based tools and methodology.
- Confidently challenge practice and performance in a supportive way.
- Enable staff to understand their contribution to the organisation, to see development as an opportunity for personal growth and to take an active part in the process.
- Work with the service managers to identify clear benefits, goals, and processes for developing ideas, knowledge and work practices, and communicate these effectively within the service.
- Facilitate the teams and individuals to develop and sustain a patient centred, evidence based culture.
- Contribute to the development and evaluation of the Education and Development Strategy, Training Needs Analyses and Yearly work plans.

Training and Development
- Support and implement the education and development plans for the service.
- Ensure induction and orientation programmes are delivered and evaluated as per induction procedures.
- With the Practice Educator and other members of the multi disciplinary team assist in the coordination and planning of educational events for external agencies.
- Contribute to assessing and collating learning needs including those identified at appraisal reviews. Use this data to inform the training needs analyses, training and development plans and budget requirements.
- Provide and evaluate a range of educational approaches that will meet the needs of a diverse group of staff.
- Participate in and deliver training mandatory and priority training to ensure the key performance indicators are met.
- Contribute to ensuring that educational and training events are evaluated and redesigned if appropriate.
### 8. General

In addition to the specific duties and responsibilities outlined in this job profile, all Sue Ryder employees should be aware of their specific responsibilities towards the following:

- To adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety
- To uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role

The competent use of technology and information systems is an essential requirement of this role. Staff are expected to be competent with the use of technology and information systems and understand their duties and responsibilities with regard to the appropriate use of personal data including sensitive personal data.

Registered managers have an overall role to ensure all aspects of regulatory body standards are met and this can be via devolution of specific responsibilities and these may be explicit in People Perform objective setting, examples include IPC, tissue viability, EDGE trainer, medicines lead

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.