

Job Description

Job Title	Bank Learning & Development Assistant
Accountable to	Head of Education
Salary	£13.45 (basic rate) + £1.62 (12.07% Annual Leave allowance)
Hours	As needed <i>(May include some work across some weekends and evenings, but generally will be between 9am and 5pm Monday to Friday)</i>
Location	Blackburn, with some occasional work at community venues

JOB SUMMARY

To work as a member of the Education Team when required, supporting the organisation and delivery of various palliative and end of life care education programmes to staff both in house within East Lancs Hospice, and the wider workforce across the locality. You will deliver high standards of support and education to health and social care professionals across Blackburn with Darwen, Hyndburn and Ribble Valley, with the aim of empowering them to deliver high quality, evidence-based palliative and end of life care care to their service users.

You will always work with a member of the education team and will have a key role to play in supporting the advanced communication skills programme

KEY PERFORMANCE AREAS

- Contribute to the delivery of quality educational intervention as requested by the head of education or education facilitator
- Participate in the role play element of the advanced communication skills programme, ensuring role boundaries are always maintained
- Support staff with identifying their own learning needs and reporting these back to line manager
- Be empathic and courteous to all service users, always treating them with care and consideration
- Contribute to clinical reports, data collection and statistics as required by the Head of Education
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Positively engage with opportunities for direct support and supervision, the development and maintenance of skills and knowledge

PROFESSIONAL RESPONSIBILITIES

- Maintain appropriate and respectful professional relationships with colleagues and other staff
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Ensure effective use of hospice resources
- Act as an ambassador for the East Lancashire Hospice always promoting our vision which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death
- To contribute to ensuring delivery of a high quality and responsive education service in Blackburn and Darwen and Hyndburn and Ribble Valley communities

- Motivated to deliver high standards of care and performance
- To maintain good communication with the education team through one-to-ones and team meetings where necessary
- Maintain effective communication and good working relationships with the multi-professional team within the hospice
- Work flexibly to meet service demands
- Carry out any other duties in line with the requirement of the post and the organisation

PERSONAL DEVELOPMENT

- Access mandatory training appropriate to the role
- Participate in the hospice appraisal system as necessary, and access training opportunities to improve own knowledge and skills

STATUTORY DUTIES

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice 'no smoking' policy in all hospice premises and grounds □
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable).
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance
- Work at all times to respect people's individuality, rights and diversity to ensure equality

WORKING HOURS

The post holder will work their hours on an ad hoc basis depending on the needs of the service. This may involve some planned weekend or evening work, but would generally be between the hours of 9am and 5pm

NOTES

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:

SIGNED:

DATE:

EAST LANCASHIRE HOSPICE
Bank Learning & Development Assistant
Education Team - Person Specification

	Criteria	Essential	Desirable	Assessed By
Qualifications	Q1 Basic standards of English and Maths Q2 NVQ Level 2 in care/equivalent Q3 NVQ Level 3 in care/equivalent Q4 Developed communication skills	Q1 Q2	Q3 Q4	Application form/Certificates
Experience	E1 Practical experience of caring for patients and the people important to them E2 Minimum of two years' experience in a caring role E3 Reliable, good basic housekeeping skills E4 Experience of working across primary and secondary care E5 Experience of being involved in teaching activities	E1 E3 E5	E2 E4	Application/Interview Application Interview Application Application
Knowledge	K1 Understanding and sensitive to the needs of individuals requiring end of life care K2 Must be willing to undertake development relevant to the role K3 Ability to problem solve K4 Be literate and numerate	K1 K2 K3 K4		Interview Interview Application/Interview
Personal Attributes	PA1 Flexible approach to work PA2 Able to work in a team PA3 Able to relay messages accurately PA4 Communicate effectively with patients, relatives and colleagues PA5 Highly enthusiastic and motivated about the work of the hospice PA6 Willingness to partake in fund raising activity PA7 Ability to relate positively to peers PA8 Understand and maintain confidentiality at all times in line with hospice policies PA9 Car owner/driver/ability to travel to meet the needs of the service PA10 Excellent attendance/health/time keeping record PA11 Professional appearance and behaviour PA12 Willingness to adapt to change as the organisation develops	PA1 PA2 PA3 PA4 PA5 PA6 PA7 PA8 PA9 PA10 PA11 PA12		Interview Interview Interview Interview Interview Application/Interview Interview Interview Application References Interview Interview