



Jersey Hospice Care

JOB DESCRIPTION

Job Title:	Education Lead
Reports to:	Director of People
Department:	Education Department
Hours:	37.5 Hours per week
Working Pattern:	Monday to Friday, core working hours with flexibility to meet the needs of the role and our internal and external clients
Contract Type:	Permanent
Pay Code:	NM08

General

Jersey Hospice Care (JHC) is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In-Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

Job Summary

The Education Lead plays a vital role in shaping and advancing Jersey Hospice Care's educational vision. This pivotal position provides strategic leadership for the Education Team, steering the creation and execution of an ambitious 3-year Education Strategy aimed at enhancing the organisation's influence on palliative and end of life care. Central to this role is the development of meaningful partnerships and collaboration with key stakeholders to ensure the community consistently benefits from high-quality educational initiatives and resources.

Tasked with establishing Jersey Hospice Care as a leading authority in healthcare education across the Island, the Education Lead will design and oversee an external education programme that underscores the organisation's reputation for excellence. By leading with purpose, managing resources effectively, and fostering community engagement, this role supports the organisation's mission to empower healthcare professionals, volunteers, and the wider community with essential skills and knowledge in palliative and end of life care.

The role requires a proactive, innovative leader driven by the potential to expand Jersey Hospice Care's educational impact across the community. The Education Lead will have direct line management responsibility for the Education Team, encompassing both clinical and non-clinical members. They will champion the organisation's educational philosophy, aligning team efforts to deliver robust, inclusive, and evidence-based training programmes.

In addition to developing and leading the team, the Education Lead is accountable for reporting departmental and organisation-wide metrics, as well as Island-wide KPIs outlined in the Education Service Specification of the Health Services Agreement. They will ensure that all educational strategies and training initiatives align with Jersey Hospice Care's Strategy and objectives.

Collaboration is key, and this role will work closely with the Director of Palliative Care Services, the Consultant for Palliative Care, and the Senior Clinical Management Team to deliver on the organisation's commitment to outstanding educational outreach and community impact.

Job Context

The role is based at Mont Cochon, although the post holder may be required to deliver education and training or work off site in other healthcare settings and venues. Working hours are Monday to Friday, core hours of 9.00am to 5.00pm, although the post holder will need to be flexible to meet the needs of internal and external clients.

Nature and Scope of Role

The accountabilities of the role will include but are not limited to supporting the Director of People and the Director of Palliative Care in the following areas:

- 1. Strategic Leadership and Education Planning**
- 2. Community Engagement and Partnership Development**
- 3. Strategic Clinical Priorities**
- 4. Management of Education Team**
- 5. Education/Training Development and Delivery**
- 6. MI Recording and Reporting**

In addition, the post holder is required to operate in adherence to the Jersey Hospice Care Culture Pathway vision, mission, values and behaviours.

1. Strategic Leadership and Education Planning

- Accountable for the creation of a long-term strategy that reflects Jersey Hospice Care's goals for growth in palliative and end of life care education. This includes identifying areas for expansion, evaluating industry trends, and setting measurable targets for success. The Lead will integrate feedback from stakeholders and the community to create a roadmap that elevates educational standards and reaches a wider audience.
- Accountable for the management and delivery of projects and actions arising from the 3-year Jersey Hospice Care Education Strategy and Jersey Hospice Care's overarching Business Strategy and objectives as allocated.
- Responsible for establishing a sustainable external education offering, providing learning events and training sessions that support the wider community's knowledge of palliative and end of life care. This involves the facilitation of a Training Needs Analysis (TNA) to identify community needs, leading to the creation and tailoring of education courses, and then marketing them to healthcare providers, and carers.
- Responsible for engaging with the Director of Palliative Care Services and the Senior Clinical management Team, to ensure the education strategy aligns with Jersey Hospice Care's clinical and organisational priorities and maintain clear communication on objectives, resource allocation, and how education initiatives support Jersey Hospice Care's overall mission.

- Accountable for the creation, implementation and delivery of an annual education and training programme (informed by Training Needs Analyses) that meets the needs of clinical and non-clinical employees across Jersey Hospice Care and provide educational training and administrative support to all departments.
- Support the Director of Palliative Care Services in overseeing the management of safeguarding training across Jersey Hospice Care and with associated projects including the Jersey Hospice Care Safeguarding Policy, audit, webpage and production of supporting materials.

2. Community Engagement and Partnership Development

- Accountable for the creation, development and implementation of an Island wide TNA of Palliative and End of Life Care training needs.
- Accountable for the oversight of the implementation and delivery of a tiered calendar of educational events to meet the needs identified in the TNA.
- Accountable for ensuring collaborative working with the HCS members of the Palliative and End of Life Care Education Forum and the programme of educational activity undertaken, in adherence with the Forum's Terms of Reference.
- Accountable for the creation and development of new and future educational learning events, to meet Island wide needs and the oversight of the implementation and delivery by the Jersey Hospice Care Education Practitioners.
- Develop and maintain relationships with external organisations, including healthcare providers, educational institutions, and non-profits. This will involve negotiating partnerships, exploring collaborative projects, and identifying funding opportunities to expand Jersey Hospice care's educational outreach.
- Accountable for the development of Palliative and End of Life Care partnerships across all relevant Island wide healthcare settings to further the development of generalist and specialist education and training and subsequent upskilling of the healthcare workforce.
- Accountable for the marketing of internal and external programs, working collaboratively with the Education Team members and the Marketing Lead to ensure accurate dates and information are advertised on Jersey Hospice Care's website and that the marketing plan is actioned and adhered to.
- Member of the Senior Leadership Team, with responsibility for ensuring adherence to the Terms of Reference.
- Jersey Hospice Care's Education representative at external events and key stakeholder meetings as required.

3. Strategic Clinical Priorities

- Accountable for the delivery of Clinical Supervision training whilst working collaboratively with the Senior Clinical Management Team to ensure Clinical Supervision is accessible and allocated to all clinical employees.
- Accountable for the development, management and implementation of a Clinical Professional Development Pathway and Professional Competency Framework that supports the ongoing development of Jersey Hospice Care and Community based Registered Staff Nurses, Clinical Nurse Specialists and Healthcare Assistants.
- Proactively contribute to the Senior Clinical Management Team Forum and Clinical Governance meetings, ensuring MI data is accurately maintained and reported on.

4. Management of Education Team

- Accountable for the management and development of the Education Team members, with the facilitation of performance review meetings, 1:1 meetings, team meetings (to include CPD), absence management, absence recording and recruitment of Team members.
- Accountable for the Education Departments active budget and predicted expenditure year on year, ensuring accurate maintenance and reporting of financial data, whilst ensuring invoice sign-offs are in adherence with Jersey Hospice Care's policies and procedures.
- Accountable for all education and training activities and responsibilities of the team and to ensure an effective and professional delivery of education and training services internally and externally.
- Accountable for all Jersey Hospice Care employee training requests and other educational financial commitments to ensure that they are within budget and accurately recorded.

5. Education/Training Development and Delivery

- Act as an ambassador for the education and training provision at Jersey Hospice Care both internally and externally.
- Accountable for the implementation and management of an organisational induction package for all new joiners, to include a structured induction process and the development of a supporting intranet-based induction webpage.
- Accountable for the development and management of the Line Managers Toolkit education initiative within Jersey Hospice Care, ensuring all SLT members have equitable access to this training opportunity.
- Accountable for the oversight of Maybo (Conflict Management) Training across Jersey Hospice Care, developing organisational resilience in the management of challenging behaviours.
- Accountable for the future delivery of Palliative and End of Life Care Degree/MSc modules and all necessary partnership working with supporting academic institutions or University.
- Accountable for the continued research and development of new education and training innovations at Jersey Hospice Care that supports the development of employees internally and externally and take accountability for the delivery and implementation of such innovations.

6. MI Recording and Reporting

- Accountable for the collation of training needs identified through mid-year appraisals and support the Director of People in the annual budget setting process, regularly reviewing and monitoring the education and training spend against budget.
- Accountable for the collation and reporting of all education and training metrics, data sets, training information and KPI's, as required by the Education Team Service Specification in the HCS Agreement.
- Accountable for the defined and ad-hoc Education and Training Metric Reports, quarterly and end of year reports for the Executive Team and Jersey Hospice Care Council.
- Responsible for the oversight of all education and training records recording systems including ASSURE and Virtual College updated and maintained by the Education and Training Administration Assistant.
- Responsible for the oversight of completed training applications and training agreements, ensuring adherence with the Training and Education Policy, budget and training plan, for Director of People approval and sign off (where necessary) and for the co-ordination of approved training and the logging and monitoring of the terms of training agreement to ensure adherence and appropriate actions are taken.
- Accountable for the management of the CPD accreditation process for the community education programme and internal education initiatives.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Jersey Hospice Care are expected to comply with the general duties detailed below:

Infection Prevention and Control - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

Safeguarding - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children and young persons. All employees are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all Non-Clinical employees and all Clinical employees will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

Information Governance - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All employees have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

Governance - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health & Safety - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, employees, self or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all employees must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Volunteers – All employees have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

OTHER INFORMATION

Data Protection - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

Equal opportunities statement - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforce. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

Jersey Hospice Care operates a strict no smoking policy.

NB: Although this is a comprehensive job description, you may be required to undertake other duties assigned by the Organisation in response to organisational or service demands.

PERSON SPECIFICATION		
Education Lead		
	Essential Criteria for selection	Desirable Criteria for selection
Qualifications and Training	<ul style="list-style-type: none"> • Proven study at Masters Level 7 or willingness to study • Teaching qualification or equivalent 	<ul style="list-style-type: none"> • Relevant healthcare MSc • Relevant Train the Trainer qualifications • Registered General Nurse or equivalent professional qualification
Knowledge and Experience	<ul style="list-style-type: none"> • Proven experience of developing and managing a team • Proven experience in creating and delivering education and training • Proven experience in the delivery of face to face and virtual clinical and non-clinical training sessions – on a 1:1 and group basis 	<ul style="list-style-type: none"> • Project management and change management experience • Previous experience within a health care setting • Good understanding of the Jersey Care Commission standards • Good knowledge and experience of data protection legislation and impact
Technical abilities	<ul style="list-style-type: none"> • Highly competent in all Microsoft office packages, including Outlook, Word, Excel and PowerPoint • Experience of Office 365 / Teams • IT literacy 	<ul style="list-style-type: none"> • Experience of managing training records and associated IT recording systems • Experience of budget management and allocation
Personal attributes	<ul style="list-style-type: none"> • Excellent written and oral communications skills • Strong interpersonal skills • High levels of confidentiality and integrity • Ability to build and maintain good working relationships with colleagues and key stakeholders at all levels • Detail conscious with a good eye for detail • Ability to work on own initiative • Motivational and enthusiastic team player 	

	<ul style="list-style-type: none"> • Strong organisational skills • Calm and supportive in approach • Ability to multi-task under pressure and meet deadlines • Emotionally resilient • Inspires confidence and trust with colleagues • Reliable, dependable and approachable 	
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JERSEY HOSPICE CARE BACKGROUND

Specialist Palliative Care Team – The Specialist Palliative Care Team works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

King Centre - The King Centre provides wellbeing services based on a rehabilitative approach that support patients affected by life limiting illnesses to enable them to live life as fully as possible, alongside their illness. The King Centre Team offers a comprehensive range of day services, including day hospice, physiotherapy and complementary therapies. These services are provided by skilled practitioners through individual and group activities and are based upon the personal priorities, goals and needs of each patient.

In Patient Unit – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24 hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

Children & Young People Services - The Children & Young People Services are designed to support children and families with the challenges that having a life-threatening condition can bring. The CYP multidisciplinary team ensures each child and young person will have bespoke care, tailored to their individual medical, emotional, cultural, religious and spiritual needs. However long or short a child’s life may be, Jersey Hospice Care’s is there to support every member of the family, every step of the way.

Bereavement & Emotional Support Service – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

Education, Learning and Development Team - The Education, Learning and Development Team co-ordinate a broad range of academic and competency-based education programmes to support our employees irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey’s health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to

achieve Island wide excellence in standards from a single point of education delivery.

Retail - There are two Jersey Hospice Care shops; a town shop in St Helier and a country shop in St Ouen, both operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

Income Generation team - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Condor Ferries' Dragon Boat Festival, 5000 Club and Christmas Tree collections.

Volunteers - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

Support Services - The Support Services' employees are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.

Privacy Notice – Employees of Jersey Hospice Care

Who we are?

We are Jersey Hospice Care (Jersey Charity Number 30), a charity that provides specialist palliative care for everyone who requires it, irrespective of cause.

We are also a Data Controller, as specified in the Data Protection (Jersey) Law 2018, in relation to any personal data you provide to us. We take the privacy and security of your personal data very seriously. This privacy policy sets out how we do that.

Why we collect your personal data?

We collect personal data for various reasons. These reasons will differ based on the types of personal data we collect and also how we use it.

Reasons will include:

- We collect and hold contact information, such as your name, address and telephone number so that relevant correspondence can be sent to you or so you can be contacted in case of an emergency.
- We will ask for details, including name and telephone number, of people you would like to be contacted in case of an emergency.
- We collect and hold bank account details such as your bank account number and sort code so that your salary can be paid to you.
- We will collect information on tax contributions you have paid whilst employed by us so that the relevant tax authorities can be informed.
- We will collect information on Social Security contributions you have paid whilst employed by us so that the relevant authorities can be informed.
- We will hold information on file relating to your performance and attendance.
- We will hold copies of sick notes that you provide to us.
- We will hold copies of any references that were provided as part of your recruitment.
- Closed Circuit Television (CCTV) is in operation within certain areas of Jersey Hospice Care premises and your image may therefore be captured. This is for your security and the security of other visitors or service users.

When do we collect your personal data?

- During the recruitment process such as when you complete a job application.
- At times throughout your employment such as when you change your address, the bank account you would like your salary paid into or if other relevant personal data changes and you inform us.
- When you fill in any forms. For example, if you are involved in an accident on our premises and we need to fill in an accident form on your behalf.
- You may also wish to take advantage of the private medical insurance or pension which Jersey Hospice Care offers as part of its employment package. This will involve the provision of personal data some of which, in the case of medical insurance, will be sensitive information as it relates to health.

What personal data do we collect?

Personal data is any information that might allow you to be identified, such as your name, address, date of birth, credit card details, I.P. address, photo or video image or voice recording. Some information you provide may also be classified as sensitive such as personal data relating to your health and wellbeing.

Types of personal data we collect will include:

- Name.
- Address and other identifying information.
- Telephone numbers and email addresses.
- Bank account details such as bank account number and sort code.
- Tax contributions.
- Social Security contributions.
- Your image, such as those captured by Closed Circuit TV (CCTV) or if you consent to us using your image in promotional material.
- Medical information contained within any sick notes you have provided to us.
- Notes from appraisals and performance reviews.

What do we use your personal data for?

As with why we collect personal data and what personal data we collect, there are many uses of personal data that we collect. These include:

- To comply with any legal obligation to which Jersey Hospice Care is subject to such as the passing of personal data to relevant Tax authorities.
- To ensure that we are meeting any contractual obligations Jersey Hospice Care has, such as the collection and processing of bank account details so that we can pay employees.
- To contact next of kin in case of an emergency.
- To develop our employees through training and education.
- To manage employee's performance through formal appraisals.

How do we protect your personal data?

We take the matter of data security very seriously. We will treat your personal data with the utmost care and will take all steps to protect it. These include:

- Training and education of employees on aspects of Data Protection
- Access to systems which contain personal data is limited to only allowing employees that need access.
- A wide range of technical security measures including firewalls to safeguard from cyberattack.

How long do we keep your personal data for?

We will only keep personal data for as long as is necessary for the purpose for which it was collected. This is known as the retention period. The retention schedule containing all retention periods is available on SharePoint.

At the end of the retention period your personal data will be deleted.

Who has access to your personal data?

Any Jersey Hospice Care employees member or representatives, permanent or temporary, who come into contact with your information, must be aware of and adhere to the requirements of the Data Protection (Jersey) Law 2018. We will not sell or rent your personal data to third parties. Access to personal data is restricted to only members of employees who need access to that information.

Lawful basis for collecting personal data

In the circumstances where Jersey Hospice Care is required to use personal data, we will only do this if;

- We have gained consent from you to use your information for a specific purpose or purposes such as direct marketing of our products and services or fundraising events.
- To comply with a legal obligation to which Jersey Hospice Care is subject to.
- It is necessary to the performance of a contract you have entered into with us.
- It is necessary for the legitimate interests of Jersey Hospice Care to process your personal data, but our legitimate interests do not outweigh your rights.

Sharing your personal data

The sharing of personal data is strictly controlled by law. There are circumstances where the sharing of information is valid.

Jersey Hospice Care protects itself financially through the application of certain types of insurance such as income protection insurance. In order to do this some personal data, such as name and salary, is shared with our insurers. This is in order to provide the relevant level of protection and also for the relevant pay out to be made in the event of an insurance claim. Not all insurance policies taken out by Jersey Hospice Care will involve the passing of personal data to a third party.

Personal data can also be shared to a third party if:

- Where we have been instructed to do so by law
- Where we believe the reasons for sharing are so important, they override our obligation of confidentiality. Such as to support the investigation and prosecution of offenders or to prevent serious crime.
- Where we are legally required to do so.

What are your rights in relation to your personal data?

Under the Data Protection (Jersey) Law 2018 you have certain legal rights in relation to how your personal data is processed. These are:

- **Right of Access** (We have to tell you if we have your personal data, what it is used for and let you have access if you request it, which is known as a Subject Access Request).
- **Right to Rectify** (We have to correct your personal data if you request us to).
- **Right of Erasure** (If we do not have a lawful basis for holding your information, for instance we are relying on your consent and you withdraw that consent, then we have to delete your personal data).
- **Right to Restriction** (If you want us to stop processing your personal data but do not want it deleting).
- **Right to Portability** (If you request us to give you your personal data in a common, machine readable format).
- **Right to Object** (You can object to your personal data being used for direct marketing, including profiling for direct marketing or being processed for scientific / historical research or statistics).

Under the new Data Protection law, you have the Right of Access to the personal data that we have collected and processed about you. This right includes both the right to know if we have collected personal data on you and also the right to see what personal data we have collected.

In most cases, it is likely that we would be able to deal with any requests to see personal data we hold on you in an informal way. For example, if you want to see a single, specific document, this would be fulfilled at the time the request is made.

If a request is made to see lots of different documents or, for example, the information also contains the personal data of another individual, this is likely to be more complex and therefore requires a more formal request. This is known as a **Subject Access Request**.

If you wish to make a **Subject Access Request**, this should be done in writing, either by post or email and can be sent to either of the following addresses: **Governance Team, Jersey Hospice Care, Mont Cochon, St Helier, Jersey JE2 3JB** or email: **GovernanceAndQualityTeam@jerseyhospicecare.com**

You can also contact us about anything else relating to your personal data.

Your right to lodge a complaint with a supervisory authority

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Office of Information Commissioner.

You can contact them by calling **+44 (0)1534 716530** or go online to: **<https://oicjersey.org/online-enquiry/#/complain/form>**