



**Jersey Hospice Care**  
your care, your choice, your time

**JOB DESCRIPTION**

<b>Job Title:</b>	Staff Grade Doctor, Hospice/Jersey General Hospital
<b>Responsible to:</b>	Consultant in Palliative Medicine (Responsible Officer)
<b>SPA's</b>	10 programmed activities per week
<b>Department:</b>	Medical Team
<b>Contract Type:</b>	Permanent
<b>Core Hours:</b>	40 Hours per week, Monday to Friday, 9.00am to 5.30pm
<b>Weekend Cover:</b>	Saturdays and Sundays 9.00am to 5.00pm, on a Rota basis
<b>Salary range:</b>	£48,470 - (SG1) - £67,030 (SG5)

**General**

Jersey Hospice Care is an independent charity which provides palliative care services within the community, Jersey General Hospital (JGH), as well as through the King Centre and inpatient 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 post holder will assist in the provision of specialist palliative care services at Jersey Hospice Care and in JGH, working alongside other members of the medical team and also provide supervision and support for the Clinical Nurse Specialists/Non-Medical Prescribers. The medical care of patients on the inpatient unit is shared between the General Practitioner's and Jersey Hospice Care's medical team so close partnership working with the patient's General Practitioner is essential.

**Job Context**

The post-holder will demonstrate a high standard of care applying their expert knowledge and skills to identify, assess, diagnose, treat and manage patients with specialist palliative care needs. They will exercise complex levels of judgment, discretion and decision making in clinical care. In conjunction with the Clinical Lead in Palliative Medicine, the post holder will help to monitor and improve standards of care through goal setting, use of advanced care planning and other best practice tools and

measurable outcomes. They will make appropriate use of the latest evidence to inform their practice, audit clinical care, and teach and support professional colleagues.

The post holder will bring a proactive influence to multidisciplinary team meetings and be expected to champion innovative practice within the field of Hospice and end of life care.

The post holder, working as an independent practitioner, is accountable and responsible for their own actions or omissions in line with the General Medical Council.

The post holder would have access to 24/7 telephone advice from the Palliative Care medical team in Southampton.

### **Nature and Scope of Role**

The post holder will be responsible to the Clinical Lead in Palliative Care and Director of Palliative Care Services. The Medical Director of Primary Care will be their Responsible Officer.

The level of supervision will be according to personal competence and agreed accountability arrangements of all aspects of the role.

As per the General Medical Council standards, every doctor is expected to work within the limitations of their competence regardless of whether they are or are not on the specialist register. All doctors remain personally accountable for his or her professional conduct in any care provided.

The accountabilities of the role will include but are not limited to supporting the multi-disciplinary team members at Jersey Hospice Care as appropriate in the following areas:

1. **Clinical practice**
2. **Leadership**
3. **Quality Assurance and Governance**
4. **Management and Self Development**
5. **Relationships and Partnerships**
6. **Education, Training and Research**
7. **Job Planning and Timetable**

In addition, the post holder is required to operate in adherence to the Vision, Mission and Values of Jersey Hospice Care.

## 1. Clinical Practice

- Manage a clinical caseload within Jersey Hospice Care/JGH, including clerking admissions and carrying out minor medical procedure as appropriate.
- In conjunction with medical colleagues, carry out daily management of patients ensuring they receive appropriate medical assessment and care.
- Review patients regularly with medical colleagues and other members of the multidisciplinary team and agree a management plan liaising closely with the patient's General Practitioner.
- Participate in multidisciplinary ward team meetings and carry outward rounds as required.
- Attend to the needs of individual patients, their families and/or carers, attending family meetings and case conferences as required.
- To liaise with, and provide advice to, General Practitioners, and other members of the Primary Healthcare Team in assisting in the support of patients in the community and when referral for admission to the inpatient unit is being considered.
- Provide emergency medical care of Day Hospice patients (where the General Practitioner is not able to provide a timely response).
- Provide medical advice and consultation to the hospital and follow up outpatient consultations for colleagues as required.
- Keep accurate, professional and contemporaneous records.
- Ensure that all prescribing is in accordance with JHC/JGH policy and statutory requirements.
- Liaise with other health professionals in a variety of contexts to plan and review care required.
- Support the medical team including any nurse prescribers with clinical and education supervision.
- Provide guidance on ethical issues emerging in relation to patient care.
- Work with the Governance and Clinical teams in overseeing and maintaining standards of infection prevention and control.

## 1. Leadership

- Working as an independent practitioner, to be accountable and responsible for their own actions or omissions in line with the General Medical Council.
- Contribute to the organisational development of Jersey Hospice Care and its key partners.
- In conjunction with the medical team, contribute to the national development of Hospice care through engagement with other stakeholders across Jersey.
- Undertake appropriate Continuing Professional Development and revalidation activities in accordance with the requirements of the Royal College of Physicians.

## 2. Quality Assurance and Governance

- Support with all clinical governance systems with active participation in order to secure high standards of patient care.
- Contribute to a culture of care in the hospice which embeds Clinical Quality and Governance and monitors the effectiveness of care.
- Promote and foster high standards of education and evidence-based practice for all staff involved in patient care.
- Help design, monitor, review and respond to measures of patient experience and outcomes.
- Assist in the development of the Hospice's clinical policies where appropriate.
- Assist in the management of clinical complaints, particularly those relating to medicines.
- Assist with the management of serious incidents, with responsibility for identifying and sharing related organizational learning.
- Contribute to the safe management and use of all controlled drugs issued to the hospice and/or its patients.
- Contribute to a comprehensive clinical audit programme for the hospice, helping also to implement the programme and supporting all staff in their efforts to undertake audit.

## 3. Management and Self Development

- Support nursing and medical staff, encouraging them to develop as individuals and as a team to provide excellent palliative care.
- Take responsibility for own medical appraisal and take part in peer review (relevant training will be provided if required).
- Proactively take part in the appraisal process, conducted by the Associate Specialist in Palliative Medicine.
- Assumes responsibility for own continuous professional development and update and maintain own clinical skills as required for the role.
- Attend fortnightly mentorship/supervision sessions with Southampton Consultant for the whole medical team.

## 4. Relationships and partnerships

- Engage with senior management about the work of the Hospice and ways in which we can work together to meet the needs of the local community.
- Proactively work closely with partner organisations and teams.
- Proactively work with new partners where hospice has identified a need to establish a relationship to improve the delivery and experience of receipt of care at local level.
- Work closely with colleagues in hospital teams to identify ways in which we can work together to increase the seamlessness of transfer of care between settings.

## 5. Education, Training and Research

- Participate in education, clinical and audit.
- Work with the wider hospice team to participate in medical teaching events as appropriate.
- Work collaboratively to develop an integrated approach to palliative care education, contributing to the education and training programme currently being delivered across the island by JHC.
- Ensure timely revalidation with the General Medical Council through the appraisal and revalidation process and renewal of local professional registration as required.
- Attend fortnightly mentorship/supervision sessions with Southampton Consultant as part of the medical team's support system.

## 6. Job Planning and Timetable

The working week for a full-time doctor will be made up of ten Programmed Activities (PAs) with a timetabled value of four hours each. PAs will be separated into:

- 8 Direct Clinical Care (DCC)
- 2 Supporting professional activities (SPAs)

DCC includes all administrative work associated with clinical care (such as telephone calls, letters, reviewing results, etc.). SPAs are reserved for continuing medical education and professional development, training and education, audit, research and other similar activities.

A draft job plan will be agreed prior to appointment and will be reviewed on a regular basis to ensure the needs of the service are being met.

## 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.

<b>PERSON SPECIFICATION</b>		
<b>Staff Grade Doctor, Hospice/Jersey General Hospital</b>		
	<b>Essential Criteria for selection</b>	<b>Desirable Criteria for selection</b>
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Medical degree</li> <li>• Full GMC registration with licence to practice</li> <li>• Member of a recognised medical defence union</li> <li>• Commitment to the continuing professional development of self and others</li> </ul>	<ul style="list-style-type: none"> <li>• MRCGP, MRCP or equivalent</li> <li>• Diploma or degree in Palliative Care</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Significant experience post GMC registration</li> <li>• Proven relevant postgraduate training within a speciality programme</li> <li>• Clinical experience in medicine in a variety of settings</li> </ul>	<ul style="list-style-type: none"> <li>• Palliative care experience</li> <li>• Specific interest in Palliative Medicine, with a desire to develop skills further</li> </ul>
<b>Technical abilities</b>	<ul style="list-style-type: none"> <li>• Ability to prioritise</li> <li>• Excellent organisational skills</li> <li>• Able to work as part of a multidisciplinary team</li> <li>• Interest in teaching healthcare professionals with varied knowledge and skills</li> <li>• Current driving licence</li> </ul>	<ul style="list-style-type: none"> <li>• Teaching Course, previous experience in teaching</li> <li>• Understanding of independent hospice funding / organisation</li> </ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Excellent communication &amp; language skills</li> <li>• Excellent interpersonal skills</li> <li>• Able to use a non-judgemental approach to patients &amp; colleagues</li> <li>• Empathy, understanding, listening skills, patience, social skills appropriate to different contacts</li> <li>• Honesty, integrity, appreciation of ethical dilemmas</li> <li>• Punctuality, attendance, sense of responsibility</li> <li>• Reliable work record</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of an advanced communication skills course</li> <li>• Good IT skills</li> </ul>

## 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 of 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](mailto: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>**