



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

**JOB DESCRIPTION**

<b>Job Title:</b>	<b>Senior Nurse (Band 6) Maternity Cover</b>
<b>Reports to:</b>	<b>Director of Palliative Care Services</b>
<b>Department:</b>	<b>Clinical Management Team</b>
<b>Hours:</b>	<b>37.5 hours per week (core hours 9am - 5pm)</b>
<b>Contract Type:</b>	<b>Fixed Term Contract – One Year</b>

**General**

Jersey Hospice Care 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 (IPU) 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**

Working directly with the Director of Palliative Care Services the postholder will lead on a broad range of patient safety and clinical assurance activities, in liaison with other key professionals across Jersey Hospice Care. The post holder will develop appropriate systems, processes and relationships to ensure high quality, safe and effective services are operational and effective to ensure that the clinical/quality governance work programme is delivered. The post holder will contribute to the strategic development of patient safety and clinical effectiveness, whilst offering a high level of professional and operational support across Jersey Hospice Care.

The post holder will work with the Director & Deputy Director of Palliative Care Services to provide effective leadership across clinical teams and have expert knowledge in order to ensure that specialist palliative care is delivered in line with individual needs, providing expert clinical advice whilst demonstrating a high degree of personal and professional autonomy.

The post holder will be responsible for creating leading and maintaining a culture which is open to change, new ideas, concepts and innovation, whilst influencing Jersey Hospice Care's strategy and direction. The post holder will all be responsible for patient experience and safeguarding high standards of care by creating an environment in which excellence in clinical care can flourish and be measured.

They will manage resources efficiently and effectively within the agreed budget whilst also leading on a culture of learning and quality improvement across clinical areas and ensure compliance against all Jersey Care Commission (JCC) processes, standards and requirements for those services that are regulated.

Jersey Hospice Care delivers a service island wide and there may be occasions where the post holder is required to work across all health boundaries.

Although this is a comprehensive job description, it is not exhaustive; you may be required to undertake other duties assigned by your line manager.

## **Job Context**

The role will be based at Mont Cochon, Jersey Hospice Care. The working hours are 37.5 hours per week, core working hours of 9am to 5pm, Monday to Friday, with some flexibility to meet the needs of the role and our patients.

## **Nature and Scope of Role**

In order to meet the objectives, the post holder will have responsibilities in the following domains of work:

- 1. Clinical Practice**
- 2. Professional Leadership & Management**
- 3. Quality Assurance**
- 4. Education & Training**
- 5. Service Development**
- 6. Professional Responsibilities**

### **1. Clinical Practice**

- Responsible for clinical judgment in leading the clinical teams in the planning, implementation and evaluation of care for patients with complex palliative needs in a variety of settings according to patient need.
- To be a strong and visible leader across clinical teams maintaining an overview of patient care, ensuring the highest quality of care is provided to individuals with end of life and other life limiting illnesses.
- Setting and reinforcing clinical standards, whilst understanding professional and ethical issues surrounding decision making specifically related to palliative care.
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- To act as a specialist resource for, and to provide advice, education and support to clinical teams, as well as acting as a positive role model and resource to the wider multi-professional specialist and non-specialist teams both internal and external to Jersey Hospice Care.
- Ensure that planning, implementation and evaluation of the total care of the patient and family are individualised, evidence based and is of the highest standard and quality.

- Ensure safe custody and administration of medications in accordance with good practice, Jersey Hospice Care policies and procedures, NMC, regulatory and legal requirements.
- In conjunction with the Specialist Palliative Care Pharmacist, take the lead on medicines management and incident reviews providing reports and recommendations to the Director of Palliative Care Services.
- Undertake monthly Quality Assurance checks across clinical teams and report any gaps to the Director of Palliative Care Services.
- Supervise and evaluate nursing documentation continuously and implement any required actions to ensure high quality professional documentation.
- Support staff to manage patient issues, assessing and advising patients and relatives in crisis situations where significant barriers to acceptance of help will need to be handled using the highest level of interpersonal and communication skills
- Ensure that the principles of infection prevention and control are embedded across clinical teams, standardise processes by ensuring adherence to Jersey Hospice Care infection control policy and challenging poor practice.
- Ensure that clinical care policies and procedures reflect best practice, professional codes of conduct and care standards, and that these are widely understood and adhered to by all clinical staff.
- Keep up to date with new nursing skills and be prepared to initiate changes as and when appropriate in consultation with the Director of Palliative Care Services.
- Act in a way that upholds patient and staff confidentiality at all times.
- Act sensitively and be the patients advocate to ensure that the patient's perspective is heard within the wider multidisciplinary, community and health and social care teams to inform decision making
- To actively promote and embed the Gold Standards Framework programme across clinical settings.
- To utilise the electronic patient administration system (EMIS) and make full use of the information and technology resources available, encouraging staff to become skilled in the system to ensure high quality patient care.
- To ensure accurate and contemporaneous records, inputting patient data as required by Jersey Hospice Care.

## **2. Professional Leadership & Management**

- Working as part of the Clinical Management Team, responsible for all other clinical areas within Jersey Hospice Care, in the planning and ongoing development of palliative care services.
- Significantly contributing to strategic planning and the implementation of future developments of service in close liaison with the Director of Palliative Care Services.
- Provide high visible and accessible leadership, guidance and vision to staff, creating a climate where individuals understand their roles and responsibilities and people are empowered to be effective practitioners.

- To maintain clinical duties to ensure high visible leadership, coaching, supervision and mentoring of staff in order to retain clinical credibility as a nurse.
- Demonstrates and embeds the professional values and beliefs as agreed by Jersey Hospice Care, acting professionally and demonstrating accountability for own clinical practice.
- To work collaboratively with clinical teams to implement and maintain JCC statutory processes including responsibility for the preparation of all documentation and evidence as necessary for annual inspections.
- In liaison with the Director of Palliative Care Services, be responsible for the control and monitoring of the agreed budgets ensuring provision of a high quality and cost-effective service.
- Respond promptly to complaints and or concerns reported by team members and service users in a timely manner and in accordance with Jersey Hospice Care organisational policies and procedures.
- Actively establish and develop relationships with internal and external agencies and organisations as part of a wider system of promoting Jersey Hospice Care with key stakeholders.
- Attend or chair meetings within Jersey Hospice Care as required.
- Utilise and promote staff support systems, e.g., clinical supervision, reflective practice, ensuring they are implemented within the normal working practice and hours.
- Act as an ambassador for Jersey Hospice Care, representing the organisation as part of the senior clinical team at external meetings and events.
- Act as a positive role model both professionally and behaviourally, providing instruction, coaching and guidance to all members of the clinical teams ensuring continuous professional improvement. Responsible for budget and resource management.

### 3. Quality Assurance

- Undertake research, audit and quality initiatives, encouraging participation and awareness throughout the teams.
- Lead staff with audits and evaluation of work that may be required to develop and improve palliative end of life care for patients and their carers.
- Conduct quality reviews of all clinical areas, focusing on professional standards and safety and quality in line with the JCC and Jersey Nursing Accreditation Assessment Standards (JNAAS). This may also include quality review of the Specialist Palliative Care Team (SPCT) when JNAAS is implemented into the community setting, which will require working within the community.
- Meet with the Director of Palliative Care Services monthly to provide an update with evidence that quality assurance initiatives are being actioned and maintained across clinical teams.
- Ensure all data and KPIs required by the Director of Palliative Care Services for monthly and quarterly clinical reports are provided in accordance with strict deadlines to ensure reports can be compiled in a timely manner for JCC and Jersey Hospice Care's Council of Trustees.

- Maintain own awareness of, and comply with, policies and procedures relating to Health and Safety, whether statutory or Jersey Hospice Care, and actively ensure the compliance of other staff, volunteers and visitors across clinical teams.
- Ensure staff are trained, competent and validated to use equipment safely and accurate records are maintained.
- Proactively encourage staff to recognise and report incidents via the ASSURE system and that medium or high-risk incidents are escalated to the Director of Palliative Care Services in a timely manner.
- Review reported incidences and undertake necessary investigations and actions utilising tools such as SBAR reports and Root Cause Analysis, giving feedback and learning from these incidents and ensuring that it is transferred into practice.
- Demonstrate critical analysis skills to evaluate relevant research findings in order to develop current and future practice.
- Maintain Jersey Hospice Care information systems as required by the organisation, and ensure all staff are aware and compliant with organisational Data Protection policies.
- To contribute to Jersey Hospice Care's Clinical Governance framework management, maintenance of risk assessments and the clinical risk registers, which includes identifying potential clinical risks and actively participate in and enable others to carry out risk assessments within the working environment. Ensuring all staff use valid risk assessment tools in line with organisational policy.

#### **4. Education & Training**

- Initiate and participate in orientation and induction programmes for new staff.
- Promote and foster high standards of education and evidence-based practice for all employees involved in patient care.
- Work collaboratively with the Education Team to develop an integrated approach to palliative care advice, education and training to employees and volunteers across a range of disciplines across all settings.
- Work closely with the clinical leads and the Education Team to roll out competencies across clinical teams. Develop staff skills necessary to deliver the Specialist Palliative Care services of Jersey Hospice Care.
- Share clinical knowledge and expertise with staff by delivering and participating in teaching sessions within the hospice and externally if required.

#### **5. Service Development**

- Be responsible for the implementation and monitoring of compliance against policies and procedures, including issues arising from complaints or incidents, i.e., reporting of untoward incidents, near misses and pharmacy incidents.
- Use complaints positively and proactively to review and improve the quality of the service.

- Support the implementation and monitoring of clinical practice guidelines including standards, policies and protocols in line with local and national directives.
- Undertake quality improvement initiatives and champion evidence based in-service development plans / projects wherever possible.
- Review care pathways feeding reviews into appropriate discussions to ensure continual quality improvements.
- Participate in the setting of service objectives when Jersey Hospice Care reviews its strategic plans.
- Take responsibility for monthly reports on activity audit and all performance indicators ensuring the monthly dashboard is accurately maintained.
- Work with other disciplines to integrate best practice tools into pathways of care e.g. ACP, GSF and to ensure decrease in duplication of elements of care, fragmentation of care and delays in response to patient's needs.
- Maintains links with other Palliative Care Specialists in order to share or learn from examples of good practice.
- Ensure that the service reflects Jersey Hospice Care's philosophy in accordance with the Mission Statement, underpinned by Jersey Hospice Care policies and procedures and statutory legislation.
- Ensure that the care given is fully compliant with the JCC Standards at all times.

## 6. Professional Responsibilities

- Practice within the Nursing and Midwifery Council (NMC) Code of Conduct and adherence to all relevant professional, legal and regulatory guidelines.
- Own professional development and the update and maintenance of own clinical skills as required for the role.
- Maintain current registration with the NMC ensuring revalidation requirements both personally and for all clinical teams are submitted in a timely manner.
- Act within the Code of Professional Conduct set by the NMC.
- Adhere to the policies and conditions of service of Jersey Hospice Care relating to sickness and absence, conduct, Health and Safety, Data Protection and any others that are relevant.
- Actively participate in Jersey Hospice Care's individual performance review process to identify own learning needs and take necessary steps in order to reach personal
  - and professional objectives.
- Manage own time and work effectively to meet the objectives, skills and competencies required for the role within contracted working hours and thereby leading by example.
- Keep up to date with the developments within nursing and in particular in the field of palliative care.

## 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 Jersey Hospice Care in response to organisational or service demands.

<b>PERSON SPECIFICATION</b>		
<b>Senior Nurse (Band 6) Maternity Cover</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>• Registered General Nurse with current registration on part 1 of the NMC register</li> <li>• Degree in Health and Social Care</li> <li>• Qualification in palliative care, e.g., European Certificate in Essential Palliative Care</li> <li>• Advanced communication skills training</li> <li>• Management/leadership training</li> </ul>	<ul style="list-style-type: none"> <li>• Master in palliative care or evidence of working towards</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• 5 years post registration with 2 years in palliative care</li> <li>• Experience at a senior level as a ward/service manager with responsibility for leading and managing a team</li> <li>• Experience of formal and informal teaching</li> <li>• Expert knowledge of palliative symptom management and end of life care</li> <li>• Good knowledge of audit and outcome measures</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing budgets</li> <li>• Experience of managing change and/or service development</li> <li>• Knowledge of JCC regulatory requirements.</li> <li>• Knowledge of wider professional and political issues in healthcare.</li> </ul>
<b>Technical abilities</b>	<ul style="list-style-type: none"> <li>• Proven experience of operating as a Registered Manager for either an IPU or Day Hospice</li> <li>• Excellent knowledge and understanding of Nursing and Midwifery Council (NMC) Code of Conduct</li> <li>• Clear understanding of clinical governance</li> <li>• Proven ability to communicate effectively with patients living with life limiting illness and able to communicate difficult and sensitive information</li> <li>• Working knowledge Microsoft Office</li> </ul>	



	<p>packages, excel, word, power point and outlook</p> <ul style="list-style-type: none"> <li>• Experience of patient systems and databases, e.g., EMIS</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Excellent organisational and time management skills</li> <li>• Strong clinical leadership and staff management skills</li> <li>• Effective verbal and written communication skills</li> <li>• Strong interpersonal skills with ability to communicate effectively at all levels with colleagues and patients</li> <li>• Ability to work under pressure and prioritise constantly changing, high volume workloads</li> <li>• Experience and ability to work to deadlines</li> <li>• Ability to make decisions, work on own initiative and take accountability</li> <li>• Ability to persuade, influence and handle conflict</li> <li>• Effective delegation skills</li> <li>• Confident and assertive</li> <li>• Ability to present a positive and professional image</li> <li>• Be flexible and adaptive</li> <li>• Motivational and enthusiastic team leader and team player</li> <li>• Reliable and prepared to work outside normal hours as appropriate</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 coordinate 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, 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:

[dataprotectionofficer@jerseyhospicecare.com](mailto:dataprotectionofficer@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>