**JOB DESCRIPTION**

**Job Title:** Head of Education and Learning

**Reports to:** Director of Workforce and Organisational Development

**Accountable to:** Chief Executive

**Responsible for:** Education and Learning Team

**General**

Jersey Hospice Care (JHC) is an independent charity which provides specialist palliative care services within the community and through the Day Hospice 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**

The post holder will

- Provide strategic leadership and direction in relation to all internal and external education, driving forward the Education and Learning agenda.
- Work in close partnership with managers and multi-professional teams to create an organisational culture where Education and Learning transform care is everybody’s business. To establish Education and Learning (including evidence based practice) as priorities alongside our clinical care provision to support the delivery of the highest quality of palliative and end of life care, regardless of setting.
- Develop and lead implementation of an Education and Learning strategy which reflects contemporary learning and teaching approaches, aligns with external strategic priorities and actively supports the achievements of Jersey Hospice Care strategic goals.
- Develop and implement a coherent business plan, to ensure the growth of income from education activity to support education, research and practice development and contribute to sustainable funds.
- Provide overarching responsibility and leadership for the active development of all staff at Jersey Hospice Care, both clinical and non-clinical, to reach their full potential and be fully compliant with all legal and compliance frameworks, through a robust organisational approach to workforce development.
- Build strong relationships with external stakeholders including commissioners, funders, health and social care leads and academic partners – proactively
identifying opportunities for palliative and end of life care education and partnership and working with the Education and Learning team to create and deliver innovative, bespoke education solutions.

- Establish Jersey Hospice Care as a leading provider of high quality palliative and end of life care.

**Key Working Relationships**

**Internally**
- Education and Learning Faculty
- Executive Management Team - specifically the Chief Executive and Director of Palliative Care Services
- Senior Management Team
- Community engagement team and the Marketing and Communication Officer.

**Externally**
- Local external stakeholders including commissioners, health and social care leads, academic partners and voluntary and community organisations.
- Education and Research leads across hospice and health networks nationally

**Duties/Responsibilities**

Provide inspired strategic leadership and direction for Education and Learning across Jersey Hospice Care in relation to all internal and external education, driving forwards the Education and Learning agenda.

- To provide inspirational leadership, direction, motivation and support across the Education and Learning Team at Jersey Hospice Care to enable the vision and strategic aims for Education and Learning to be realised.
- Develop and lead implementation of an Education and Learning Strategy which:
  - Draws on contemporary learning and teaching approaches to best meet staff development needs
  - Aligns with external strategic priorities and actively supports the achievements of Jersey Hospice Care strategic goals.
  - Build strong relationships with external stakeholders including commissioners, funders, health and social care leads, hospital palliative care teams and academic partners – to proactively identify opportunities for palliative and end of life care education locally.
- Lead the development of our portfolio of education and learning opportunities offered by Jersey Hospice Care ranging from formal, taught accredited courses through to practice based exchanges and experiential learning opportunities.
- Create and deliver innovative, bespoke education and learning solutions including use of real patients and carers, film and other digital strategies.
• Proactively pursue opportunities for integrated palliative care education through joint posts, rotations, exchanges and learning placements.
• Develop formal relationships with academic centres to pursue accreditation of educational courses and research partnerships.
• Identify and take opportunities to showcase Jersey Hospice Care contribution in education, research and development thereby raising the profile of the charity and its contribution to palliative and end of life care.

Keep up to date with a rapidly changing external environment to ensure we are actively scanning and responding to opportunities and challenges relevant to Education and Learning.
• Keep abreast of national reports, guidance and initiatives relevant to palliative and end of life care, education and learning and organisational development.
• Represent Jersey Hospice Care at local, regional and national level.
• Interface closely with senior management team regarding current and future changes across the external environment, including local commissioning intentions and keeping the Executive Management Team updated on relevant Educational and learning initiatives (including obstacles which require more senior influence to surmount).

Create an organisational culture where ‘Education and Learning to transform care is everybody’s business’ to realise our vision for Education and Learning
• Promote a culture of learning, enquiry, research and innovation across Jersey Hospice Care.
• Establish and embed Education and Learning as priorities alongside clinical care and as essential components of quality care provision across all settings.
• Create a comprehensive research strategy, to proactively raise the profile of research across the organisation and ensure that:
  - All clinical care is informed by current research and evidence and that our staff are up to date with best practice and relevant to their roles.
  - Staff are actively engaged in research as appropriate to role.
  - There is a co-ordinated approach to research undertaken at Jersey Hospice Care to ensure any research initiatives support our strategic and clinical priorities, are compliant with ethical requirements and give patients opportunities to participate in research without being overburdened.
  - Jersey Hospice Care research is appropriately disseminated through our Education programme and relevant to national and international forums to influence palliative and end of life care practice as widely as possible.
• Build strong relationships with managers and multi-professional teams to support buy in to Education and Learning across the organisation.
• Work in close partnership with managers to:
  - Ensure service specifications and job responsibilities across all multi-professional teams make explicit our expectations that all staff will participate in research and
evidence based practice and contribute to education delivery, in line with levels of responsibility, and enable this to happen in practice without compromising service provision.

- Establish and oversee robust structures of accountability to ensure colleagues are actively engaged with Education and Learning in line with Service Specifications, Job Descriptions and Individual Appraisals.
- Ensure education, learning and development objectives are active in all team’s annual plans to support achievement of the organisation’s Education, Learning and Development Strategy.
- Embed a robust culture of evidence based practice and research engagement across all teams and all levels of clinical responsibility.
  - Establish and lead Jersey Hospice Care’s Education and Learning Faculty to support collaborative, multi-professional decision making and to provide an overarching accountability structure for all Educational and Learning initiatives (both internal and external).

Provide overarching responsibility and strategic leadership for the active development of all staff at Jersey Hospice Care through a robust, organisation wide approach to workforce development

- Provide strategic leadership and oversight to the development of a comprehensive Organisational Workforce Development Programme including Leadership Development; Talent Management and Succession Planning that enables improved organisational performance and transformation, in partnership with the Director of Workforce and Organisational Development.
- Hold overall responsibility to the organisation is up to date with all legal and compliance frameworks relating to staff development and training. Ensure the Education, Learning and Development programme is responsive to this requirement and identified learning needs across the Hospice and externally.

Develop the growth of income from education activity and external grant applications to support education, research and development initiatives

- Hold overall responsibility for the Education and Learning budget.
- Develop a coherent business plan to underpin the Education and Learning Strategic Plan.
- Ensure the ongoing maintenance and growth of income from education activity without sacrificing quality or reputation.
- Keep abreast of future external funding opportunities by building strong relationships with stakeholders and the community, local commissioners and attending relevant forums.
- Create effective business cases and financial bids in response to external funding opportunities and collaborate with the Hospice Income Generation Team to
generate income to support new education, research and practice development initiatives.

- Oversee the effective utilization of Jersey Hospice Care Education Centre’s rooms and conference facility to support Education, Learning and Development capacity.

Provide Management and Leadership to the Education and Learning Team

- Provide line management to practice development nurse and the nurse champion.
- Recruit, induct, manage, coach and develop Education, Learning and Development Team and ensure that all direct reports have regular one to one meetings and an annual individual appraisal to review progress towards agreed objectives. Ensure a close link between annual objectives, the annual development plan for the team, Education and Learning strategy and the strategic plan for the organisation.
- Support the Education and Learning team to ensure internal workforce learning and development requirements are fully met and delivered alongside external education and research initiatives in a cohesive, streamlined way.
- Embed systems to support the robust evaluation, audit and regular rigorous reviews of all Education, Learning and Development activity.

Personal Development

- Identify own learning and development needs in order to meet the key requirements of the post.
- Take responsibility for linking own development needs with the Hospice appraisal and objective setting process.
- Take responsibility for own professional development by undertaking specific areas of work / projects to develop new skills.
- Take responsibility for own professional development, including keeping up to date with relevant professional and other developments in palliative care, end of life care, education and research at local and national levels.
- Engage in supervision to support personal and professional development.

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 Control
To maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care’s standards of cleanliness, hygiene and infection control.

**Safeguarding**

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

Staff are required to complete the one off mandatory training courses ‘Safeguarding Adults at Risk - Foundation’ and ‘Safeguarding Children and Young Persons - Foundation’ which are facilitated by the Safeguarding Lead.

**Information Governance**

All staff 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 JHC meets it’s legal, regulatory and accountability requirements.

**Governance**

To 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 & Safety at Work Act, taking appropriate action in the event of an accident to patients, staff, 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 staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

**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 3 years post termination of employment. For further explanation see Appendix A ‘fair processing statement’.

**Equal opportunities statement**

JHC 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 no smoking policy.**

**Jersey Hospice Care Background**

**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.

**Day Hospice** - Our Day Hospice and Out Patient Service (based in the King Centre at the hospice) aims to enrich patient’s lives through individual and group activities. We offer patients and their carers personalised support, whilst empowering them to manage their condition and prevent unnecessary complications.

**In-Patient Unit (IPU)** - The In Patient Unit, comprising of twelve single en-suite bedrooms, offers facilities for short stay admission, typically for assessment, symptom management, respite and end of life care. Care is delivered by skilled and experienced nurses, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

**Therapies team** - JHC offers a comprehensive range of physiotherapy, lymphoedema and complementary therapies; provided by skilled practitioners through individual and group activities and available in the IPU, Day Hospice, outpatients and gym. The therapies team is based in the King Centre at the hospice.

**Community Bereavement Service** – support is available to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. This service aims to offer help and support to those who have lost a relative or friend, and are having difficulty coming to terms with the bereavement. The service is managed by staff with the help of trained volunteers.

**Retail** - there are two JHC 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 JHC. 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 £1m Lottery Draw, Dragon Boat Race, 5000 Club and Christmas Tree collections. The Income Generation team is known as the “Hub of Hospice”.

Volunteers - JHC 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, gardening, etc.

Administration and Support Services - staff are responsible for the administration, accounts management, housekeeping and catering services that are vital to the smooth running of the charity. The administration team is the first point of call for those ringing or calling at JHC

Appendix A: Fair processing notice – Staff
Jersey Hospice Care (JHC) is registered to process personal and sensitive information under the Data Protection (Jersey) Law 2005– notification number 17510. Information collected during the recruitment process will be used to support your application to JHC. We may also need to share your information with third parties such as previous employers, referees and agencies to verify the information and confirm your suitability to work.

Successful candidates will have their application details transferred to a personnel record and entered onto JHC’s electronic staff record, including Payroll. Unsuccessful candidates will have any paper records disposed after an appointing decision has been made in line with our document retention policy.

Employee information is not shared with a third party without your consent unless there is a legal basis for disclosure or if it is in the legitimate interest of JHC, for example for contingency planning and disaster recovery. Employee information is processed for the purpose of maintaining a personnel record including attendance and performance.

All individuals have a legal right to access information held about them and can amend factually incorrect information. Anyone wishing to obtain a copy of their employee record or for further details on their information rights please contact the Director of HR in the first instance.
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Privacy Notice